



Chat Transcript: Fireside Chat with Paula Davis

10:01:20 - Kelsey Lang:
“Tiny but mighty”

10:03:19 - Heather Sittler:
Tacos!!

10:03:48 - Lori Thomas:
Now I am craving tacos!

10:05:50 - Lori Thomas:
My current WELCOA team! <3

10:07:08 - Stephanie Jones:
The Wellness team I am a part of, we have a shared vision which makes a huge difference

10:09:07 - Lori Thomas:
The worst teams I have been on were ones where there were 1 or more individuals that would throw others under the bus so everybody was on edge and felt like they were under pressure all the time.

The best teams have been ones where the team members all shared a common vision and purpose. But most importantly were ones that lifted each other up and truly cared about each other.

10:10:01 - Nereida Yanez:
I went through Leadership Breakthrough training with RAPPORT and that was definitely a team you got close to fast!

10:10:41 - Lori Thomas:
It's like fight club

10:12:02 - Kelsey Lang:
My first job right out of school was on night shift at a print shop and it was very nose to the grindstone work but everyone on the team was so great and we were really bonded. 10 years later I still have friendships with the “OG Night Crew” and I really cherish those times even though it wasn't always sunshine and rainbows

10:13:28 - Pamela O'Reilly:
That sounds like fun!

10:13:46 - Nereida Yanez:
hahah Lori. Basically.

10:13:57 - Kelsey Lang:
It was! It makes me smile remembering some of the silly stuff we did



10:14:17 - Lori Thomas:

Don't forget that this group has a LinkedIn group as well! We want you all to be able to stay connected after our meetings are complete. <3

10:14:28 - Nereida Yanez:

@Pamela it is!! It can be a little intense but once it's done you'll realize the benefit/worth even more.

10:14:36 - Kelsey Lang:

We'd "prank" our boss all the time if we finished our work a little early. I remember one time we took this big sheet of paper and made a giant dinosaur and covered her office door with it and she kept it up in her office the rest of that year

10:14:39 - Heather Sittler:

That's rough! My work peeps are everything to me.

10:15:21 - Lori Thomas:

Here is the link to our Fireside Chat private LinkedIn group:

<https://www.linkedin.com/groups/12501925/>

10:21:05 - Julie Stiles:

Across the board, we have a lot of new leaders so we have some teams that are amazing and some that could use some help

10:22:55 - Julie Stiles:

Yes it's available online

10:23:03 - Pamela O'Reilly:

I think it totally depends on the supervisor. I have a great one now, but my last supervisor was horrible and it was detrimental to the entire team.

10:23:25 - Kelsey Lang:

It very much is a reflection from the top down

10:23:31 - Stephanie Jones:

@Pam-totally agree! Who leads makes a huge difference

10:23:53 - Lori Thomas:

Dr. Amy Edmondson - Psychological Safety

10:23:57 - Kelsey Lang:

If the roots are damaged the tree can't be expected to be healthy

10:23:57 - cbeaman:

I concur. The leader is key on the feelings of psychological safety.

10:24:22 - cbeaman:

@Kelsey - very profound!



10:24:52 - Lori Thomas:
I love that @Kelsey!

10:25:05 - Nereida Yanez:
@Kelsey that's a great way to put it!

10:25:37 - Heather Sittler:
What can we do when we have a new person on a virtual team to help them better connect?

10:25:54 - Pamela O'Reilly:
(Sorry....needed to let my dog out) :)

10:27:51 - Kelsey Lang:
@Heather when I started at WELCOA I met with everyone 1:1 to really get to know everyone on the team (granted our team is fairly small but maybe that would be good to incorporate for the key team leaders they'll work with the most) it really helped my transition to not feeling out of the loop and my boss was really great with being available to video chat anytime I had questions and during all my training. I think video chat is huge and screen sharing.

10:28:31 - Julie Stiles:
All of our teams are virtual and leaders tend to do a lot of connection activities (icebreakers etc) so people can get to know one another as well as do 1:1 so the leader can get to know them on their own. Collaboration as well as connecting over non-work stuff are both key

10:29:06 - Stuart Chittenden:
Thanks @julie and @kelsey!

10:29:45 - Kelsey Lang:
I also really like our monthly virtual happy hours! It's a great space to be yourself with each other and build that bond

10:30:22 - Kelsey Lang:
Lori your cat is so needy or attention today!

10:30:32 - Stephanie Jones:
I think we are going to be 50% remote and 50% in the office when we are back

10:30:42 - Stephanie Jones:
@Lori-love the kitty, what a sweetie

10:30:44 - Pamela O'Reilly:
We have coffee chats every few weeks where we aren't talking about work. We have people all over the place--across the country and on client site--so we're always going to have "virtual" team mates.

10:31:00 - Kelsey Lang:
That's fun Pam!!



10:31:15 - Kelsey Lang:

I think the bonding happens with things like that more than the daily work

10:31:24 - Stephanie Jones:

I agree Kelsey!

10:31:34 - Heather Sittler:

I like Attentive Courtesies!

10:32:09 - Kelsey Lang:

Maybe doing something centered around "getting to know you" would be a great starting place

10:32:53 - Heather Sittler:

I have a secondary team that is virtual and it seems so much easier to integrate a new member there.

10:33:14 - Heather Sittler:

It's more challenging with a team that "grew up" being a physical team.

10:33:30 - Kelsey Lang:

Maybe you can ask them what things they do as a team that you could try implementing

10:34:42 - Stephanie Jones:

I get to see a lot of our team members at our Covid 19 vaccine clinics we are sponsoring for the community. It's a great to see people I haven't seen in an long time, and it feels great to be part of something bigger

10:35:26 - Kelsey Lang:

That's awesome Stephanie!

10:36:04 - Stephanie Jones:

Thanks Kelsey, it's a great way to see my boss (she's responsible for them) but it's a great way to see the rest of our company team as well

10:37:00 - Kelsey Lang:

I have a feeling everyone will have much more value in those work relationships when we find the new normal. I know I will!

10:38:33 - Heather Sittler:

Soldiers are a little up front like that!

10:38:34 - Julie Stiles:

Yes - meaning is a strong point for most people on our teams b/c they're on the front lines working with Noomers, so they are impacting people's lives directly. Do they talk about it 20% of the time? Probably not but great idea!

10:39:34 - Stephanie Jones:

I do health coaching as well and I use motivational interviewing, I would say depending on the conversation, I'm mostly listening rather than talking



10:40:59 - Heather Sittler:

I think at our core, we all want to impact the world - even in a small way.

10:41:02 - Heather Sittler:

We want to matter.

10:41:17 - Lori Thomas:

Absolutely @Heather

10:41:30 - Stephanie Jones:

@Heather-completely agree

10:41:53 - Stephanie Jones:

We experienced the storm here in Arkansas-it was something else!

10:44:10 - Heather Sittler:

We're all little blocks in a big tower. Anyone play Jenga? The placement of those little blocks matter!!

10:44:38 - Lori Thomas:

Please share your feedback with us about today's session by completing this survey:

<https://www.surveymonkey.com/r/20210323-fc-davis>

10:46:19 - Stephanie Jones:

I've used appreciative inquiry before!

10:48:49 - Pamela O'Reilly:

This would have helped SO much on one of my last teams--roles weren't well defined, so no one really knew what they were responsible for or what the team dynamic was, and it became dysfunctional after a few months.

10:49:22 - Kelsey Lang:

I dealt with that before too Pam and it is highly frustrating and confusing.

10:49:44 - Kelsey Lang:

My team didn't know someone who had been there a year was our boss.

10:50:17 - Pamela O'Reilly: @Kelsey, wow--that is bad.

10:51:18 - Kelsey Lang:

Yeah it was pretty awful.

10:51:52 - Stephanie Jones:

I have worked with teams like-the Director didn't feel it was "necessary" to tell the team who was in charge.

10:52:05 - Heather Sittler:

It's interesting to me that one person on a team can feel burned out when another is felt energized. I wonder how we can address more individual needs.



10:52:24 - Stephanie Jones:
it led to a ton of dysfunction and frustration

10:52:30 - Kelsey Lang:
Absolutely

10:52:43 - Kelsey Lang:
We had a lot of unhappy people during that time, myself included

10:53:08 - Stephanie Jones:
@Kelsey-Understandable, I'm glad you are on a better team now :)

10:53:13 - Kelsey Lang:
Me too!!

10:53:27 - Kelsey Lang:
And I'm so happy to take part in helping others <3

10:54:09 - Stephanie Jones:
You are working your purpose :) which is the best

10:54:28 - Kelsey Lang:
It makes a huge difference!

10:55:08 - Stephanie Jones:
It does

10:55:18 - Kelsey Lang:
Having a space to communicate good or bad things is huge

10:55:35 - Kelsey Lang:
Having the ability to be honest without fear of being reprimanded or judged

10:56:14 - Stephanie Jones:
all ties back to the psychological safety

10:56:22 - Lori Thomas:
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10:56:53 - Pamela O'Reilly:
I bought the book yesterday!

10:57:33 - Lori Thomas:
<https://stressandresilience.com/burnout-book/>

10:59:03 - Kelsey Lang:
Accountability



10:59:33 - Lori Thomas:

"Care enough about me to pull me back" - I love that!

10:59:57 - Pamela O'Reilly:

Thank you! That was great. I'm excited to read your book!

11:00:19 - Paula Davis:

Love these comments!

11:00:29 - Julie Stiles:

Thank you Paula!

11:01:03 - Nereida Yanez:

Thank you Paula!