

# Hybrid Happiness

## Managing the Digital Divide





**BALANCE IS NOT  
SOMETHING YOU FIND.**

**IT'S SOMETHING  
YOU CREATE.**

- JANA KINGSFORD

# The Home/Work Intersection

## Managing expectations

- balancing life, work and taking care of yourself
  - acknowledge that you're human
  - share the responsibilities
- accept help or support when it's offered
  - you are not alone
- stick to regular work hours
  - make sure you eat and drink enough during the day
- decompress after work to draw a line between professional and personal time
  - wash the day away and put on comfy clothes

# The Home/Work Intersection

## Focus on progress, not perfection

- doing your best, is good enough
- get rid of the guilt
  - parenting, like most things in life, requires adapting, adjusting, patience and balance
  - you're not a stay-at-home parent, you're a work-from-home parent
  - if you were in the office, you wouldn't be spending all your time with your children
  - being at the office gives you more work focus, so you can enjoy your relaxation time at home
  - without work, there would be no time or money for play

# The Business of People

## Leading by example

- differences to consider
  - relationships and families
  - social interactions
  - age differences
- reasonable work hours
  - contractual obligations
  - physical office hours
- unreasonable work hours
  - fear of being judged or compared to others
  - job insecurity
  - lack of motivation and productivity

# The Business of People

## Managing communication

- communication is an aspect of our everyday lives
  - we take the potential of the power of our words for granted
  - being dignified shows self-respect and the capacity for empathy
- respect for others builds a strong foundation for meaningful exchanges
  - our communication has become more careless due to connecting virtually
  - being physically removed from people has affected the way we act and interact
- practicing strong and honest communication fosters good relationships
  - the purpose of communicating is to learn from someone else
  - in both business and life, it is key to create healthy and respectful conversations

# The Business of People

## Healthy boundaries

- invisible lines (personal space) between you and others
- the key to creating boundaries is to respect your own time and space first
- the purpose of boundaries is to let people know where they stand with you
- self-respect results in mutual respect
- be consistent and firm but flexible
- your boundaries, or lack thereof, will determine how others treat you

# The Business of People

## “Uh-huh”

- people are conditioned by your immediate responses
  - low self-confidence and self-worth can mean you feel your opinion doesn't matter
- you can influence the world around you by changing your conditioned responses
  - “I'm sorry”
  - “I know”
  - “I'll fix it”
  - “okay”
- “I hear you...” responses
  - reduces conflict
  - allows you to share your opinion with confidence
  - always means you communicate from a place of truth, dignity and respect



# The Business of People

## Get on the same page

- let's compromise
  - trying to resolve issues through compromise, creates a pattern of giving up and trading off
  - it causes division between team members
  - also causes a divide between managers and team members
- I am with you on that
  - finding common ground shows willingness to be held accountable for your part in the conflict
  - letting people know you are “with them” resolves the situation more effectively
  - it also helps to avoid future confrontations, because you're now on the 'same page'
  - promotes collaboration, motivation and productivity

# Mindful Management

## Go connect with your team

- trust
  - provides the foundation for relationships
  - be open to the ideas and input of others
  - have confidence that team members will do their jobs well
  - be willing to share honest and specific feedback when asked
- communication
  - knowing how to send a message, how to receive it and remembering to provide feedback
  - this allows team members to understand and act upon important information effectively
  - poor communication can lead to misunderstandings, frustration and decreased productivity

# Mindful Management

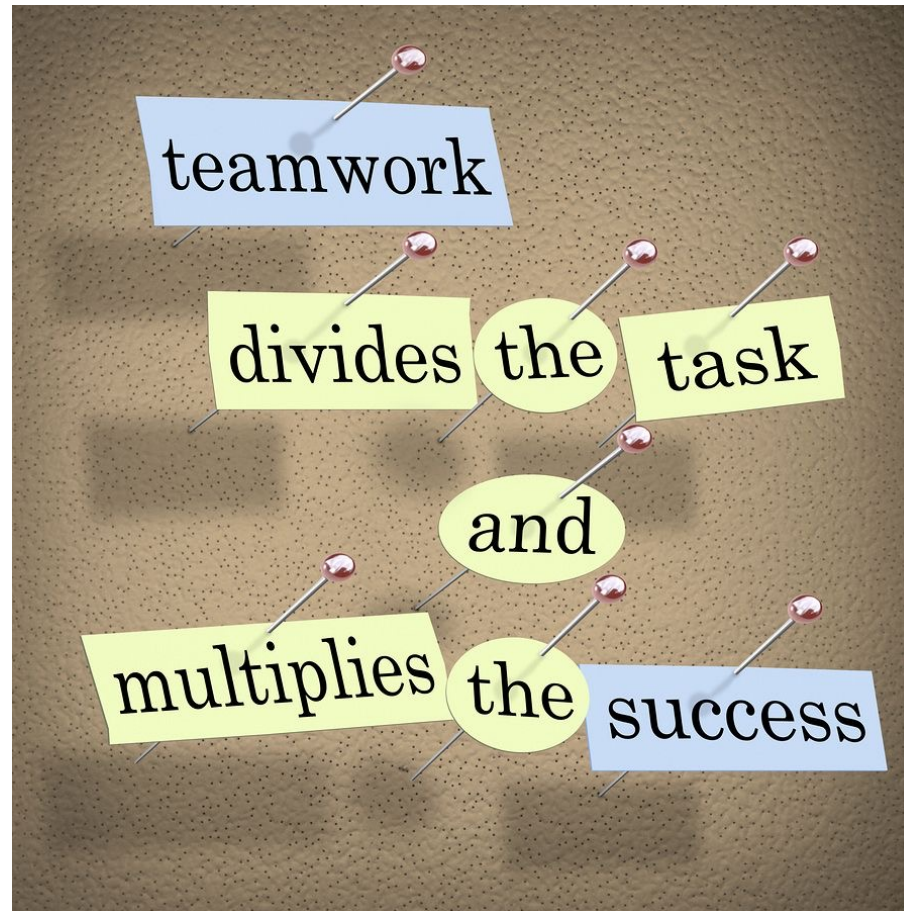
## Go connect with your team

- collaboration
  - building relationships at work depends on the frequency and quality of collaboration
  - team members should analyse and solve problems together
  - collaboration means knowing the power and potential of merging minds
- diversity and inclusion
  - unique perspectives and experiences stimulate innovation
  - consciously work towards a culture that accepts and celebrates individual differences
- respect
  - the most important factor contributing to job satisfaction
  - give honest and regular feedback
  - treat people with courtesy and kindness
  - talk less and listen more

# Mindful Management

## Go connect with your team

- celebrate success
  - praise team members who have done good work
  - acknowledge everyone's contribution in a team success
- have an open-door policy
  - be accessible and open to talking to team members about their losses, need for guidance or feelings of being overwhelmed
  - have a cloud-based team notice board to keep everyone in the loop
  - have regular catch-ups with individuals, but resist the temptation to micromanage
- preserving mental and emotional health
  - if you notice team members struggling, suggest they seek professional help through your EAP
  - ask what you can do to support them through their crisis



# Thank You

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