LISTEN WITH INTENT

- Open lines of communication from the top down and bottom up, capture feedback and act or respond to it.
- Walk and Talk! Take your 1:1 on the road.
- Instead of always emailing... pick up the phone and call the person you are communicating with.
- Use video to engage with your team.
- Part of listening to your team is making sure you're giving them agency to handle their own work. They are the SMEs, be there to support and empower them to do their work.
- Remain focused while listening - it’s key to making the other person feel heard.
- Make sure no one is left behind/alone. Reach out, check in and express gratitude.
- Communicate and take this time to strengthen relationships.

“If we listen with intent, become empathetic and commit to the growth of people, we can’t lose - because our people are the most valuable asset. If we put the people imperative first, we can get through this together!” – Arin Council, Aramark

MEETINGS

- Create highlight meetings for high priority items. These are time filtered to make sure you're addressing only important, relative info that your team needs. Keep them to 15 minutes!
- End every meeting 5 minutes before the hour or half hour.
- Start meetings with a “Moment of Gratitude.”
- Include “Mindful Moment” exercises on calls.
- Consider townhalls, sharing videos, team updates and best practices... to ensure you engage with the team as a whole.
- Be sure you're promoting internal resource sharing.
- Encourage and embrace technology to connect remotely with colleagues and customers

“Encourage leaders to begin meetings with a wellness moment. Simply asking our teams, “how are you doing today, is everything ok at home,” has gone a long way for us.” - Nebeyou Abebe, Sodexo
BE WELL

- Set workday time frame boundaries.
- Tell your team that at 6 p.m. you cut off the work – make a mandate.
- Make time for yourself – block times in your weekly calendar.
- Recognize the importance of ROUTINES!
- Promote and encourage your team to schedule exercise into their day and give them space to talk about what’s going on.
- Make a conscious effort to switch up your environment for work (i.e., go outside, walk & talk, etc.).
- Accept that well-being is key – self-care is not selfish. You cannot serve from an empty vessel.
- Go on a positive mental diet! End the day on a good note (no 10 o’clock news, twitter, etc.): whether it’s Curb Your Enthusiasm or Seinfeld, identify your positive show of choice.
- Give yourself some grace and take a break.
- Use music as therapy.
- Share with your team if you are struggling or having a challenge.
- Have a “Sanity Plan” for how you can get back to good when you get knocked off balance.
- Create moments of fun – include people that may not be on the team like admins i.e., games and happy hour (discuss your favorites: recipes, games, streaming shows).
- Keep your sense of humor – it is still OK to laugh!
- Keep yourself grounded – accept that this will pass.

"Take wellness breaks during the day and find creative ways to engage your teams."
- Nebeyou Abebe, Sodexo

BRIDGE THE DIVIDE: PEOPLE WORKING FROM HOME V. ON-SITE

- Try to keep up the same level of engagement with a small team on-site.
- Set time aside to connect with each other – acknowledge it’s been harder than expected.
- Accept that it’s hard to get back the motivation when there isn’t anyone there to service.
- Recognize everyone is experiencing some difficulty.
- Punch up social activities & training programs / cross functional teams training / focus on development.
- Create open dialogue – don’t try to hold it in.
- Learn how to motivate people in a time of uncertainty and in areas they don’t know.
- Build programs that will help when things get back to more regular service.

“As a leader, it’s important to acknowledge the feelings your employees have around the changes they’re confronting – both at work and in their personal lives.”
- Nebeyou Abebe, Sodexo
SILVER LININGS OF COVID IN RESPECT TO YOUR PEOPLE

- This year everyone was reminded why we’re in service, or hospitality: “All hands-on deck” was a reality, all bodies...including hearts.
- In the area of professional communications – conversations were much deeper than they would have been & we realized it was possible to find common ground.
- Connecting one-on-one was enhanced.
- Building deeper relationships with your team members occurred.
- Getting to know your team more closely occurred.
- Learned new skills
- Conducted town hall meetings
- Created more SOPs / SOWs

“Crisis does not negate development. I would challenge you that real growth only occurs when the chips are down.” – Arin Council, Aramark

FIND THE OPPORTUNITY

- Being a resource for clients and employees so they remember when we return to a "new normal."
- I thought I had challenges but boy did my group put it into perspective that with large companies and teams this "new world" is on a whole new level of compassion and caring.
- The opportunity to strengthen relationships has been one of the only bright points in a difficult year.
- Realizing that we’re here to support one another and our ability to come through for our clients as we navigate roadblocks, will help us in the coming years.
- Considering all perspectives is going to be key to our success moving forward.
- Client / Operator mutual respect, honesty in the relationship, partnering to work together for benefit and mistakes happen.
- Control what you can control and manage what you can’t.
- Don’t forget the things we’ve learned that are good during COVID - eg how to work more effectively.
- Importance of diversity and inclusion

“Silence by a leader can be a powerful stimulant. It can create an opportunity for a brilliant idea to emerge, one that has been held dormant due to apprehension and insecurity.” – Arin Council, Aramark

THANK YOU TO OUR SESSIONS SPEAKERS:
Kelly Killian (Host), Chief Content Officer and Editor-in-Chief, Foodservice Equipment Reports / FER Media LLC
Nebeyou Abebe, Global Vice President of Health & Wellbeing, Sodexo
Arin Council, District Manager, Business Dining – West Region, Aramark