



WANT A LOYAL TEAM?

CHOOSE KINDNESS OVER TOUGHNESS

Say one of your direct
reports “blows it” in
some way.

How you handle that
moment....

Makes a huge
difference for you,
your employee – and
your very ability to
manage.

You can either
reprimand or punish
the person.

Or you can use the
mistake as a learning
opportunity.

This doesn't mean
you accept or
condone the screw-
up.

You can say what
was wrong and why it
matters for the
business.

Or add how that might
have been handled
differently.

If you do this without
losing it yourself, it
boosts an employee's
loyalty to you.

It's even better if you
can deliver your
reaction with a
supportive tone, not a
judgmental one.

Other employees who
see you react with
understanding rather
than out of anger also
become more loyal to
you.

A feeling of positivity
toward your boss turns
out to be a bigger factor
in loyalty than the size of
a paycheck.

A photograph of a man with short, light brown hair, smiling and looking towards the right. He is wearing a light blue button-down shirt. He is seated at a white table. In the background, several other people are seated at the same table, but they are out of focus. The overall atmosphere is bright and positive.

Manage with Compassion

Research finds that
compassion has
better results than a
tough-guy stance.

People like and trust
bosses who show
kindness.

That in turn boosts
their performance.

This may not come
easily.

There's a certain self-
satisfaction that
comes from venting
your anger,

Plus the hope that a
reprimand will teach
that employee not to
repeat the mistake.

And maybe it will keep
everyone on their
toes.

But that is not what
the data tells us.

Research on how
employees feel about
bosses who are often
angry...

reveals that they see
that manager as less
effective.

Besides, being able to
suspend your negative
judgments and show
how to better handle the
situation

creates a more positive
atmosphere, one where
employees feel safe to
take smart risks.

If employees are fearful
it kills creative thinking
and the innovations that
can keep a company
competitive.

But frustration
naturally moves us to
react with anger.

How can we change
that knee-jerk
response?

Pause before you
react.

Taking a mindful
moment

when you notice you're
getting angry can give
you the window you
need to calm down
before you respond.

And a calmer state
makes you more
clear, so you can be
more reasonable.

Better self-awareness
gives you more
emotional self-
control.

Take the bigger view,
beyond this particular
moment.

Remember everyone
has the potential to
improve.

If you simply dismiss
a person as faulty
because they screwed
up,

you destroy a chance
for them to learn and
grow more effective.

Empathize.

Try to see the
situation from your
employee's
perspective.

You might see
reasons he or she
acted as they did -

things you would not
notice if you just had
your knee-jerk
reaction.

This allows you to
nod to their viewpoint,
even as you offer your
own alternative.

Additional resources

THE HR AND EI COLLECTION

- The Coaching Program
bit.ly/TheCoachingProgram
- The C-Suite Toolkit
bit.ly/CSuiteToolkit

THE HR AND EI COLLECTION

- The Competency Builder
bit.ly/CompetencyBuilder
- The EI Overview
bit.ly/EIOverview

More on leadership,
emotional intelligence
and mindfulness

morethansound.net



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