



WEBINAR SERIES

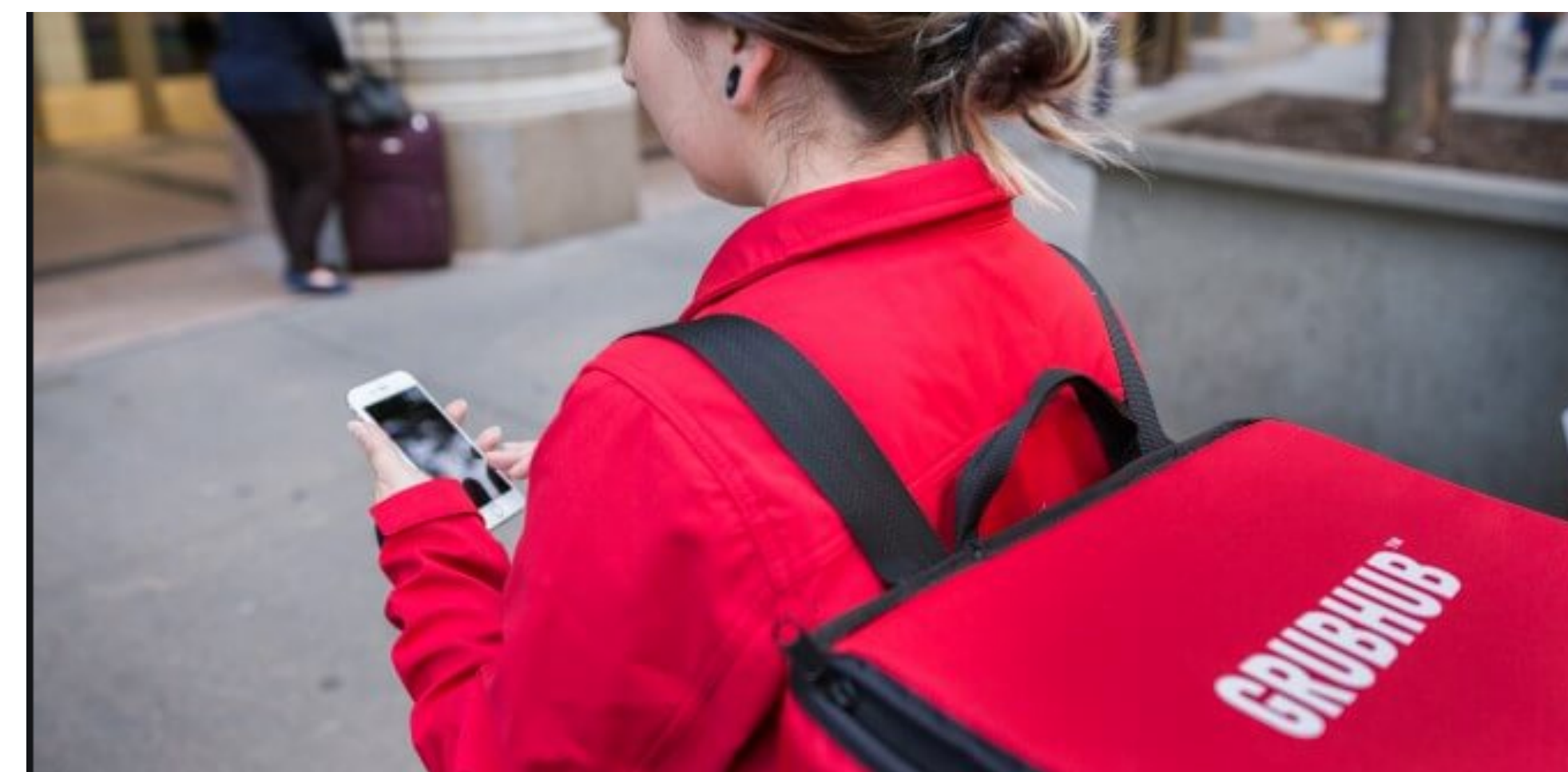
Crucial Skills for Crucial Times



Habits for Working from Home


**How to Adapt Your Workplace
Routines for At-Home Success**

With Emily Gregory

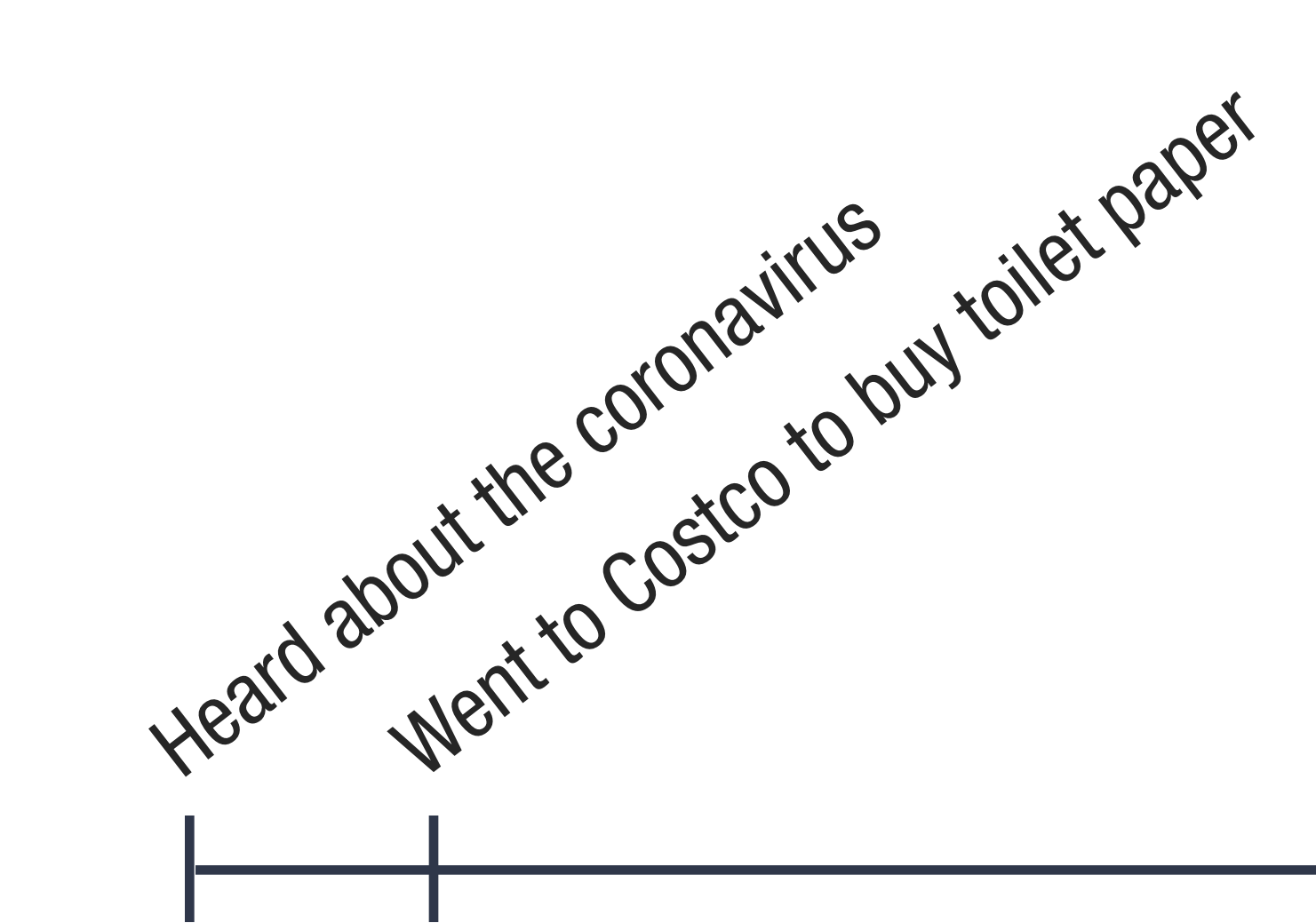


The Last X Weeks

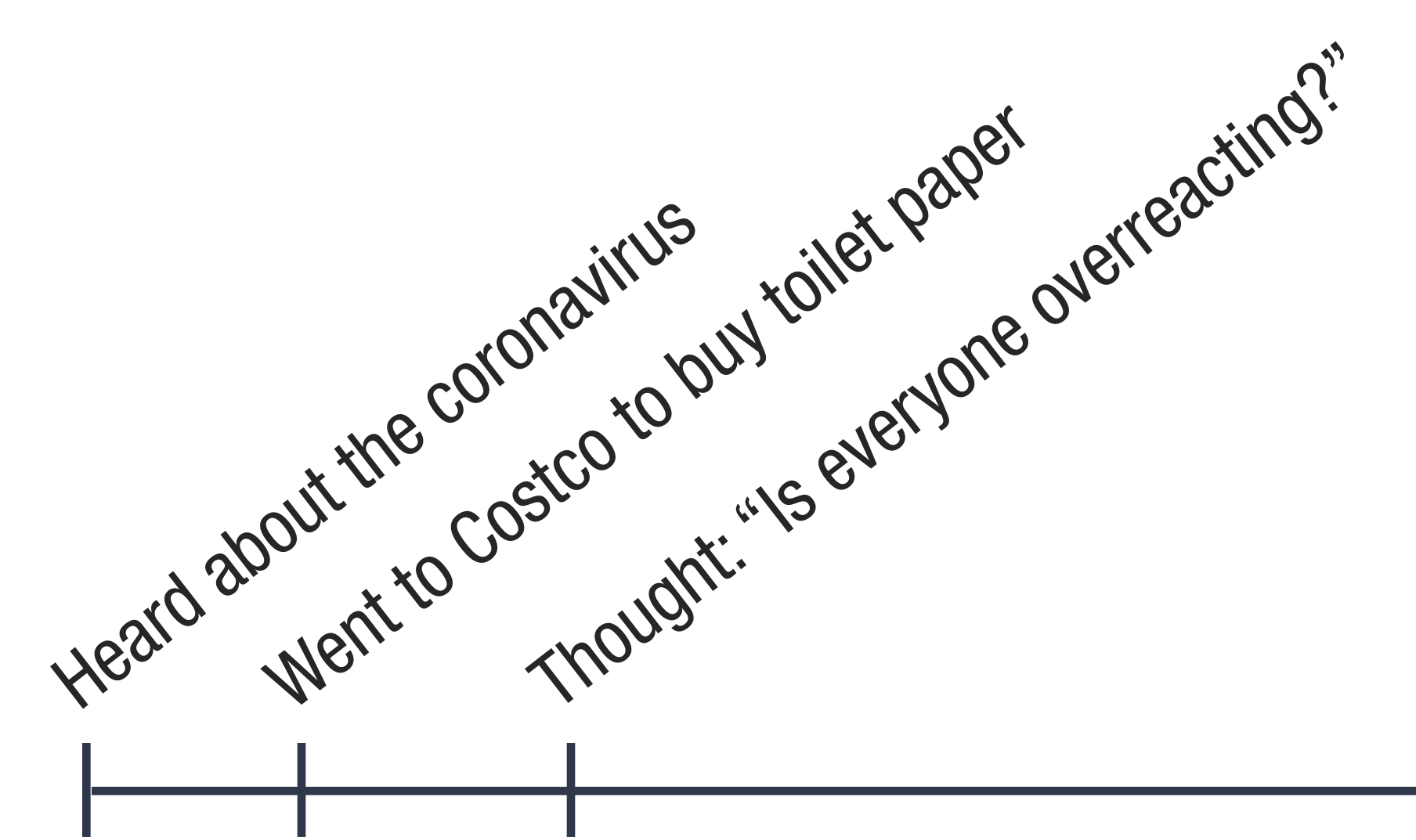
Heard about the coronavirus



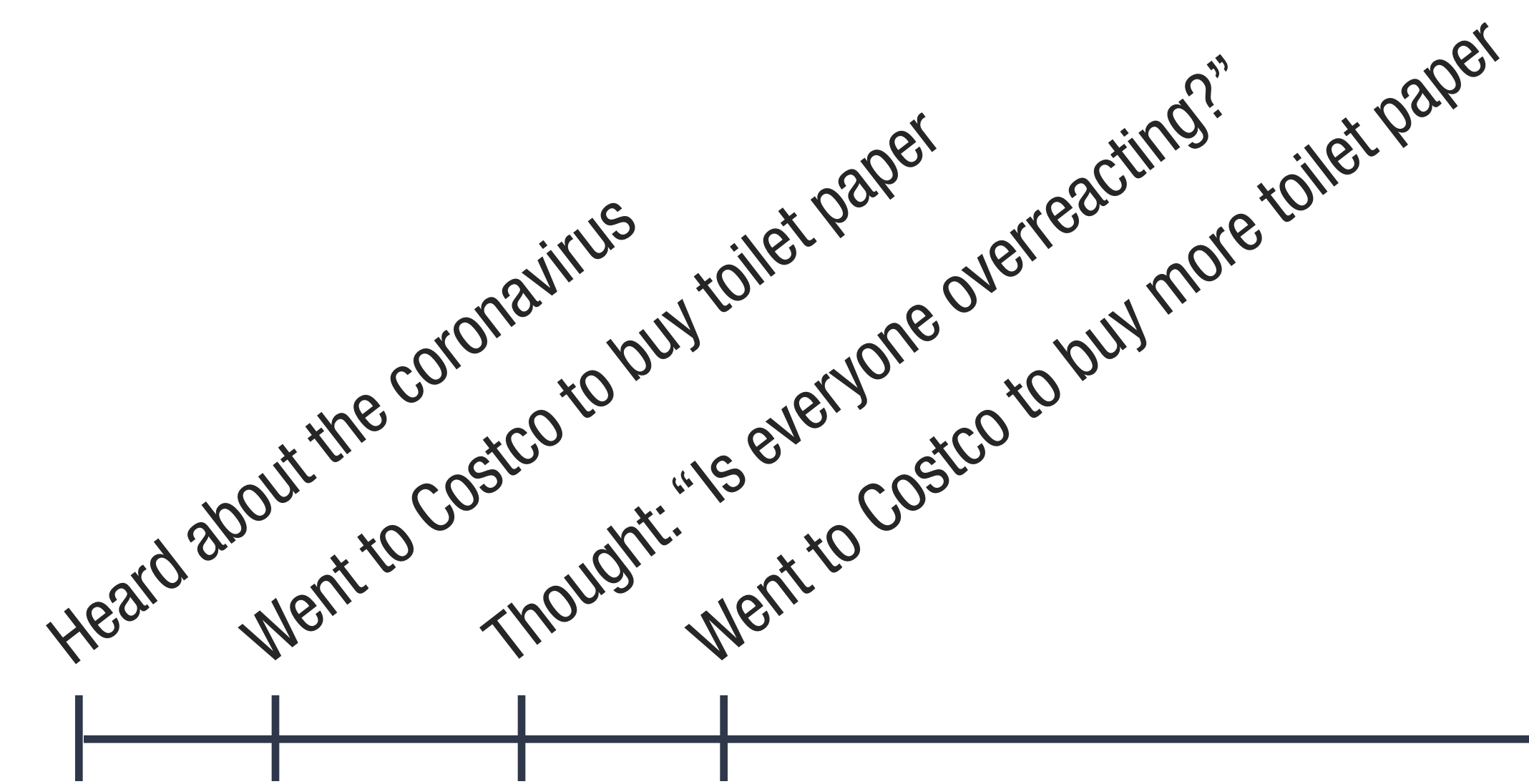
The Last X Weeks



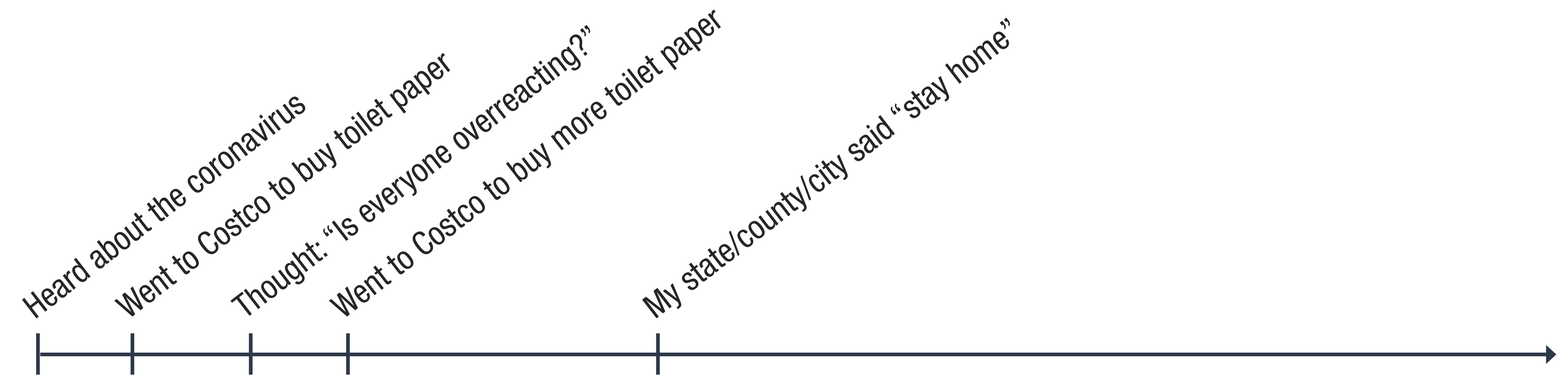
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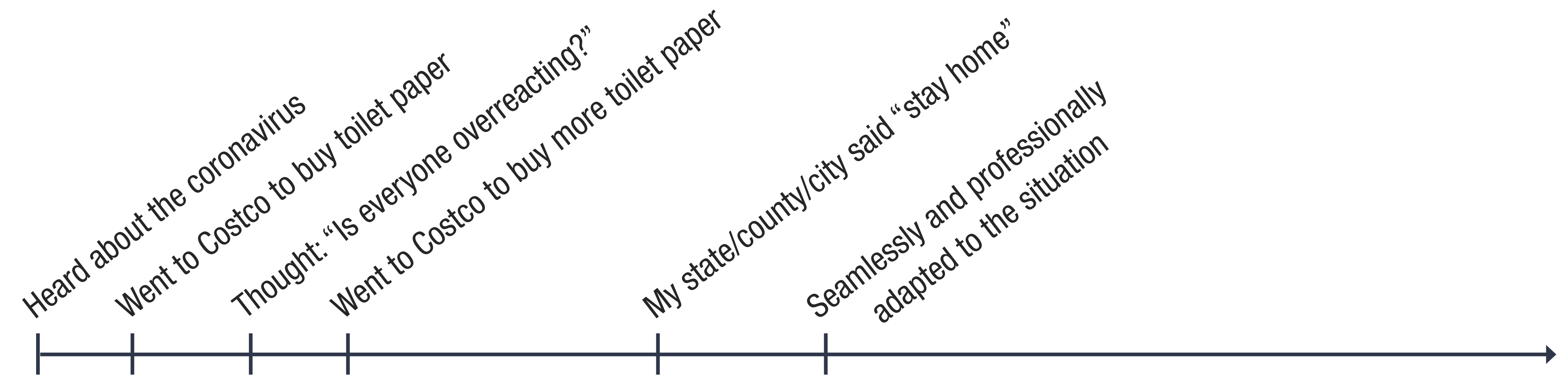
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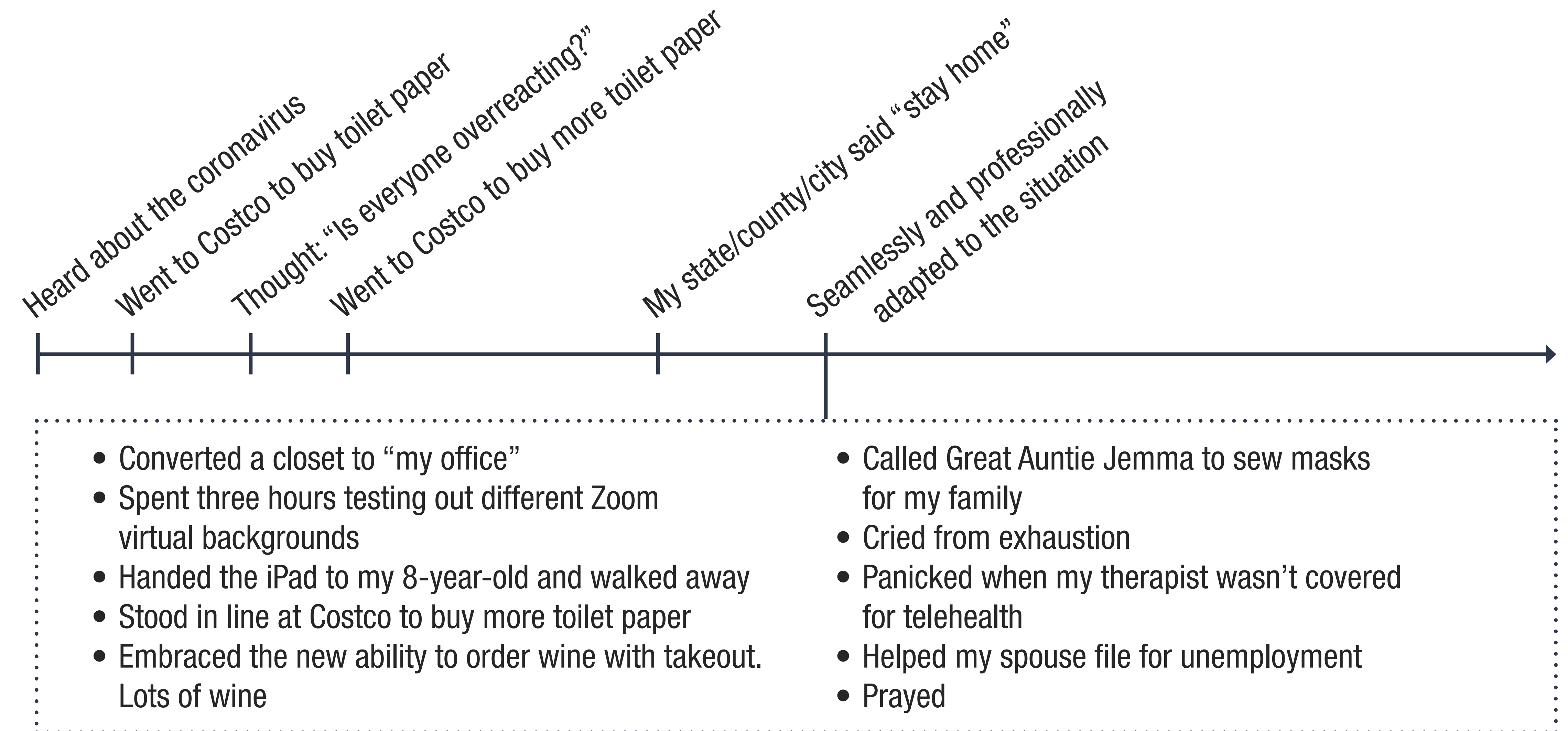
The Last X Weeks



The Last X Weeks



The Last X Weeks



Invitation for the next 40 minutes:
Be in charge of you. Just you.

The Days Ahead... and What to Do

Assumptions:

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- Most employees and customers will be moving about more freely.
- People will come out of their caves still anxious and hypervigilant.
- The virus may become “seasonal”—meaning, like the seasonal flu that takes 500,000 lives every year, it will always be lurking.

The Leadership Problem

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Your Problem

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3. **Virtual-Adapted.** We've moved irreversibly to new modes of working. If done casually, all of your old cultural weaknesses will be magnified. You need the cultural strengths and behaviors that will help you turn this new reality into a strength, not a weakness . . . long term.

Your Problem

In order to survive and thrive in the months ahead, you need to be:

1. **COVID-Resistant.** Adopt the habits that will make your family act safely as well as feel safe during this pandemic.
2. **Recovery-Accelerating.** Build and reinforce the daily rituals that build emotional, physical, and spiritual energy so you can see and capitalize on future opportunities, rather than be mired in the past.
3. **Virtual-Adapted.** You are working in new ways, requiring you to interact with tasks and people differently. Thriving in a virtual world is not just about getting the right technology. You will need to behave in different ways as you interact through technology.

Unproductive at Home? The Most Common and Surprising Work from Home Habits of Highly Productive People

- 1,500 people who were recently sent home to work
- 9 out 10 were given less than a week's notice
- 1 in 4 were given less than day to pack up their well-equipped office

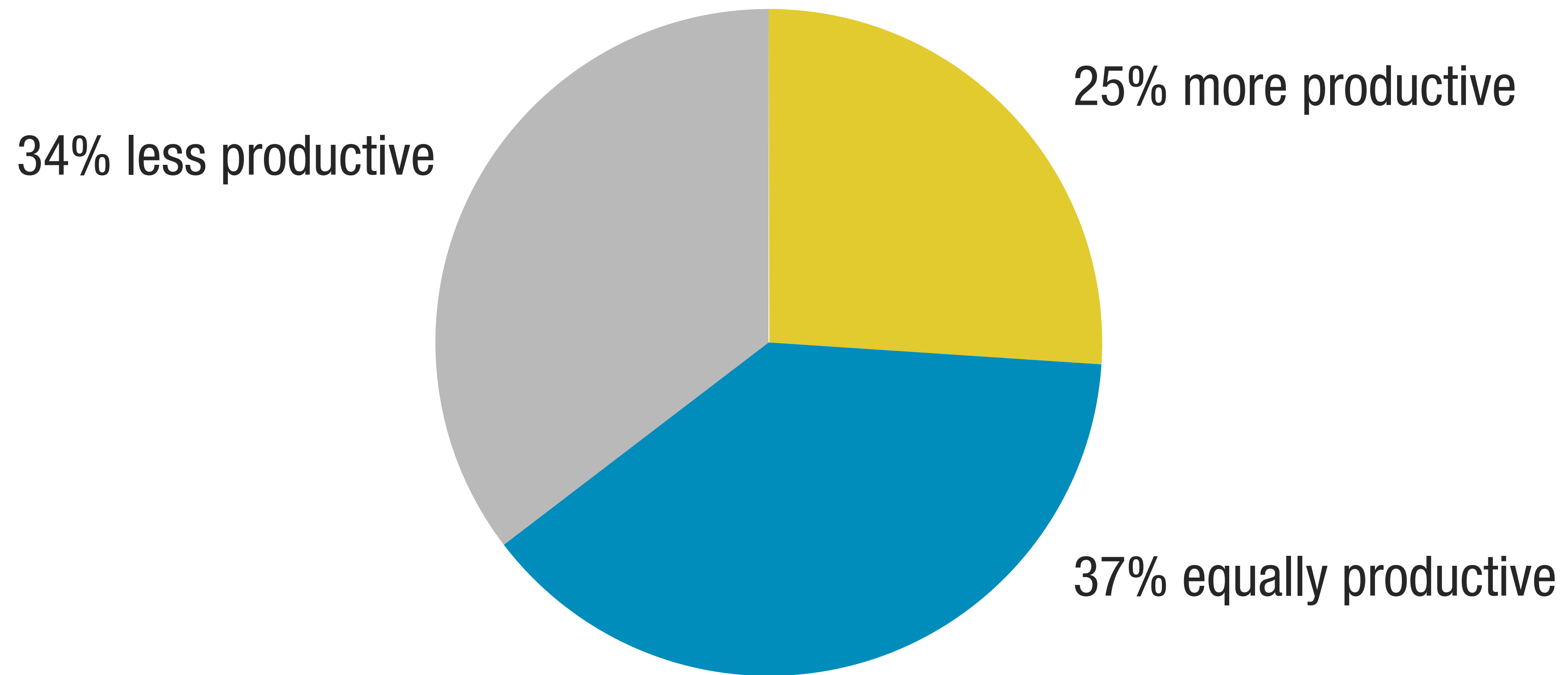
Unproductive at Home? The Most Common and Surprising Work from Home Habits of Highly Productive People

Biggest challenges:

- Not connecting with colleagues (47 percent)
- Available technology (36 percent)
- Too many distractions (32 percent)
- Lack of focus (29 percent)
- Feeling disorganized (27 percent)

Unproductive at Home?

The Most Common
and Surprising Work from Home Habits of Highly Productive People



2,300 best practice ideas

- Routine Rules All
- Break Often and Well
- Arrange Office Space
- Connect Consistently
- Dress for the Job
- Tackle Your To-do's
- Start, Stop, and Reset
- Get Out
- Stretch
- Manage Stress — meditation, exercise, media limits

Chat


In the last six weeks, I have:

- read a blog
- seen a social media post
- watched a news show
- talked to my mother-in-law

And been told what new habits I need in order to be: happy, healthy, successful, rich, resilient, safe, Pinterest-worthy, etc.

Yes or no?

1. What habits to change
2. How to change them



**THE HABITS THAT MATTER
MOST ARE THE ONES THAT,
WHEN THEY START TO SHIFT,
DISLODGE AND REMAKE
OTHER PATTERNS.**

—Charles Duhigg

**A habit is something you
already know how to do
but you don't do it as often
as you want.**



1. What habits to change
2. How to change them

**There is no easy button
for habits, right?**



How many of you have a habit that you have wanted to or tried to change for more than:

- One month?
- Six months?
- One year?
- Six years?
- More than six years?

3 Years to **change a culture**
to the point it is sustainable.

John Kotter, *Leading Change*

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3 Weeks for new employees
to become **enculturated**.

Gene Dalton, *Novations:
Strategies for Career Management*

How many of you have changed a habit in the last six weeks?

- I have lost, started, or changed a habit in the last six weeks.
- My habits have not changed at all in the last six weeks.

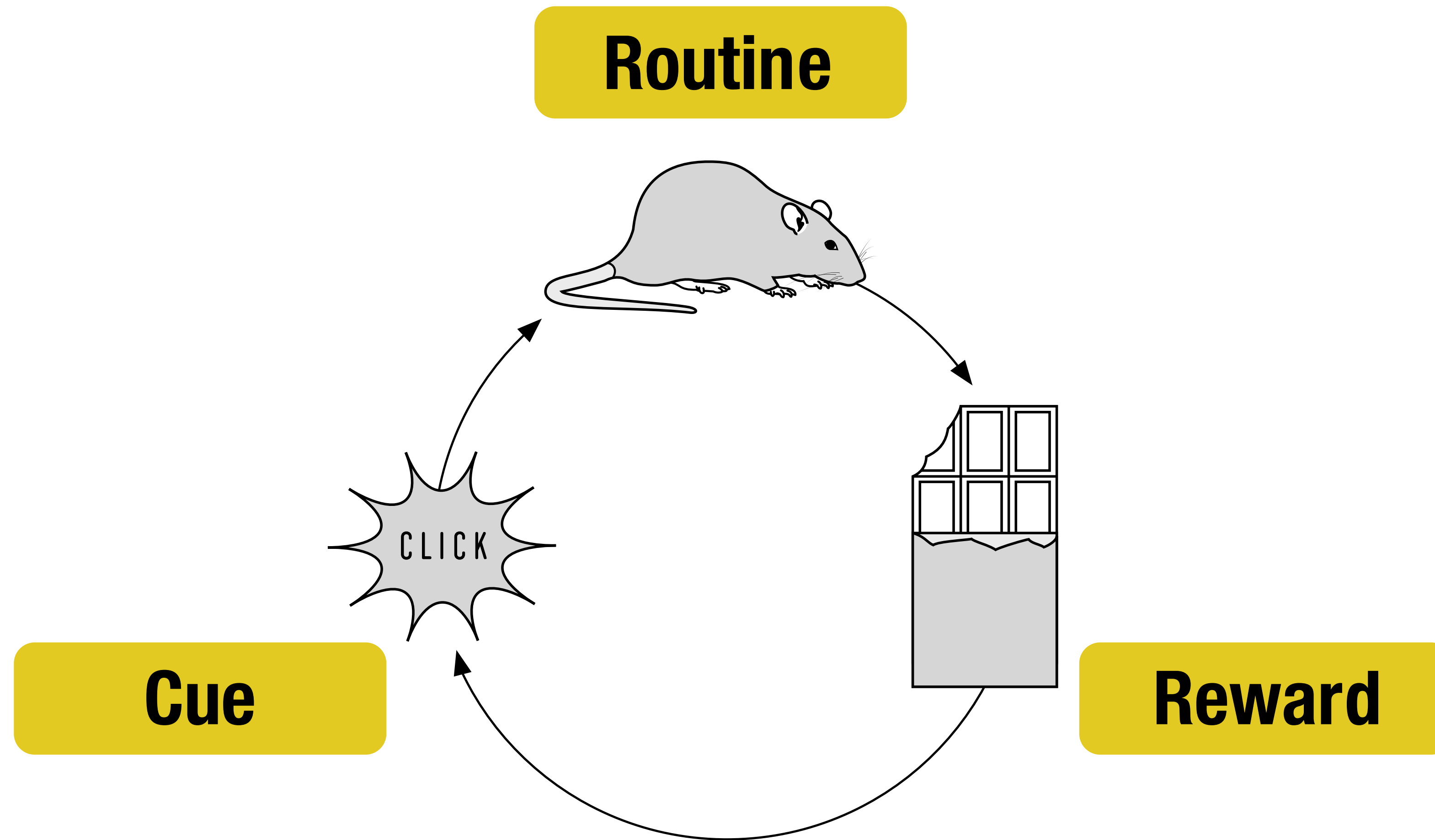
The Irony

Habits are both incredibly resilient and incredibly fragile.

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How?



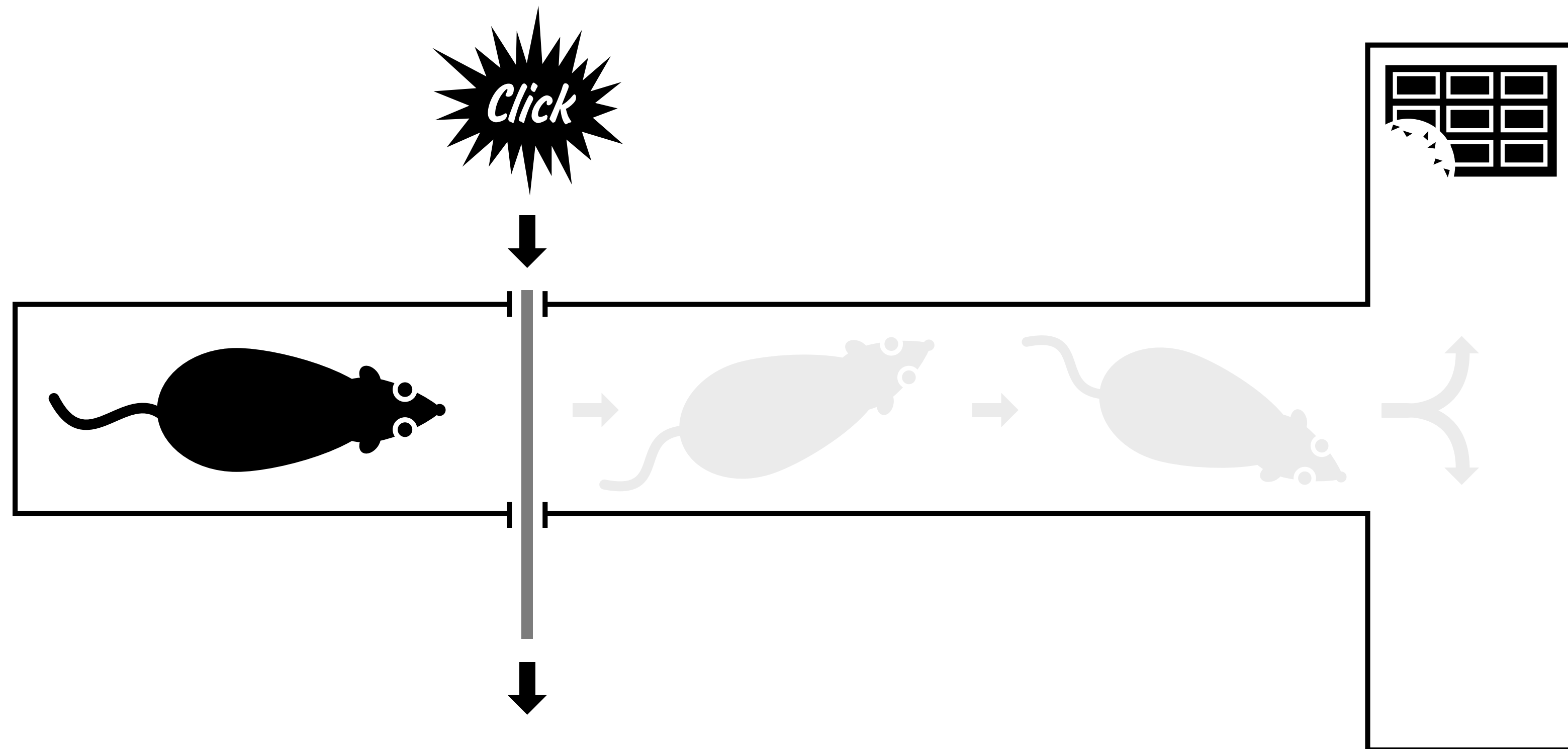
A habit is more than a behavior. It's a loop

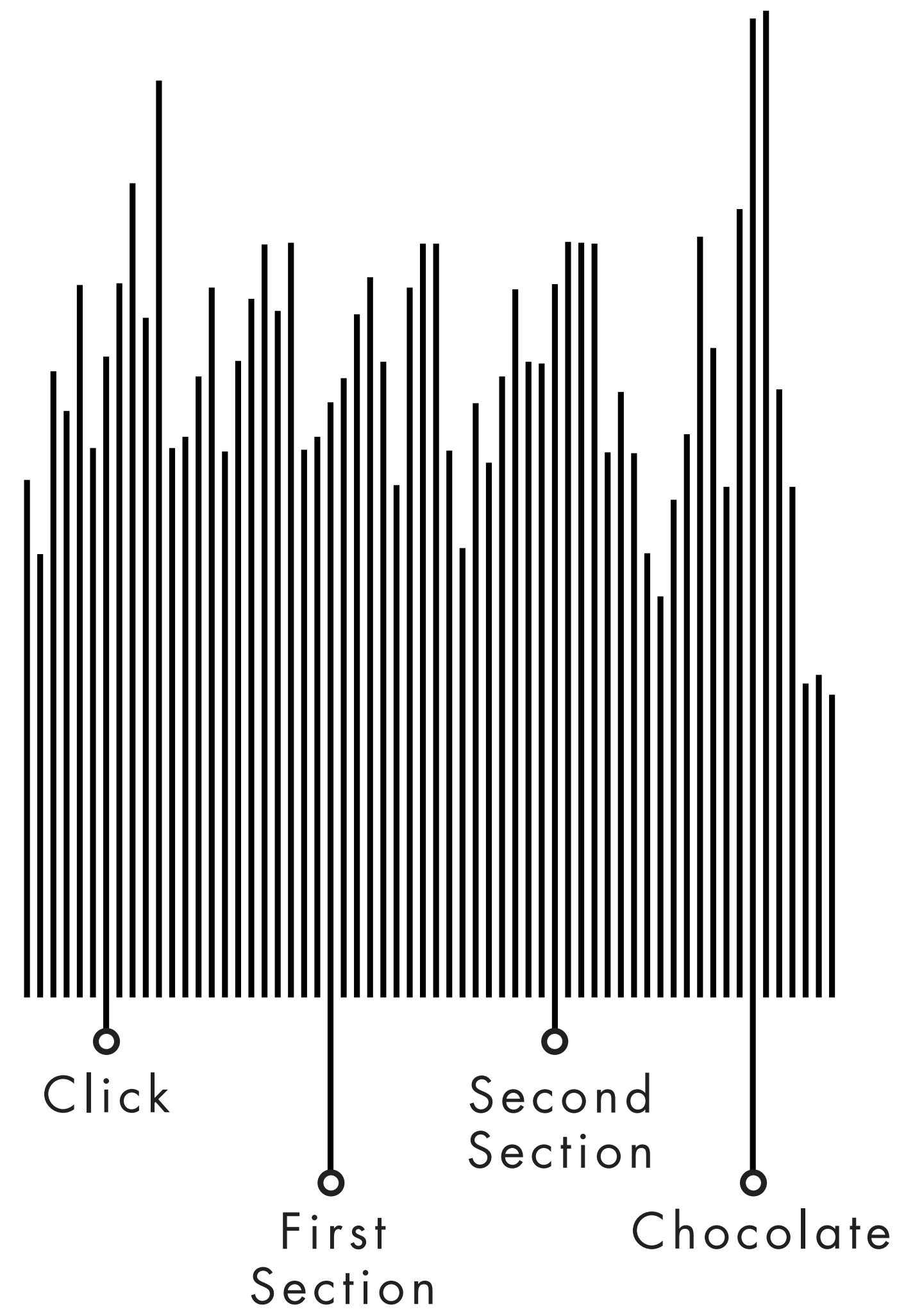
BIG IDEA

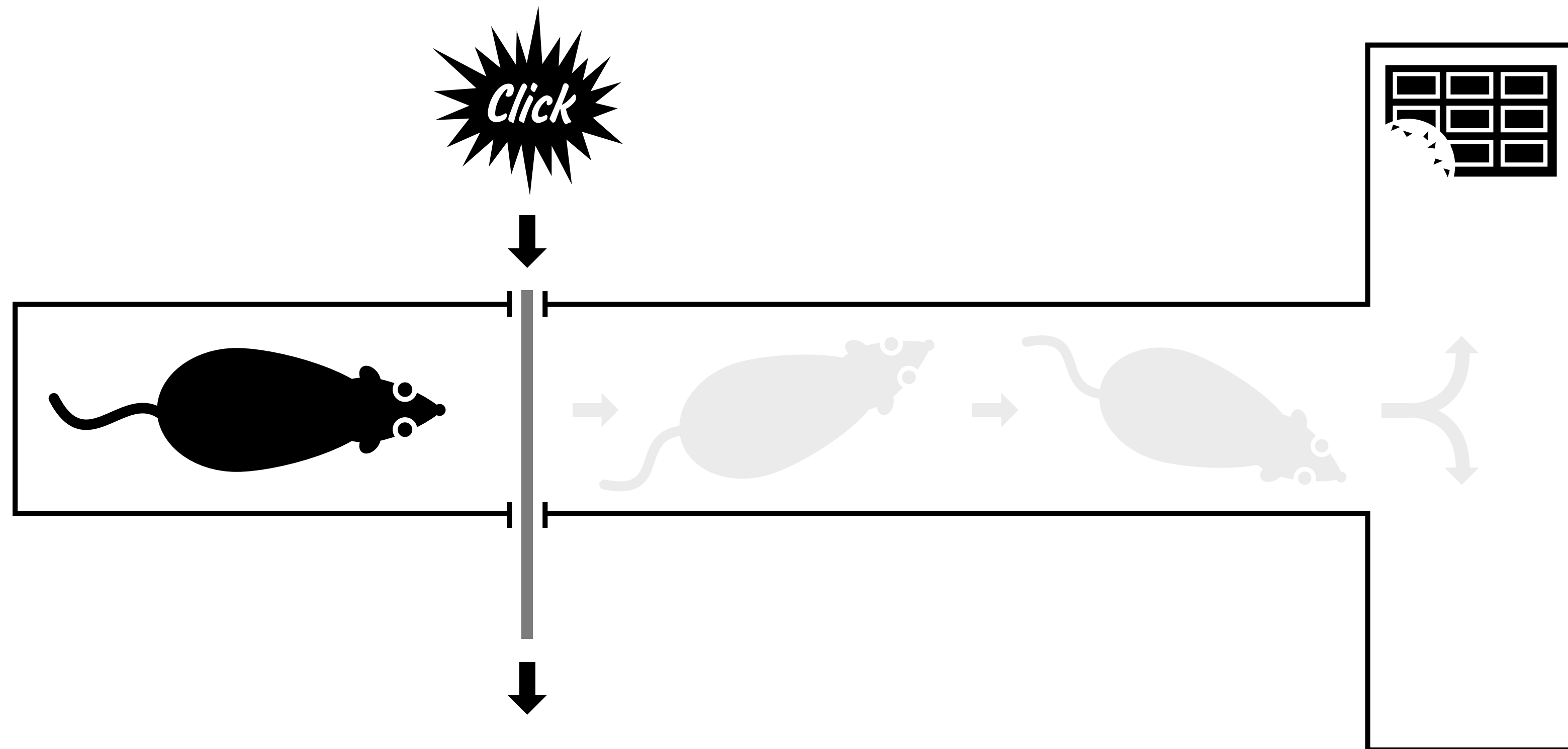
#1

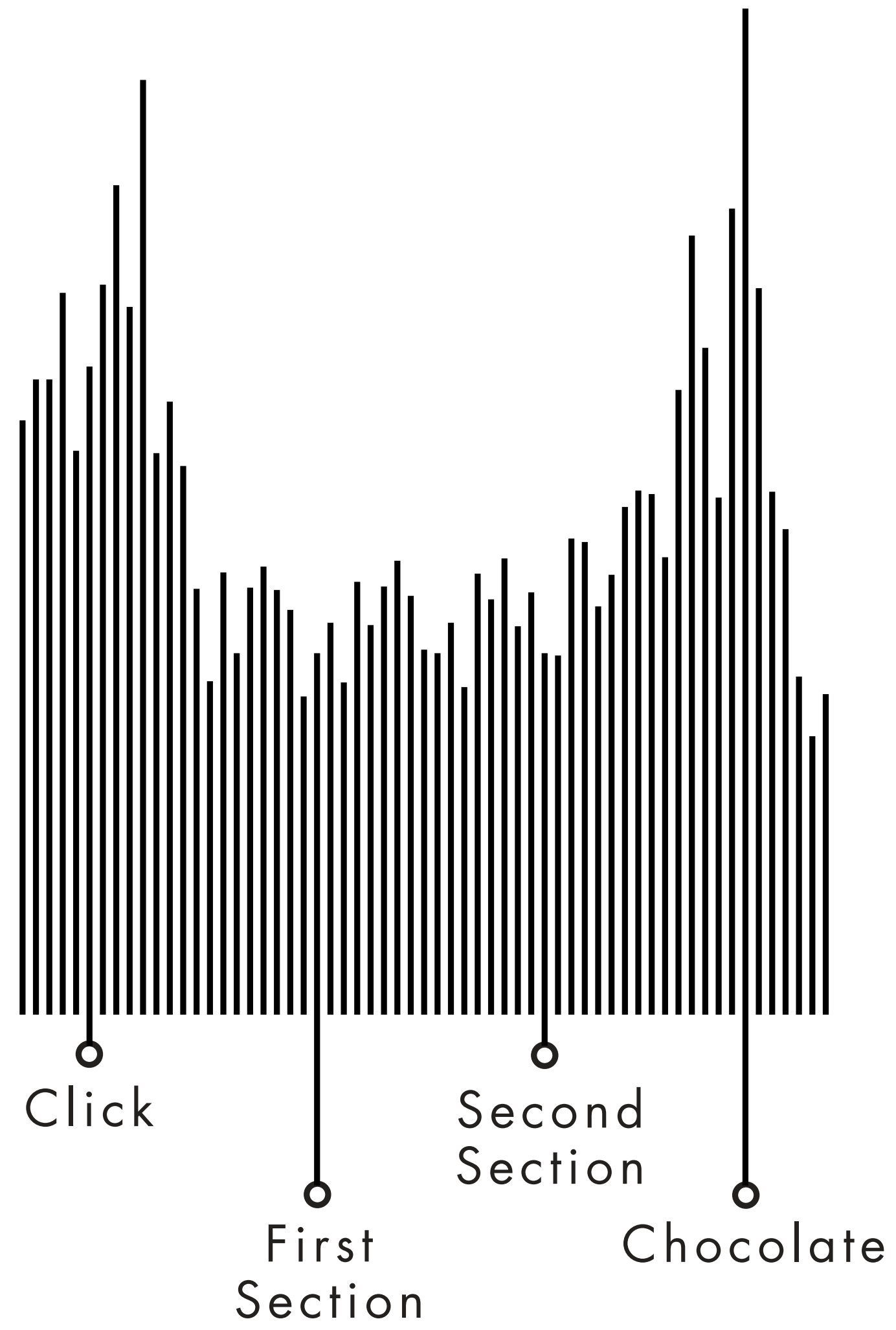
Spot the Loop

“What is the cue and the reward that drives my routine?”





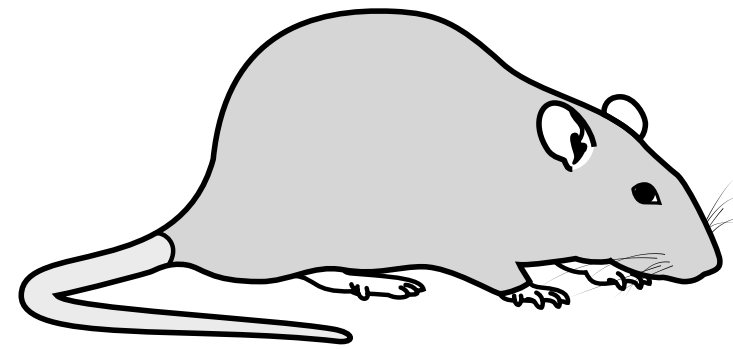




Cue

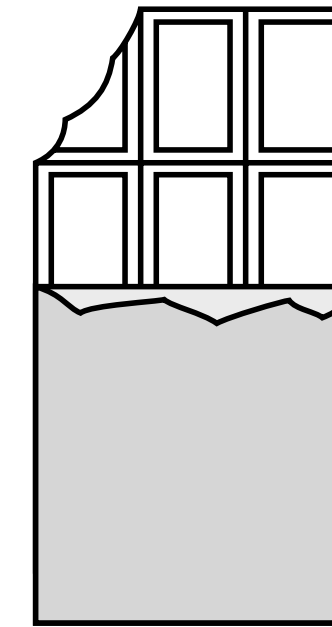
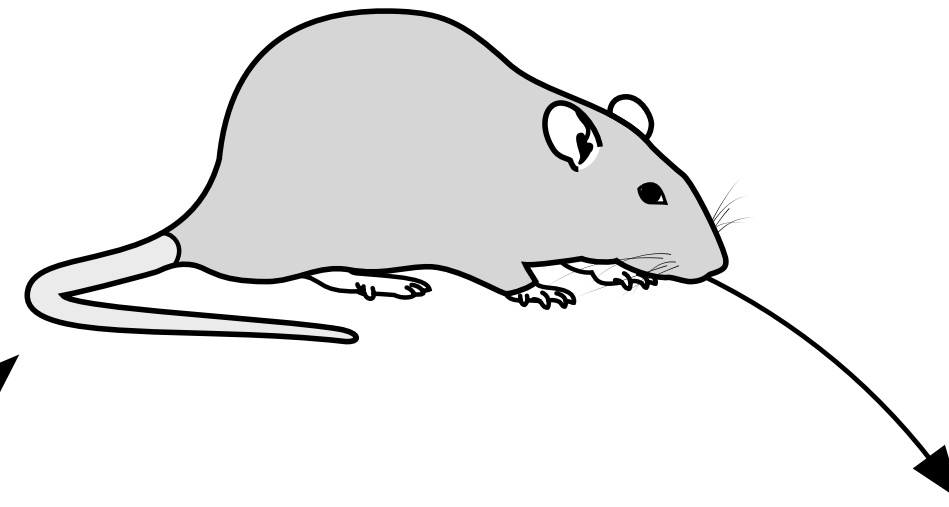


Routine



Cue

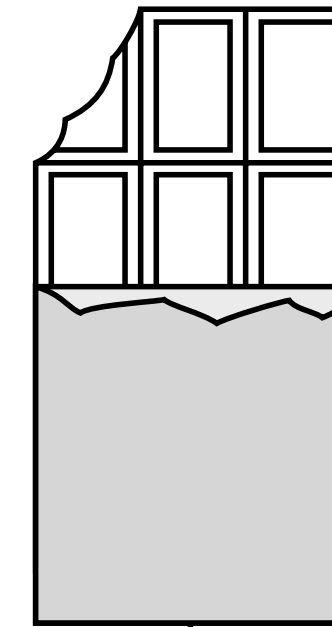
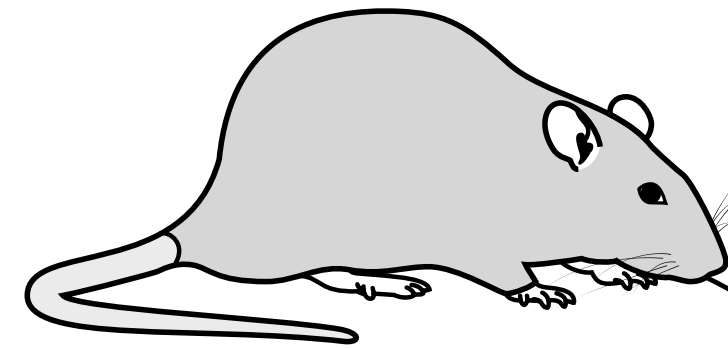
Routine



Cue

Reward

Routine



CLICK

Cue

Reward

**Insert some habit loops—
old and new, pre and post COVID**

Resilient AND Fragile



BIG IDEA

#2

Control Your Cues

Cues are the entry condition to our habits.
Decide now which doors you want to open.



**| CUES INVITE US IN
WITHOUT US EVEN
KNOWING IT.**

Six Categories of Cues



PLACES: “When I walk into my office ...”

Six Categories of Cues



PLACES: “When I walk into my office ...”



TIMES: “At 8:00 a.m., I will ...”

Six Categories of Cues



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OBJECTS: “When I see my phone ...”

Six Categories of Cues



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PEOPLE: “I lose my temper in meetings with the product team ...”

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THOUGHTS OR FEELINGS: “When I’m frustrated, I tend to ...”

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THOUGHTS OR FEELINGS: “When I’m frustrated, I tend to ...”



PRECEDING EVENTS OR HABITS: “When our weekly meeting ends ...”

Chat

Think of a habit you were awesome at before COVID-19,
and now aren't so great at.

What cue(s) has changed?

SKILL 2: Cue the Routine



PLACES: Where am I?

SKILL 2: Cue the Routine



PLACES: Where am I?



TIMES: What time is it?

SKILL 2: Cue the Routine



PLACES: Where am I?



TIMES: What time is it?



OBJECTS: What item or thing do I see or experience?

SKILL 2: Cue the Routine



PLACES: Where am I?



TIMES: What time is it?



OBJECTS: What item or thing do I see or experience?



PEOPLE: Who else is around?

SKILL 2: Cue the Routine



PLACES: Where am I?



TIMES: What time is it?



OBJECTS: What item or thing do I see or experience?



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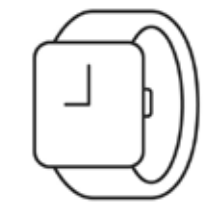


THOUGHTS OR FEELINGS: What am I experiencing?

SKILL 2: Cue the Routine



PLACES: Where am I?



TIMES: What time is it?



OBJECTS: What item or thing do I see or experience?



PEOPLE: Who else is around?



THOUGHTS OR FEELINGS: What am I experiencing?

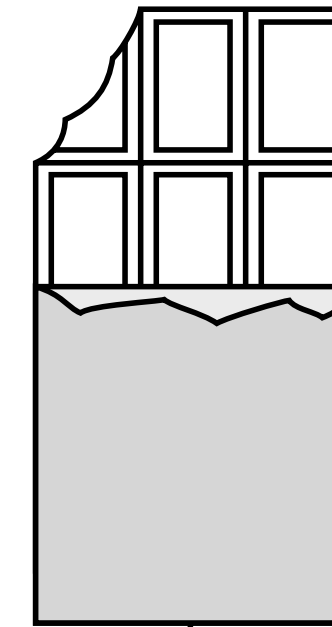
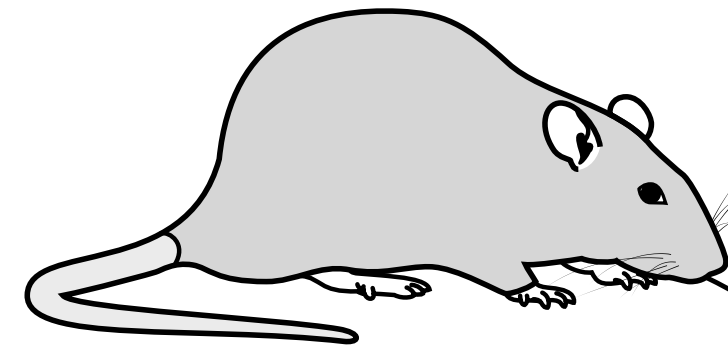


PRECEDING EVENTS OR HABITS: What action preceded the urge?



Sometimes the easiest way
to get good behavior is to
STOP CUEING
BAD BEHAVIOR.

Routine



CLICK

Cue

Reward

Chat

What rewards you?

Chat

What rewards you?
How do you reward yourself?

A Spectrum of Rewards

EXTRINSIC

INTRINSIC

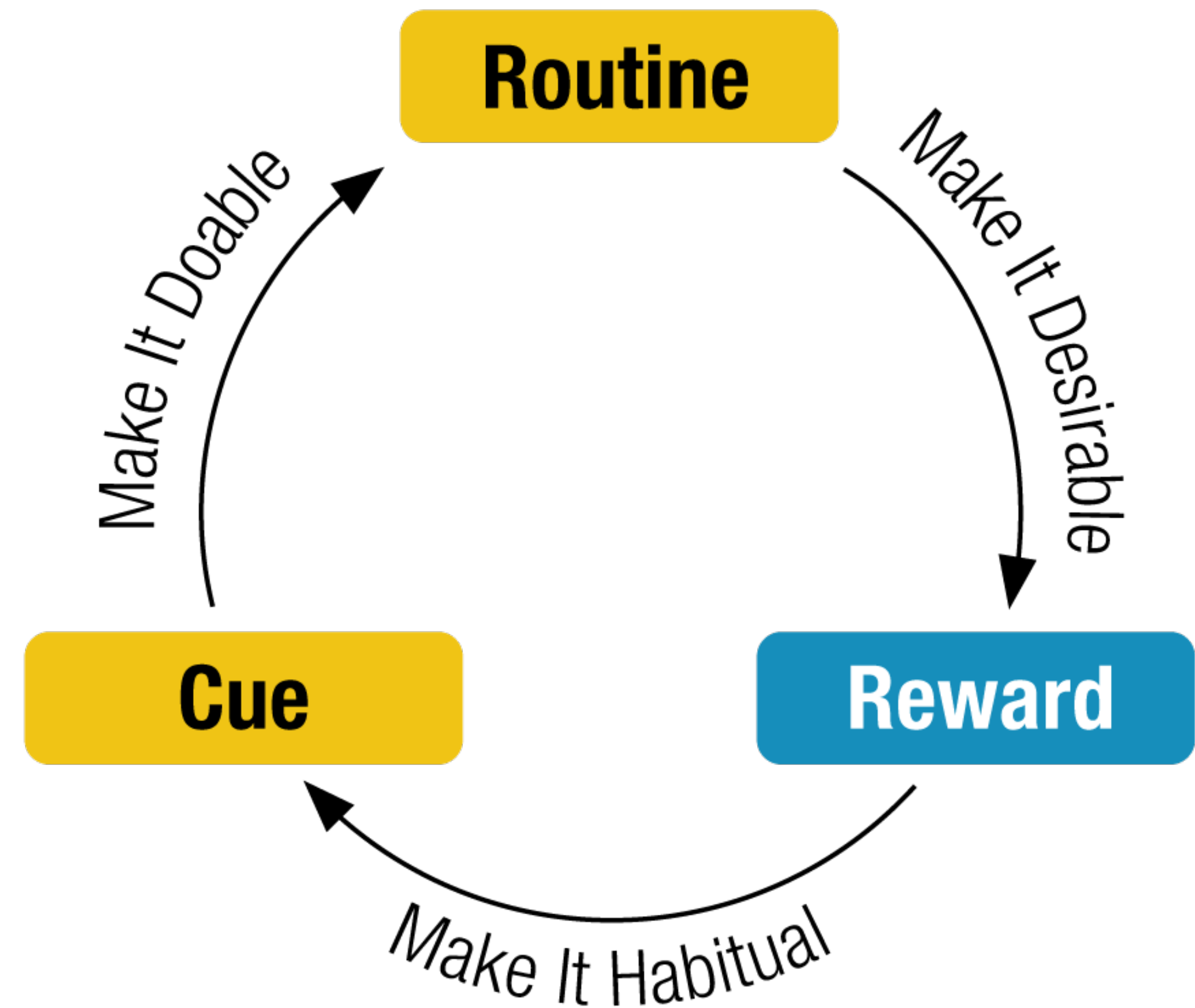


A tangible item you receive
in exchange for completing
some task or routine.

An intangible, pleasing
feeling you experience
when you align with your
values and needs.

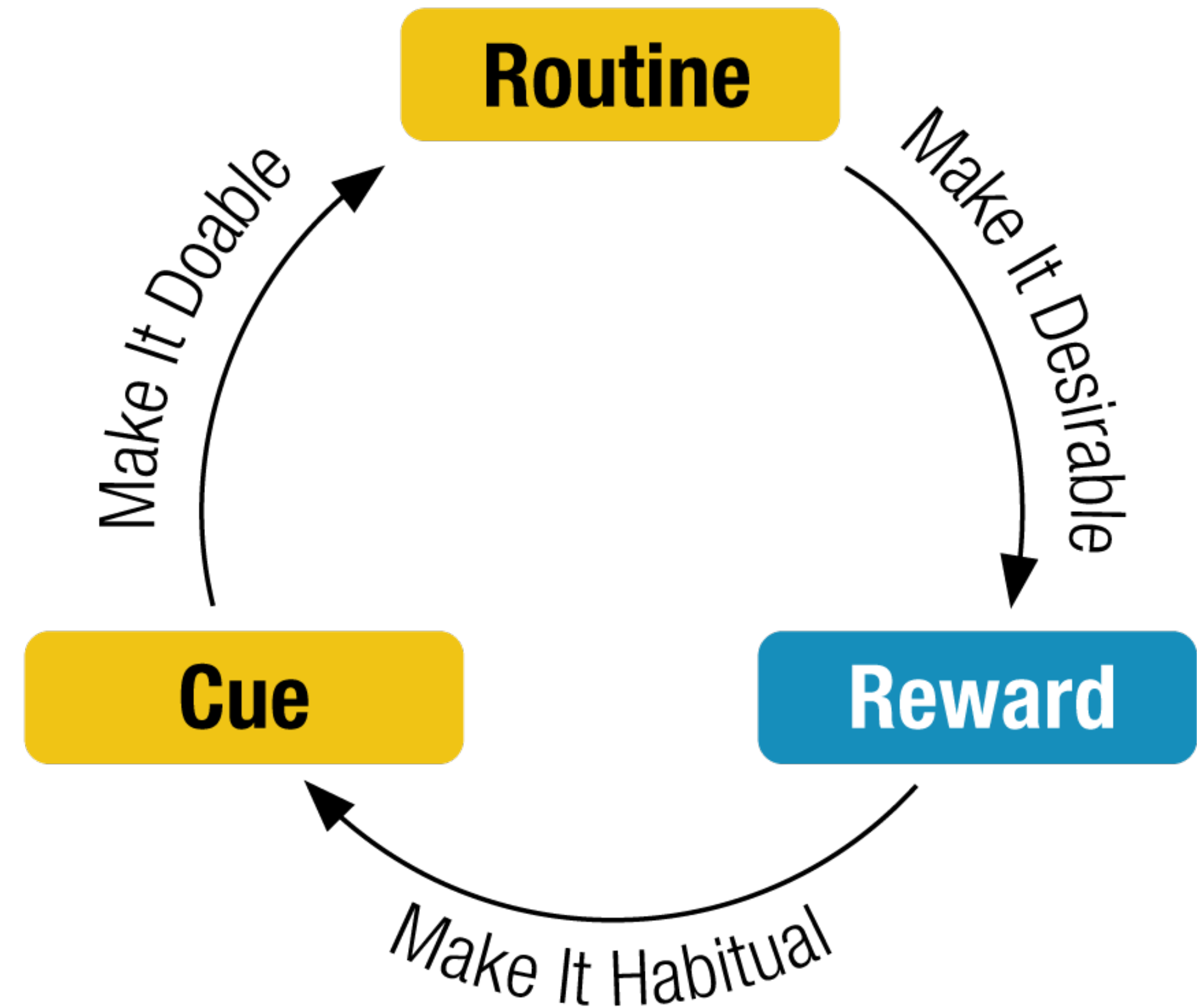
A Reward Is . . .

a signal to your brain in the moment that a particular loop is worth remembering and repeating.



A Reward is NOT . . .

a long-term outcome you achieve from establishing the habit.

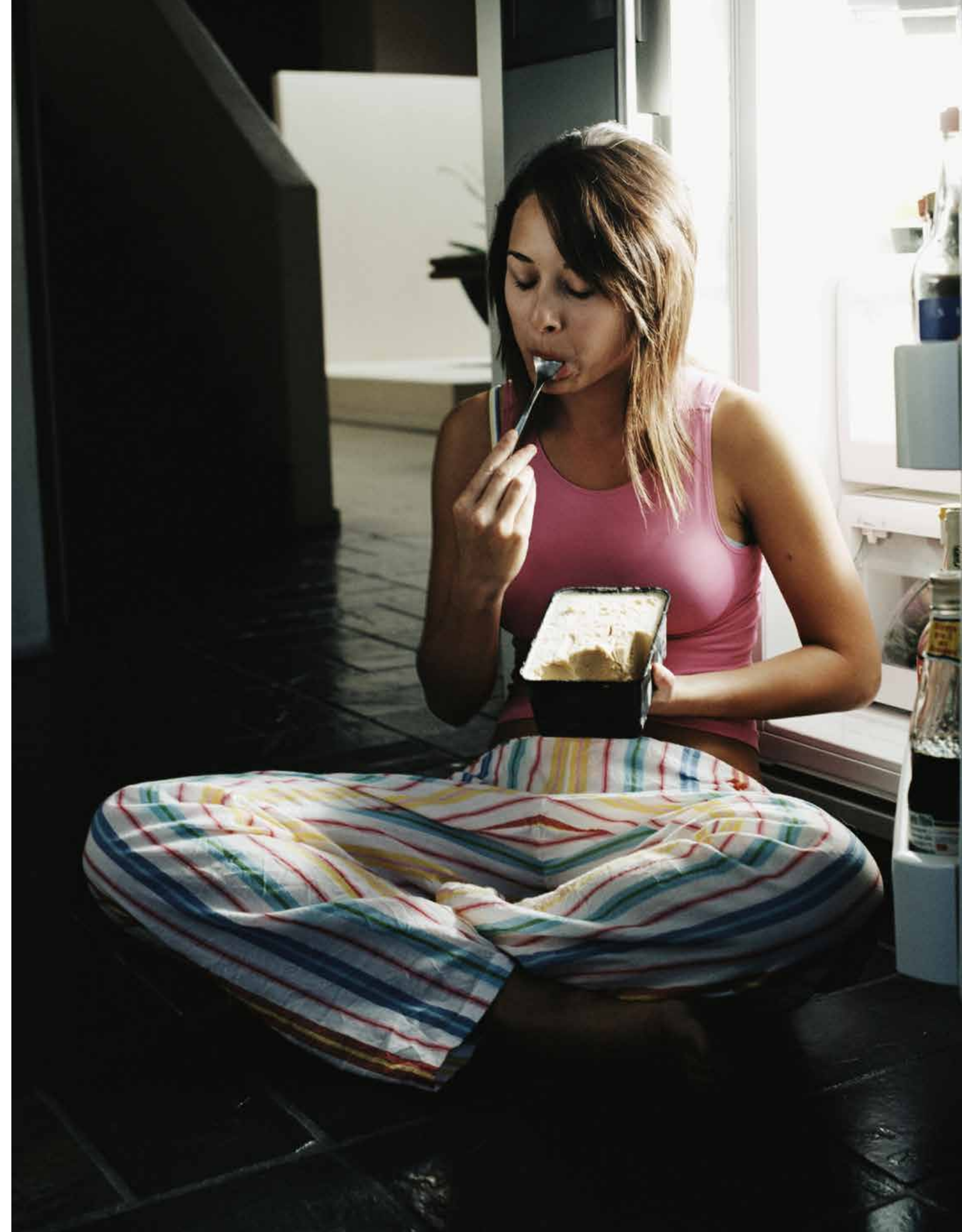


**ONE OF MOST POWERFUL
REWARDS IS THE ABSENCE
OF ANXIETY.**



Quarantine Habits

- Bedtime ice cream
- Netflix binge
- Social media mindlessness
- Arguing
- “Because I said so”
- Procrastination



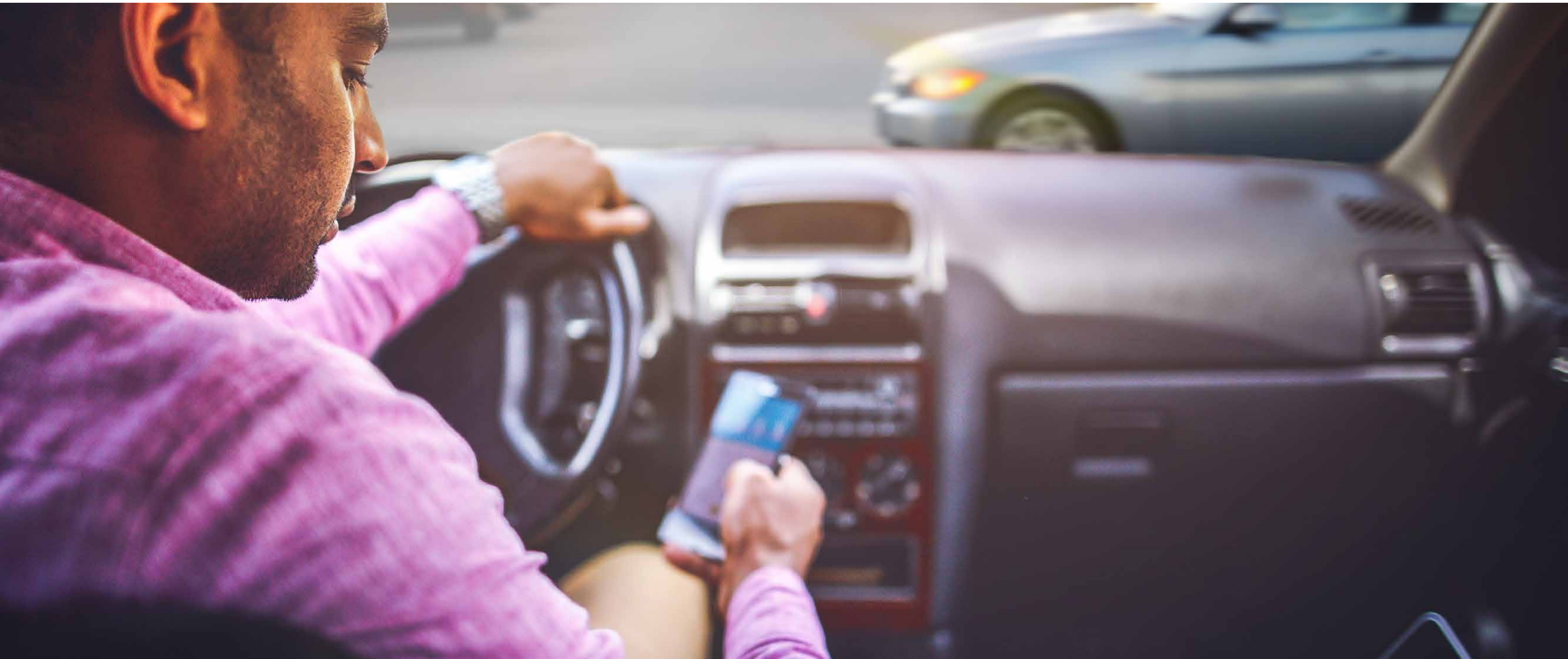
BIG IDEA

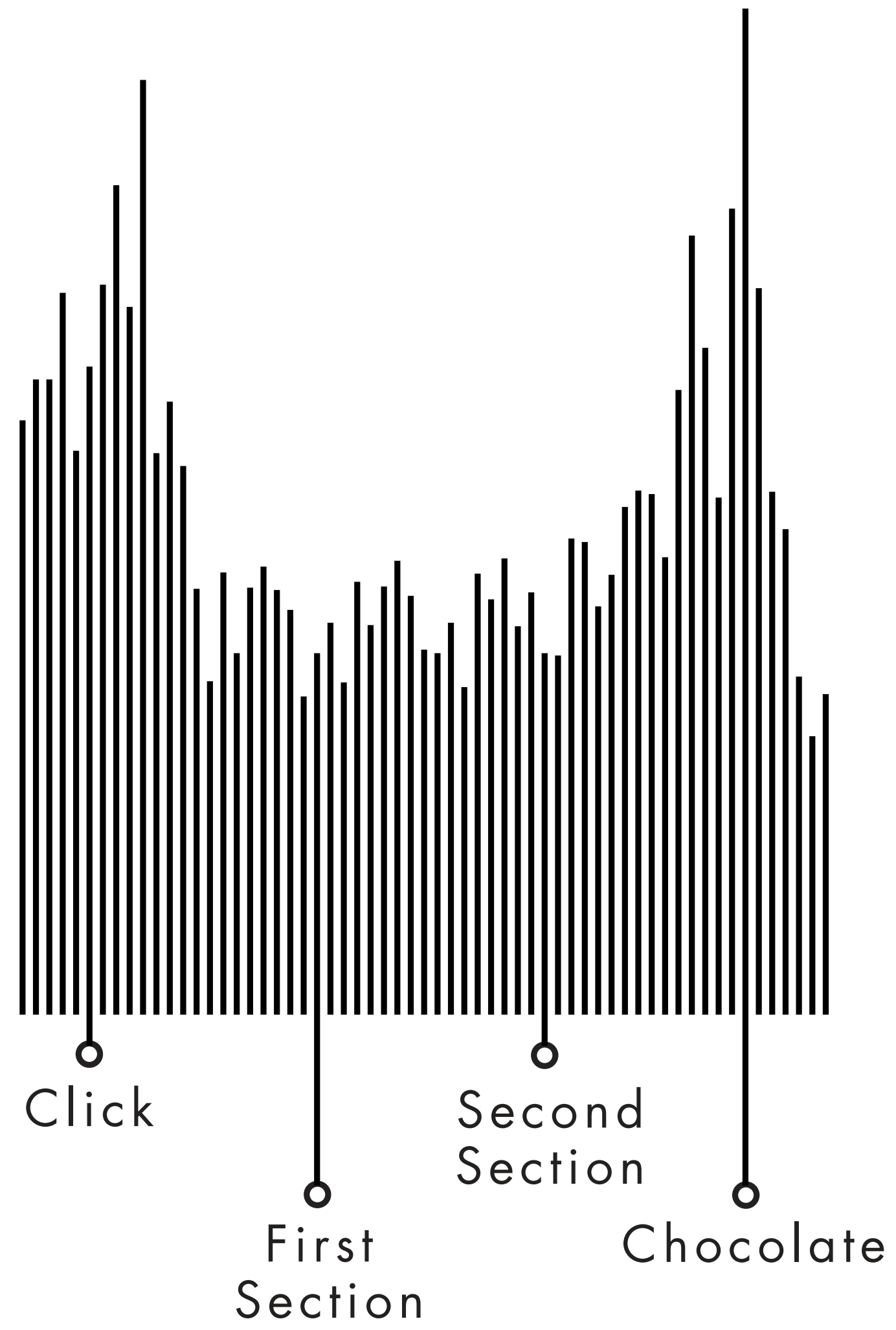
#3

Know YOUR Rewards

Understand your own drivers so you can link them to the routines you want.

I know I shouldn't but . . .



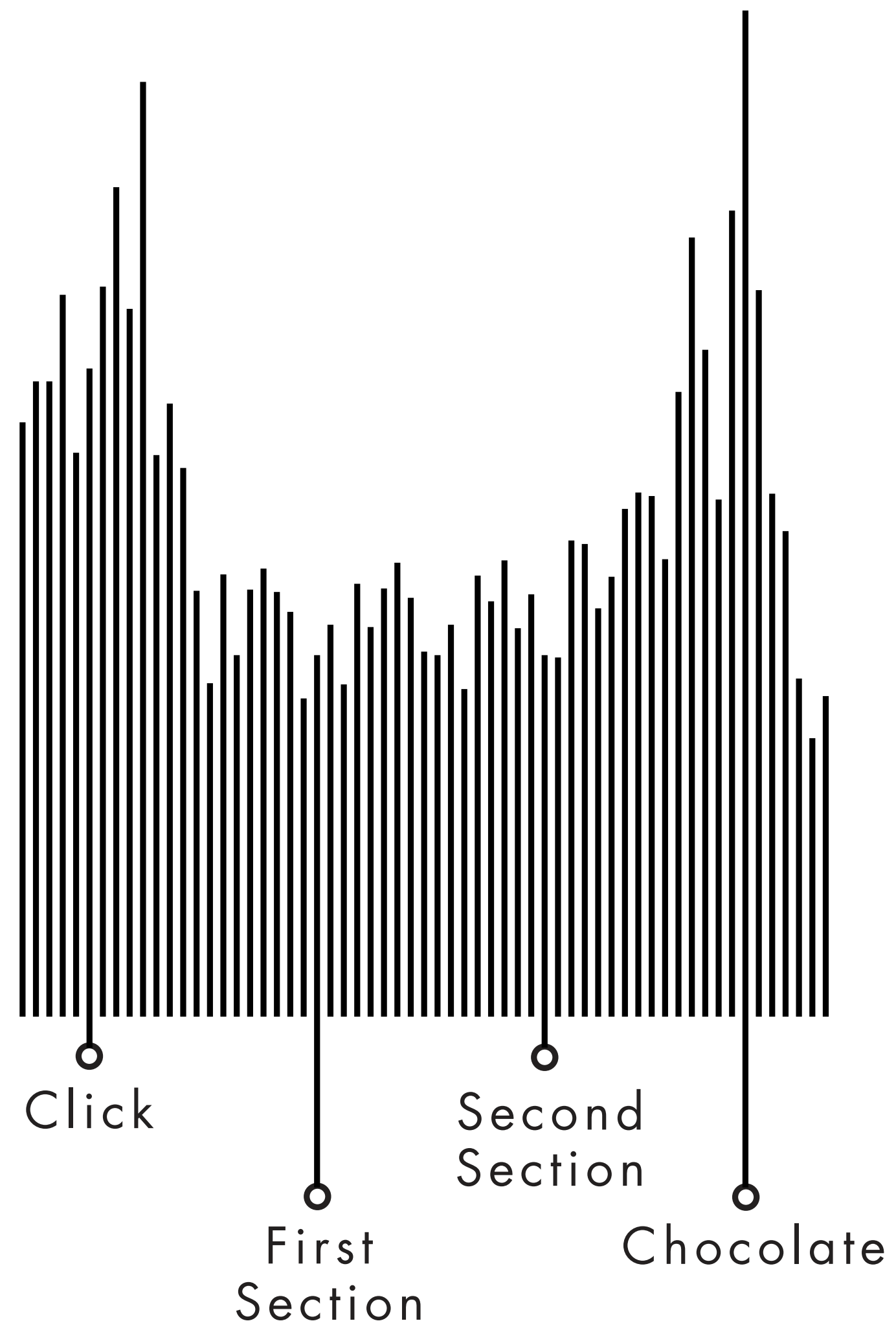


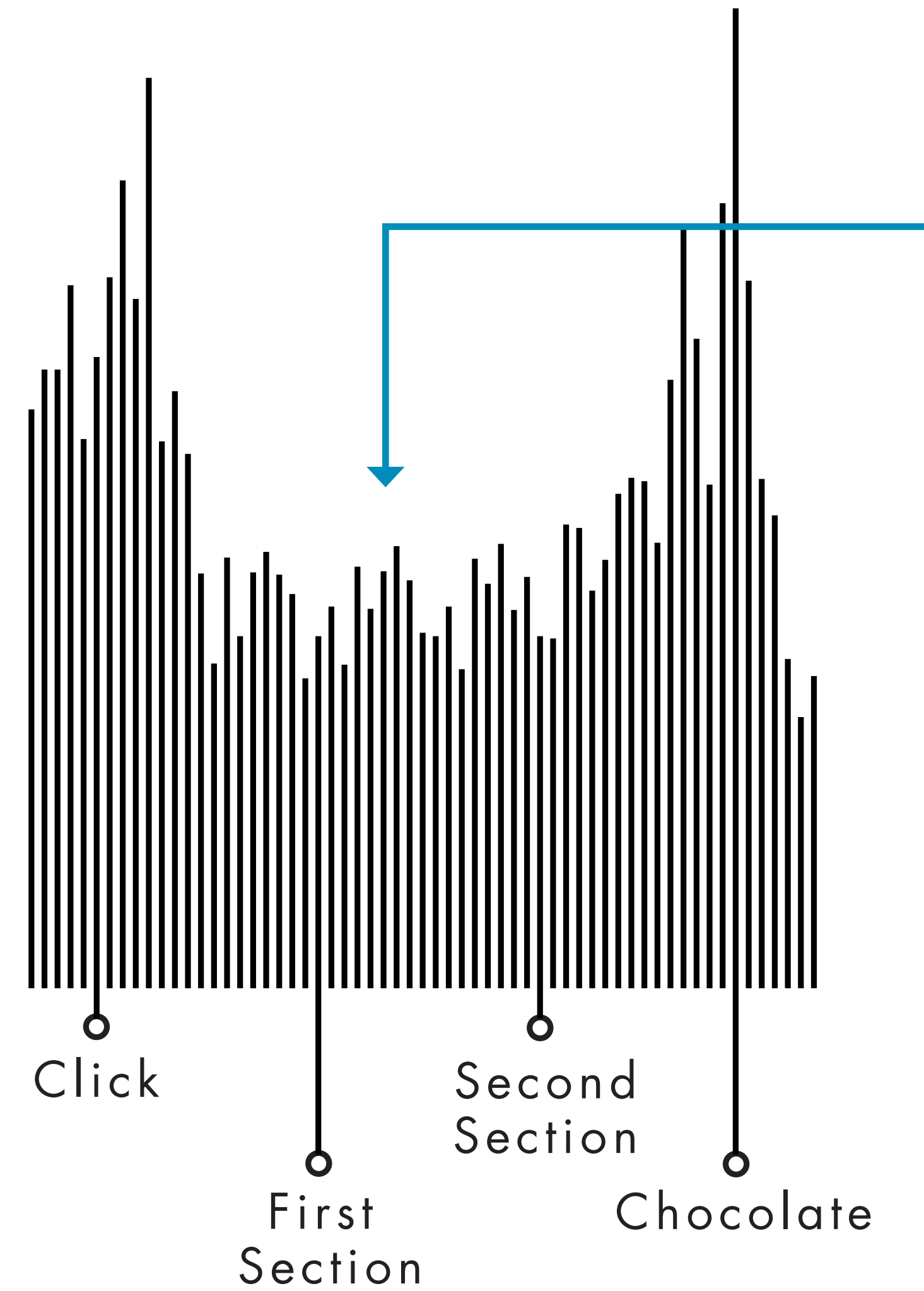
Which of these emotions have you felt at some point in the last six weeks?

- Stressed
- Tired
- Overwhelmed
- Anxious
- Frightened

You're not on autopilot right now.







40% of our day

**REENGAGE YOUR AUTOPILOT
BY BUILDING NEW HABITS
AND REENGINEERING
OLD ONES.**



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How to Lead Through the COVID-19 Crisis and Its Aftermath

With Joseph Grenny, Justin Hale, and Emily Gregory

Thank you!

Visit us at **vitalsmarts.com/besafe feelsafe** to watch a bonus, 30-minute, on-demand webinar from Joseph Grenny on how to incorporate the insights and skills we've shared with you into your plan for doing business in an ongoing pandemic.

You can also access any of the webinars in this series at:

<https://go.vitalsmarts.com/CrucialSkillsWebinarSeries-Recording.html>