

PURPOSEFUL LEADERSHIP IN 2022

A WEBINAR SERIES FROM GALLAGHER AND THE HUMPHREY GROUP

WHAT IS PURPOSEFUL LEADERSHIP?



INCLUSIVE



VALUES-DRIVEN



EMPATHIC



AUTHENTIC



PSYCHOLOGICALLY SAFE

YOU'LL LEAVE TODAY WITH THE TOOLS TO:



CONNECT EMPLOYEES TO
YOUR ORGANIZATION'S
VALUES



CREATE PSYCHOLOGICAL
SAFETY ON YOUR TEAM



FOSTER A CULTURE OF
EMPATHIC LEADERSHIP

HOW TO CONNECT EMPLOYEES TO YOUR ORGANIZATION'S VALUES



Chris Lee

Vice President, Employee Communications Practice, Gallagher Canada





THE RESEARCH

GALLAGHER'S STATE OF THE SECTOR 2022



EMPLOYEE ENGAGEMENT AT AN ALL TIME LOW



VALUES-DRIVEN CULTURE CREATES
EMPLOYEE ENGAGEMENT



LEADERS AT ALL LEVELS MUST AUTHENTICALLY
OWN INTERNAL COMMUNICATION



FOCUS ON OUTCOMES AND ACTIONS IS KEY



SHIFT YOUR LEADERSHIP

LISTEN MORE THAN YOU SPEAK



- > Focus on the outcome you want, not what you want to say
- > Hone your ability to ask great questions
- > Avoid jumping to problem-solving

BE POSITIVE BUT DON'T SPIN



- > Avoid the toxic positivity trap
- > Learn how to hold space for what you hear, including negativity
- > Share convictions rather than solutions

TELL STORIES TO BRING VALUES TO LIFE



- > Find your own authentic examples
- > Identify opportunities to inspire rather than inform
- > Share organizational stories that create cohesion

HOW TO CREATE PSYCHOLOGICAL SAFETY ON YOUR TEAM



Dr. Mike Mousseau

National Wellbeing & Engagement
Consultant, [Gallagher Canada](#)





THE RESEARCH

GALLAGHER BETTERWORKS Q4 2021: Spotlight on Mental Health



PSYCHOLOGICAL SAFETY IS THE EMOTIONAL INTELLIGENCE OF THE ORGANIZATION ITSELF



THERE IS A LINK BETWEEN PHYSICAL SAFETY AND PSYCHOLOGICAL SAFETY



THERE IS A LINK BETWEEN BURNOUT AND PSYCHOLOGICAL SAFETY



THERE IS A LINK BETWEEN ENGAGEMENT AND PSYCHOLOGICAL SAFETY



SHIFT YOUR LEADERSHIP

LEARN TO RECEIVE FEEDBACK WELL TO ENCOURAGE SPEAKING UP



- > Don't tone police
- > Remember that feedback is just information
- > Create transparency by sharing what you will do with the feedback

LEARN TO GIVE FEEDBACK WELL



- > Focus on the future
- > Separate impact and intent
- > Make it a dialogue

USE STORYTELLING TO NORMALIZE FAILURE AND LEARNING



- > Share your own stories of failure
- > Allow others to tell their stories

HOW TO FOSTER A CULTURE OF EMPATHIC LEADERSHIP



Farzeen Mawji

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THE RESEARCH

GALLAGHER BETTERWORKS Q1 2022: SPOTLIGHT ON INCLUSION



EMPATHY IS FEELING ALONGSIDE



EMPATHY IS NOT ABOUT “KNOWING HOW
SOMEONE FEELS”



DISSOLUTION OF THE PERSONAL PROFESSIONAL
BOUNDARY PRESENTS A UNIQUE OPPORTUNITY
AND NEED FOR EMPATHY



LEADERS NO LONGER DICTATE BUT RATHER
ALIGN



SHIFT YOUR LEADERSHIP

UNDERSTAND YOUR POSITIONALITY



- > Where do you hold privilege?
- > Where do you hold power?
- > Who needs an ally and when can you fill that role?

LEARN THE DIFFERENCE BETWEEN DIALOGUE AND DEBATE



- > Use each strategically to create the outcome you want

LEARN TO CALL IN



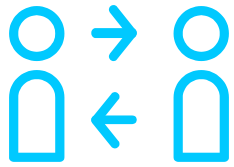
- > When to call in
- > How to call in

LISTEN BROADLY



- > Assess WHO you listen to as well as HOW you listen

LEAD WITH PURPOSE



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RESOURCES



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