



LUEMO
WORKPLACE WELLBEING

Tough Love

Is it better to be loved or feared when you are a leader in an organisation? Both could be said to come with their own sets of advantages and disadvantages! The contemporary answer is probably somewhere in between or maybe something entirely different. What if we combine the two and use the term 'tough love'? What would that look like?

What does it mean to lead with **'tough love'** when you are a manager? **Consider these tips:**

✓ **Keep quality and performance expectation high.**

When team members have positive challenging goals there is a greater sense of motivation, personal value, and excitement. Low or no goals, not being held accountable for their performance or allowing sloppy work does nothing to make people feel good about themselves.

✓ **Create atmosphere of trust and acceptance.**

This is essential for openness and communication both ways. If they know you trust them and they trust you, hard and essential conversations can be had in a constructive way. When trust is high, mistakes and problems don't get hidden. Remember, "trust is earned by the spoonful and lost by the truck load" so build it every day and guard it fiercely.

✓ **Back them and believe in them.**

Even when they don't believe in themselves! Raise the bar and ask them to jump over. It can be scary for them but if you know they can do it, back them to go to the next level of achievement.

✓ **Give "hard to hear" feedback the right way.**

Be factual and calm. Be specific. Don't blame or get angry. If they haven't met

expectations calmly state that fact, reiterate the expectation, tell them you know they can do it right, and ask them what else they need from you to do it right next time.

✓ **Delegate.**

Give them responsibilities even if they haven't done it before. But do it right: make sure they have the tools/skills, make sure they know the goal and boundaries, give them clear authorities. Then, expect them to step up and do it.

✓ **Ask them questions and expect answers.**

Ask - What needs doing? What is wrong here? Ask for constructive input. Don't be the kind of leader that asks for input but never follows up as it sends a message that you don't really want/value their opinion.

✓ **Be energetic and upbeat.**

Energetic, positive, and happy leaders who are genuinely connected to their teams can deliver tough messages and ask for high performance. Negative leaders with low energy are not effective when trying to heighten performance of teams or lead through difficult times. Be the kind of leader people want to work with and cooperate with, even when times are tough.



illness. Participants who went on a 90-min walk through a natural environment reported lower levels of rumination and showed reduced neural activity in an area of the brain linked to risk for mental illness compared with those who walked through an urban environment. These results suggest that accessible natural areas may be vital for mental health in our rapidly urbanizing world.”

Source: Bratman et al; PNAS 2015, Proceedings of the National Academy of Sciences for the United States of America.

Going green for good mental health.

“Urbanization is associated with increased levels of mental illness, but it’s not yet clear why. Through a controlled experiment, we investigated whether nature experience would influence rumination (repetitive thought focused on negative aspects of the self), a known risk factor for mental



Connected leaders

Being connected to your team is the key to good leadership and achievement of the required business outcomes. Connected leaders have loyal teams that are motivated and inspired to achieve their work goals. So how do you become a leader that is well connected? The good news is that there are key actions that leaders can learn to grow and

maintain their team connectedness. Why not join the **Luemo Glo Leadership Coaching Program** and learn these techniques? Sessions are available in a personal coaching format or in bite size micro coaching sessions delivered virtually and by video.

Get in touch to discuss your format options 1300 284 198.