

# Having hard conversations with empathy when working virtually

# Good Zoom etiquette

- 1. Use gallery view**
- 2. Mute unless speaking**
- 3. Videos on when talking**
- 4. Let's be as interactive**

# Mel Rowsell

## Coach | Consultant |

## Facilitator | Speaker |

## Author

- **An expert in balancing the the human connection at work and commercial realities.**
- **Cofounded Vend and grew it from 0-250 people in 6 countries in 4 years.**



- 1. Prepare**
- 2. Be clear**
- 3. Be real**
- 4. Act by your values**
- 5. Expect defensiveness**
- 6. Listen**

# Prepare

- 1 Get your facts straight**
- 2 Consider their communication style**  
**Talk to people the way THEY want to be talked to**
- 3 Be calm and centred**
- 4 Choose the right time and channel**

# Be Clear

**1 Clear is kind | Unclear is Unkind**  
**No mixed messages**

**Beware throw away remarks**  
**Beware introducing a second topic**  
**Beware being ambiguous**

# Be Real

- 1 Don't be “Robo-Mel”**
- 2 Acknowledge that it is a shitty situation**
- 3 Empathy = feeling **with** is helpful;  
sympathy = feeling **for** is unhelpful**
- 4 Practice Self Compassion**

# Act by your values

- 1 Your personal values**
- 2 Your business values**

**All eyes are on you!**

# Expect defensiveness

**It means they indeed a human being. Stay calm.**



# Beware the vacuum and the evil logic They will be thinking the worst.



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WISDOM AT WORK



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Specialist Recruitment

# ListZen

**Pretend Listening**  
**Surface Listening**  
**Active Listening**  
**Zen Listening**



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# There is a lot going on

## ListZening helps you see more of the full picture



# Follow up

**Check in, demonstrate your values in action**

- 1. Prepare**
- 2. Be clear**
- 3. Be real**
- 4. Act by your values**
- 5. Expect defensiveness**
- 6. Listen**
- 7. Follow up**

**People will forget what  
you said, forget what you  
did, but they will never  
forget how you made  
them feel**

**Maya Anjelou**

# Next up: Coming out of lockdown

# Thank you

I am offering free, completely no obligation  
30 minute phone calls if you want specific  
advice or a coaching conversation.

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