

What is “Corporate CHILL” and how to attain it?

How to Reduce Stress in Corporate America?!



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luba@lubasakharuk.com



Why Are We Here?



When was the last time you experienced stress at work?



Have you noticed how until it is resolved, it is difficult to innovate or make progress in whatever you were working on?



What are the common root causes for those stressful moments?



Learning Objectives



You will learn the 7 common root causes of stress



You will learn how stress effects employee retention, innovation and satisfied customers



You will learn what can be done to reduce stress!



Help me prove a hypothesis, please

Think of a moment (at any point in your career), where you experienced any level of stress (could be big, could be small)



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Which of the following does your stressful moment fall under?

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Which of the following does your stressful moment fall under?



Hypothesis: The root cause of any stress in the corporate world falls under at least one of the following,

- Not believing something is feasible to achieve
- Conflict among peers and/or leadership
- Misalignment among executives
- Resistance to change (on all levels of an organization)
- Lack of effective metrics and data-driven decision making
- Lack of accountability (on all levels of an organization)
- Not understanding value (your personal and/or the solutions being delivered)



Introduction

As a Digital Transformation Consultant, I help companies innovate in order to stay competitive in this fast-changing market.

I work with Leadership to create an environment where all voices are heard.

I work with Management to find solutions to whatever pain points they may have (from process improvement and employee retention, to employee upskilling and customer satisfaction).



Luba in Bangalore in 2014



What else do you do?

As an author, speaker, creator and facilitator, I help organizations reshape their workplace culture through engaging keynote delivery and custom workshop facilitation focusing on



Luba Sakharuk

Author of “Life Worth Living” and
“How to FYAIL in Digital Transformation”

Limiting Beliefs

- **Resolving Conflicts**
- **Achieving Alignment**
- **Leveraging Resistance**
- **Measuring What Matters**
- **Mastering Accountability**
- **Maximizing Value Delivered**



RALM3

The Journey of Writing a Book



#OvercomingManyLimitingBeliefs

The Journey of the FYAIL Book Creation

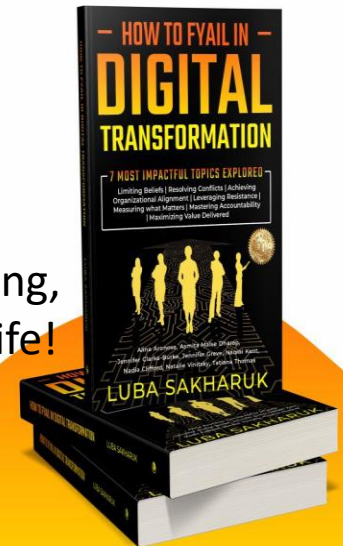


How FYAIL Mindset Reduces Stress!



When we replace the fear of failing with the excitement of learning, we can succeed in digital transformations and so much more in life!

#ContinuousLearning



What Is CHILL? How Does it Help To Reduce Stress?

- C** Clarify &/or Communicate (ask and share)
- H** Honor (aka honor your commitment and have respect for others)
- I** Identify (gaps in skills, metrics to use, processes to follow, etc.)
- L** Leverage (skills and expertise of others, resistance to change)
- L** Lean In & Learn (assume you don't know and be open to learning)

It is a set of 5+ Actions!



Exercise!

L Lean In & Learn



Let's share scenarios which had caused stress and see which of the CHILL Actions could potentially reduce or prevent that stressful moment!

- C** Clarify
- H** Honor
- I** Identify
- L** Leverage
- L** Lean In & Learn



Lesson Learned

- C** Clarify
- H** Honor
- I** Identify
- L** Leverage
- L** Lean In & Learn

The most common limiting belief is to think that just because something has always worked this way, it has to stay this way!

Which of the CHILL actions do you think were taken along the way?



Lesson Learned

A common cause for conflict is people not understanding their roles. People are confused about who is accountable for what. Some sample scenarios are managers still managing teams and applications vs empowering teams and product owners.



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Which of the CHILL actions do you think were taken along the way?



How To Attain CHILL?

FOCUSED WORKSHOPS



1. List the responsibilities of your current role that you absolutely love doing
2. List three responsibilities of your current role that you would love to delegate
3. List one thing that you think or have been told you SHINE at
4. List one thing you can't imagine you would ever be able to do
5. If you had a magic wand and could grant any wish, what change(s) would you make in your organization or your career?

To be used for a self-reflection moment

OR a sample intake form to work with a mentor to overcome limiting beliefs, figure out what you shine at and identify gaps in skills



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1. When was the last time you were extremely stressed at work?

2. What was the cause?

3. How was the conflict resolved?

4. How could it have been prevented?

5. How would knowing your own social style help?

6. If you had a magic wand and could grant any wish, what change(s) would you make in your organization or your own personal development?

To be used for a self-reflection moment OR a sample intake form for a Conflict Resolution Workshop



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1. WHY are we embarking on a digital transformation?
What are our main drivers?
2. What will success look like? What is our end vision?
3. Define some of the major areas of change and high-level goals for each.
4. Zeroing into each high-level goal, how will we measure its progress? What are the actions we will take to move it forward?
5. What are the main risk factors to the transformation?
6. How can we mitigate them?

To be used for a self-reflection moment
OR a workshop to
Define Digital
Transformation



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1. Let us define our messaging as to WHY the change is happening. Make it simple and impactful.
2. Define WHAT exactly will be changing in clear and succinct terms.
3. Now let's put together the steps involved in the change, or the HOW.
4. Who will be our biggest supporters? How can we leverage them?
5. Who will be our biggest resistors? How can we win them over?
6. How can we mitigate any fears people may have around planned changes?
7. Capture all possible communication channels we need to leverage. Different people consume information differently and we need to use every channel and format possible.
8. Decide on communication cadence for each channel and format. Remember that people start hearing your message only after you get tired of saying it.
9. Create an action plan.

Change Management Workshop



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1. Let's look at the big picture first. Why are we embarking on a digital and/or agile transformation?
2. What will this organization look like when we have succeeded with the transformation? Let's talk about our vision.
3. Now that we have our vision, let's brainstorm what strategic goals and objectives we need to focus on in order to get there?
4. Next, let's prioritize our objectives.
5. For our top objectives, let's figure out how we are going to know that we have achieved them. What are our acceptance criteria?
6. How can we measure our progress towards the objectives? What metrics or KPIs could be helpful? Let's be discerning and only measure what really matters.

Workshop to Define Objectives, KPIs, and Metrics Across the Organization



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1. What behaviors do we need to exhibit and how do we need to work together in order for the transformation to be successful?
2. What current behaviors and cultural norms would be detrimental to positive organizational change?
3. How can we encourage behaviors and practices we need and let go of the ones that may slow down our transformation?
4. Let's discuss how we want to make decisions. Remember that pushing decision making down speeds up change. What type of decisions will require a consensus at a higher level and what types of decisions can be made by the individual teams?
5. Now let's look at our top transformation objectives (or goals, or outstanding action items). Do we have a clear owner for each? And does each owner have enough influence over their objective/ goal/action item to move it forward?
6. What changes do we need to implement to ensure objective owners have the right level of influence in their areas of accountability?



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Workshop to Define Working Agreement, Decision Making, and Ownership

1. Define your internal and external customers. Whose day is affected by the existence of your product/service/role?
2. What problems do you solve for your customers? How would their day be different if your product/service/role did not exist?
3. What is a unique capability/service that only you can provide to your customers? Or what is your wow factor?
4. What other problems do your customers have that are related or adjacent to your product/service/role that you could be solving?
5. What feedback loops could you use to solicit your customers' input to validate your ideas, so you can maximize the value you deliver?

**Value Definition Workshop: Who are your customers?
How do you maximize the value of
your product, service, or role?**

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MAIN Lesson Learned

All we can do as Change Agents is invite, encourage and attempt to engage. None of us have magic wands and so if someone has no interest to engage with you, eventually, you do have to recognize you have done all you can and move on.



We can not control what may come our way.
However, we can **control** the **choices** we
make and the **actions** we take!

- C** Clarify & Communicate
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What will **YOU** do tomorrow to **CHILL**

?



RALM3 Consulting LLC

C

Clarify

Leverage

L

H

Honor

Lean In & Learn

L

Identify

I



To Learn More...

www.ralm3.com

<https://ralm3.teachable.com/>

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