

LEAD WELL

SUMMARY OF TNTs BY CHAPTER

Lead Well gives you good human-centered and teaming practices that will help you actively create a thriving environment for your people. These practices are called TNTs or tiny noticeable things. When your team operates at its peak, you'll notice higher engagement and resilience and less burnout and attrition - all of which have important performance and bottom-line consequences.

Here is a summary of the TNTs discussed in the book, sorted by chapter (starting with chapter 3). The details for each TNT, along with all research references, are located in the book.

Chapter 3: MINDSET #1 – Prioritize Sticky Recognition & Mattering

- Say a thank you “plus”
- Acknowledge other people
- Notice and name strengths
- Share your belief in someone and their capabilities
- Let someone know how you rely on them
- Acknowledge the effort that someone put forth
- Invest time with someone
- Remember someone’s name
- Say good morning
- Discuss growth potential and stretch assignments
- Talk as a team about lessons learned when failure and challenge happen (also boosts resilience)

Chapter 4: MINDSET #2 – Amplify ABC Needs

Autonomy

Chart showing the different autonomy types

- Provide context for rules and goals - show your “mental” work
- Empower decision making
- Get everyone on the same page - role clarity

Belonging

- Leverage moments that matter and workplace friendships
- Schedule unstructured time - 1:1 time to talk about something not related to work
- Offer opportunities to include friends and family
- Share positive work-related events with friends and family (work/family interpersonal capitalization)

Challenge

- Identify pathways for mastery experiences – know what skills/capacities people on your team find challenging
- Framework to reskill and/or upskill your team
- Think with a gaming mindset

Chapter 5: MINDSET #3 – Create Workload Sustainability

US Bank Guidelines / Mindful Business Charter

Create good teaming practices part 1

- Create a team charter
- Cross train team members
- Debriefs and huddles

GenAI prompt example to help you get organized

Assess open projects and initiatives

Conduct a meetings audit

Timebox your priorities

Chapter 6: MINDSET #4 – Build Systemic Stress Resilience

Resilience for Teams

Resilient teams leverage four important resources

- Efficacy
- Clear roles and responsibilities (role clarity)
- Improvisation
- Psychological safety

Roadmap for resilience – to do's before, during, and after a challenge

Debrief after micro-challenges

Create good teaming practices part 2 by answering the following questions:

- Are we working on the right things?
- Do we have time to make real progress?
- Is knowledge easy to find and understand?

Resilience for Organizations

Create productive disruptions

Repurpose existing routines, roles, and resources

Take relational pauses and address frustration

Chapter 7: MINDSET #5 – Promote Values Alignment & Meaning

The six practices that support these TNTs are all found in chapter 7 of the book.

- Talk about the impact of the work
- Set “sticky” goals
- Revive dormant connections
- Support positive onboarding
- Assign an onboarding partner
- Create a bigger-than-team goal
- 4/4/4 way to end your week
- 20% rule
- 3-3-3 method to organize your time

Conclusion

Change your passwords

Paula Davis JD, MAPP, is the Founder and CEO of the Stress & Resilience Institute. For 15 years, she has been a trusted advisor to leaders in organizations of all sizes helping them to make work better. Paula is a globally recognized expert on the effects of workplace stress, burnout prevention, workplace well-being, and building resilience for individuals and teams. To order *Lead Well* or to learn more about her work, please visit www.stressandresilience.com.