



PIXEL LEADERSHIP GROUP



MANAGER'S CHEAT SHEET

Essential Empowering Leadership Hacks



Pixel Leadership Group, LLC is a leadership and organization development consulting firm composed of psychologists, business leaders, and social scientists who enjoy applying their collective expertise to help maximize leaders' potential, create inspired and innovative teams, and build people-centric organizational cultures. We use our deep understanding of behavioral and assessment science to develop customized solutions to help our clients achieve their unique goals.

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DEVELOP COACHING SKILLS

The most powerful skillset for empowering your employees, as well as increase commitment, buy-in, engagement, and connection is COACHING! You can start putting Pixel's Coaching Process Framework into action right now using these HACKS!

HACK #1 ADOPT A COACHING MINDSET

Use these 5 questions to Adopt a Coaching Mindset at the beginning of your Coaching conversations.

ASK THESE QUESTIONS:

- Help me understand your perspective...
- What motivates you?
- Help me see it from your point of view.
- What do you care most about?
- How are you feeling about this?

HACK #2 SET THE STAGE

Use these 5 questions to Set the Stage at the beginning of your Coaching conversations.

ASK THESE QUESTIONS:

- What would you like to achieve today?
- What change would make the biggest impact?
- Where do you have energy?
- What outcome would be ideal?
- What would the benefits be if you achieved this goal?

HACK #3

EXPLORE THE CURRENT SITUATION

Use these 5 questions to Explore the Current Situation during your Coaching conversations.

ASK THESE QUESTIONS:

- How is this impacting you?
- What else could be going on?
- What is working well right now?
- What barriers have you faced?
- What assumptions are you making?

HACK #4

IDENTIFY + EVALUATE ACTIONS

Use these 5 questions to Identify + Evaluate Actions during your Coaching conversations.

ASK THESE QUESTIONS:

- What could be a first step?
- What would happen if you did nothing?
- What is the most challenging part for you?
- If someone did/said that to you what do you think would happen?
- Which option do you feel ready to act on?

HACK #5

MAP A PLAN

Use these 5 questions to Map a Plan to end your Coaching conversations.

ASK THESE QUESTIONS:

- What excites you about doing this?
- What worries you?
- What happens if you hit a roadblock?
- What is going to keep you on track?
- What are two actions you can take that would make sense this week?

MAKE FEEDBACK A HABIT

Providing frequent, quality feedback – including appreciation, recognition, corrective feedback lead to higher employee engagement, more motivation, increased productivity, and better retention. You can start making feedback a habit now by using these HACKS! [Why nothing on Tuesday you wonder – because that was already taken with Tack Tuesdays, obviously!]

HACK #1

CALENDAR CUES

It's really easy to forget to give feedback! Use your calendar to make it a habit.

DO THIS:

- Create reminders on your calendar to focus on feedback.
- Block a 10 – 15 minute timeslot each day to write down feedback / appreciation you have for your employees when it's fresh. That way it is easier to remember and access during your meetings.
- Regularly focusing on feedback also makes it more likely you will notice it in the moment when you're observing your employees in action.

HACK #2

MILESTONE MONDAYS

Make Mondays the day to recognize and celebrate milestones.

DO THIS:

- During your Monday feedback timeslot, identify all the milestones that you want to recognize and celebrate that week. These could be:
 - Employee birthdays
 - Employee start date anniversaries
 - Team accomplishment milestones (e.g., the first time we achieved a 90 Net Promoter score, or the date we broke \$1M in sales, etc)
 - Notable project milestones
- Keep a list of milestones such as birthdays and work anniversaries for easy reference – even better, but a recurring reminder on your calendar.
- You can send the message out on Monday if that makes it easier – “Lakisha’s birthday is this week!”
- Emails are great, but you can also send a hand written note, make a video message, give a gift card, provide a shout-out during the team meeting.

HACK #3

WOW WEDNESDAYS

Make Wednesdays the day to call out one superstar!

DO THIS:

- Ask yourself:
 - Who wowed you over the past week?
 - When was it?
 - What did they do?
 - What was amazing about it?
- Share it with the team - Make it a big deal! It will encourage people to want to WOW you. Try to look for ways everyone has wowed you over time so that you don't inadvertently create a sense of favorites.
- Consider having lunch, sending a small gift card, or offering some other small gesture to express your appreciation.

HACK #4

THANKFUL THURSDAYS

Make Thursdays the day to express gratitude and thanks. This makes others feel good and can have a positive benefit for you too – expressing gratitude is associated with less stress and increased happiness.

DO THIS:

- Ask yourself:
 - What are you thankful for this week?
 - Who do you appreciate?
 - Who did something kind or generous you want to recommend?
 - Did anyone go out of their way to help you or someone else?
- Send out thanks through email, hand written notes, or video messages.
- Consider making it a team affair. Ask everyone on the team to send at least 1 note of thanks to someone on the team or even outside the team.
- Incorporate it into your team meetings – at the beginning of the meeting, ask each individual to express gratitude towards one or more teammates for something – it might feel awkward at first, but stick with it!

HACK #5 FEEDFORWARD FRIDAYS

Make Fridays they day to offer feedforward.

DO THIS:

- Feedback is looking at past behavior, actions, accomplishments, results. Feedforward is providing specific input about how to improve in the future.
- Ask yourself these questions for each of your employees to share during your next 1:1 (you might ask them about yourself too!)
 - What opportunities does this person have to improve?
 - What specific actions could they take to be more effective the next time?
 - What one thing could they put into place that would up their game 10%?
 - What one skill could they work on developing to have a bigger impact?

HACK #6 YOU ROCK! PEER RECOGNITION

You don't have to be the only one providing feedback, appreciation, and recognition! Get your team engaged too using this hack.

DO THIS:

- Go into the wilderness (no, seriously, you need to go outside for this).
- Find a rock that can fit in your hand.
- Paint it colorfully – maybe use your company's brand colors.
- Paint the words "YOU ROCK!" on it.
- Ask your team to give the rock to a peer when they appreciate something their peer did.
- Watch the magic happen!
- If you're team is hybrid / remote, consider a different visible symbol such as a special virtual background. One team we work with actually mails a stuffed animal to each other. The team morale boost is worth the shipping costs!

FOCUS ON WELL-BEING

Stress and burnout are at epidemic levels. Managers have a huge impact on their employees' stress level. Express caring and bust burnout with this hack!

HACK #1 BURNOUT BUSTING QUESTIONS

Asking these 7 questions has been associated with reduced burnout and better manager-employee relationships. Ask them at least once a month - it's that easy!

ASK THESE QUESTIONS:

- What's your perspective on _____?
- What are you struggling with right now?
- How are you feeling about work right now?
- What could I be doing better to support you?
- What do you need to do what you do best?
- What are your growth goals for this month?
- In what ways could the work you're doing be more meaningful?

HACK #2 BOOST YOUR MOOD

Create a mood booster list to use when you're feeling stressed or burned out.

ASK THESE QUESTIONS:

- Brainstorm all the things that help you to de-stress and relax. Write them down and keep that list handy. When you are stressed, commit to doing something on that list.
- Here are some science-backed actions that have been shown to reduce stress.
 - Move Your Body (go outside!)
 - Learn To Calm Your Body (APPS: Breathwrk, Headspace, Calm, Happify, etc.)
 - Practice Good Sleep Hygiene (no screens for 30 minutes before bed, regular bed and wake times)
 - Cut Down Technology Use (especially social media!)
 - Be Bored (Seriously, do nothing!)
 - Take Time Off
 - Connect With Others

NOTES

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Want to be a better manager? Want a high-performing team? Want thriving employees?
We can help!

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