



# 2024 Leadership Gathering

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Balanced Leadership: Mastering Workload  
while Ensuring Employee Wellbeing

Matrix Discussion Share-Out

**High Feasibility**

*Quick Wins*

*Unicorn*

**Low  
Impact**

**High  
Impact**

*Don't Do It!*

*Long-Term Initiatives*

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## 1. Inclusion & Belonging

- Create a culture of [inclusion and belonging](#).
- [Promote open communication](#).
- Involve employees in [decision-making](#).
- Acknowledge challenges and efforts.

## 2. Psychological & Physical Safety

- Focus on physical and psychological safety.
- Provide resources and information about mental health.
- [Offer de-escalation training](#).
- Refer to [EAP \(Employee Assistance Program\)](#).

## 3. Rest & Wellness

- Enable adequate rest.
- Encourage taking breaks and using vacation time.
- Promote wellness activities (e.g., mindfulness training, relaxation techniques).
- Incorporate physical activity breaks like walking meetings or stretching.

## 4. Effective Communication

- [Communicate clearly](#).
- [Provide feedback regularly](#).
- Create communication channels for public inquiries.
- Ensure routine check-ins for emotional support and workload monitoring.

## 5. Gratitude & Recognition

- Celebrate success and acknowledge efforts.
- Build a culture of gratitude and recognition.
- Connect work to [organizational values](#).
- Ensure employees feel their work is valued and meaningful.

## 6. Skill Development & Growth

- Allow room for training, [mentoring](#), and advancement.
- Provide opportunities for certifications, cross-department projects, and workshops.
- Encourage self-reflection and task prioritization (e.g., PQ techniques).
- [Conduct skip-level meetings to understand staff perspectives](#).

## 7. Team Building & Collaboration

- Support team building activities and social interactions.
- Conduct team after-action reports involving all contributors, not just management.
- [Use online tools to gather staff priorities and input](#).

## 8. Work-Life Balance

- Standardize flexible schedules.
- Emphasize the importance of work-life balance and avoiding burnout.
- [Set boundaries](#) and model healthy behaviors (e.g., stress management, taking breaks).
- Set aside time daily for wellness despite busy schedules.

## 9. Goal Alignment & Prioritization

- [Work toward aligning project goals with organizational objectives](#).
- Assign and prioritize tasks effectively (e.g., workload analysis).
- [Create work plans and mind maps](#).
- Block time in schedules for task completion.

## 10. Mindfulness & Mental Health Support

- Promote mindfulness techniques and grounding practices (e.g., 5-4-3-2-1 method).
- Encourage gratitude practices in daily routines.
- [Provide resources for mindfulness and relaxation strategies](#).

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## 1. Professional Development & Training

- **Access to training resources.**
- Support professional development.
- **Comprehensive professional development for leadership and staff.**
- Training on managing contentious public meetings.
- **Peer mentorship and knowledge-sharing programs.**

## 2. Recognition & Appreciation

- **Employee recognition program.**
- Build a culture of gratitude and recognition.
- Regularly communicate how employees' work impacts the community.
- **Recognition and appreciation initiatives.**

## 3. Wellness & Well-Being

- **Employee wellness** programs (including biometric screenings).
- Offer mindfulness or meditation sessions.
- Encourage wellness breaks and focus on work-related stress reduction.
- Create a supportive environment for workplace wellness.

## 4. Feedback & Communication

- Solicit daily **feedback.**
- **Provide regular feedback and constructive opportunities for growth.**
- Increase feedback touchpoints.
- **Supervisory support through regular check-ins.**

## 5. Inclusion & Belonging

- Foster social belonging through peer support and social activities.
- **Include staff in matters that affect them.**
- **Facilitate social support networks and collaborative decision-making.**

## 6. Work-Life Harmony

- Respect work-life boundaries.
- Allow flexible work schedules.
- Block time between meetings to reduce overload.
- Promote work-life harmony initiatives.

## 7. Task Management & Strategic Focus

- Provide task prioritization tools.
- Help employees see the big picture.
- **Address work demands through clear work plans.**
- Ensure strategic focus rather than being bogged down by day-to-day operations.

## 8. Supervisory & Leadership Support

- **Encourage supportive supervision styles (e.g., empathy, empowerment).**
- Create leadership roles focused on strategic planning and breaking down silos.
- **Provide mentoring and guidance for team members.**

## 9. Autonomy & Empowerment

- Provide employees with autonomy in decision-making and task execution.
- Empower employees to take ownership of their roles.
- Allow for collaborative decision-making processes.

## 10. Social Connection & Team Building

- Monthly gatherings to socialize and build team connections.
- Encourage team-building activities and foster collaboration.
- **Facilitate peer support networks for stronger interpersonal relationships.**

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## Don't Do It! Input

- Flexible work hours
- Online platforms for program management
- Provide sabbatical
- Your regular and long work schedules
- Lack of job autonomy
- Mandatory overtime
- High job demand with low support
- Read academic papers
- Team building exercises like rope courses or escape rooms

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## 1. Mental Health & Wellness

- Normalize mental health conversations.
- Provide workplace wellness programs and wellness health risk assessments.
- Train staff and managers on mental health awareness.
- Create onsite medical and mental health centers.
- Offer mindfulness training and peer support sessions.

## 2. Scheduling & Workload Management

- Flexible, predictable, and stable schedules.
- Eliminate on-call shifts and provide 2 weeks' notice for schedule changes.
- Use technology for shift swapping and agile workflows.
- Protect employees from excessive demands by prioritizing and delegating.
- Block time for employee needs and workload checks.

## 3. Recognition & Growth Opportunities

- Recognize and acknowledge employee contributions.
- Foster clear pathways for career advancement.
- Offer growth opportunities to help employees gain skills.
- Provide culturally sensitive recognition programs.
- Engage staff in decision-making processes.

## 4. Burnout Prevention

- Create burnout intervention strategies.
- Encourage prioritization skills and delegation.
- Cultivate a culture of well-being with clear priorities.
- Regularly check in on employee workload and stress levels.

## 5. Inclusivity & Psychological Safety

- Build a culture of inclusivity and no harm for marginalized staff.
- Protect physical and psychological safety in the workplace.
- Foster trusted relationships within teams and across the organization.

## 6. Leadership & Supervision

- Train supervisors to provide effective support for their teams.
- Ensure accountability for supervisors in supporting staff adequately.
- Tailor leadership approaches to individual and team needs.
- Lead from the top down to model well-being and inclusivity.

## 7. Access to Paid Leave

- Increase access to paid leave immediately.
- Provide additional flexibility and accessibility for wellness programs.
- Encourage use of leave for mental health and personal needs.

## 8. Communication & Engagement

- Foster open dialogue about burnout, stress, and work-life balance.
- Engage staff in decision-making to enhance agency and empowerment.
- Establish citywide standards for responding to public questions.

## 9. Use of Technology for Efficiency

- Utilize tools and technology to improve workflows and find efficiencies.
- Reduce unnecessary communications, such as excessive email CCs.
- Implement tools to streamline public interactions and scheduling.

## 10. Workplace Environment Improvements

- Improve soundproofing and privacy in workspaces.
- Create environments that enable focus and reduce stress.
- Provide autonomy over how work is done.