



Caring for Others—Call Often!

With so many of us working from home instead of our normal workplace, and travel restricted, we need to reach out a lot more to family, friends, and colleagues. Whatever tech you use—phone, Facetime, Facebook Messenger, Skype, WhatsApp—the frequent personal touch is important.

We all need the frequent contact, to check in and ask, “How are you doing? Everything OK? Need help with anything?” It’s a good way to show caring and thoughtfulness. And to stay up-to-date on events in others’ lives.

Your “virtual colleagues” at ALULA have been doing this for many years! Here are some tips from our experience:

✓ Check in with others more often—this is <i>really</i> “staying in touch”
✓ Take longer to talk, and not just about business or problems
✓ Listen closely and sympathetically. It shows you care. Encourage the other person to share their emotions and concerns, with no judgment on your part
✓ Let the other person know—repeatedly—that you are there for them
✓ Gently highlight the other person’s strengths and values
✓ If there are problems to solve, problem-solving together creatively, sharing ideas
✓ Occasionally, you may grow irritated when talking with someone—that just happens. But overlook this and focus on them and their cares
✓ Help each other stay focused on what’s truly important: <ul style="list-style-type: none">• Encourage each other to accept the current situation and its consequences, good or not• Talk each other off the ledge if need be• Find a way to move forward, regardless of the circumstances

These are tried-&-true communication practices. They help ensure that people you care about—family, coworkers, clients, friends—know how important they are to you. These practices not only demonstrate that you truly care, but also create a cordial and comforting environment for weathering difficult times.

About ALULA®

ALULA® is a management consultancy founded in 1993 as Continuous Learning Group, Inc. (CLG) to assist Fortune 500 companies with improving strategy execution. Today, ALULA exists to inspire and accelerate the extraordinary growth of individuals and exceptional performance of business. ALULA employs proven principles of behavioral science to help organizations more efficiently and effectively implement change, enhance leadership capability, and improve performance.

