



## Case Study: Let them blow off steam

John was concerned with members of the team “congregating” in areas of the office, talking. He wasn’t sure what to make of it because the low murmurs seemed to have that ominous tone.

“Well, what do you think will happen Jane?” someone asks.

“Oh boy...what’s happening here?” my client would ask...

I know most leaders would call their gut or intuition, just that... I like to call it a “spidey” sense. It’s when the alarm would go off for Spiderman to alert him to something wrong, dangerous, and suspicious...

Your alarm may go off because of sideways glances by your employees, conversations that seem to stop the moment you enter the hall or turn a corner. Or it’s the nervous laughter or plain unease you sense when you come upon a group of employees, chatting.

Trust me...you’re right...something’s up.

It may not have anything to do with you as the leader, but it has something to do with the shared experience they’re all having.

Oftentimes, leaders have a “trusted” confidant who will share what the buzz in the “bullpen” is all about, yet even that “confidant” may be participating in the “chatting.”

How do you lead masterfully™ through this while supporting your GREAT employees?

**First, recognize that employees NEED to “blow off steam,” just as you do.**

They can’t keep their heads down and follow the herd without wanting to break from the pack and see what’s up ahead. So let them... If you try to “cork” their need to release the pressure, it shows up in less than desirable places.

**Second, it’s a great indication of your opportunity to employ a little one-on-one time with your team.**



Warning to the inexperienced leader...how you handle this approach is critical. If you get everyone in a room and expect them to start talking, two things can come from this.

Either everyone clams up and looks for a leak, or everyone starts talking and expects you to fix each and every problem voiced...

The leader, who is masterful at supporting GREAT employees, will create the opportunity for each employee to be simply...heard. You recognize that it's their way of blowing off.

“Hear them” one-on-one in a positive and supported way. And it provides you with the opportunity to manage expectations and create more committed employees.

Let them blow off steam...

1. Allow them to just release the valve and chatter amongst themselves
2. Use your leadership skills and invite them for a one-on-one session to share how things are going in a supported way that drives greater commitment and loyalty.

As I reminded John, like you, employees NEED to blow off steam... If you don't allow for it then you might as well hold the door open for your good, bad and GREAT employees who will leave.

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Chris works with leaders and corporate professionals to attract, retain and engage the best talent for your organization. Her specialties include collaborative teaming and guiding you to lead masterfully.

Her commitment goes back to her days in corporate, and the private one-on-one conversations with high-level leaders, which reduced their stress, acknowledged their “humanness” and made their success far more effortless.



She brings you more than 25 years of transformative leadership at IBM and unique experiences in executive succession planning, global leadership and talent development across the multiple generations in today's workforce.

Let's connect to see if or how I can support you and your team to be and feel amazing, every day!

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