



Leadership Center

BIG IMPACT THROUGH SMALL ACTIONS

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MIT Leadership Center

An Integrated Approach to Leadership Development



Quick survey





**If you think you are too
small to make a
difference, try sleeping
with a mosquito.**

Think of a time when a...

- ❖ Kind word
- ❖ Moment of undivided attention
- ❖ Time of being deeply listened to
- ❖ Non-verbal acknowledgement
- ❖ Sage piece of advice
- ❖ Difficult bit of feedback

- ❖ Had a huge impact on you

What happened next?

- ❖ How did you feel?
- ❖ What did you do?
- ❖ How long were you affected by the interaction?

**Think of a
time when
you
were...**

- ❖ Ignored, shunned
 - ❖ Blamed
 - ❖ Shamed
 - ❖ Harshly judged
 - ❖ Misunderstood
-
- ❖ And it had a huge impact on you

What happened next?

- ❖ How did you feel?
- ❖ What did you do?
- ❖ How long were you affected by the interaction?

The science

- **Positive experiences linger**
 - Positive feelings and memories last longer than negative ones
 - When these moments are recalled, we can feel good all over again
 - Oxytocin released on a reflective moment
- **Negative experiences activate our primitive responses**
 - The brain stores stressful emotional charges
 - Part of the flight or fight response
 - We remember to guard against future pain



The mindset shift

Most of life is about **small moments**, not **big events**.

Connection
is the key



Impact of connection

Moment of connection

Being seen/heard

Feeling understood

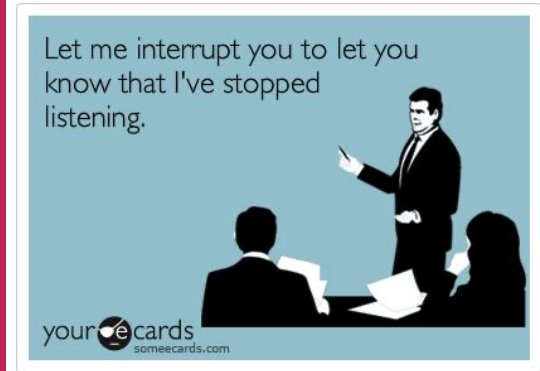
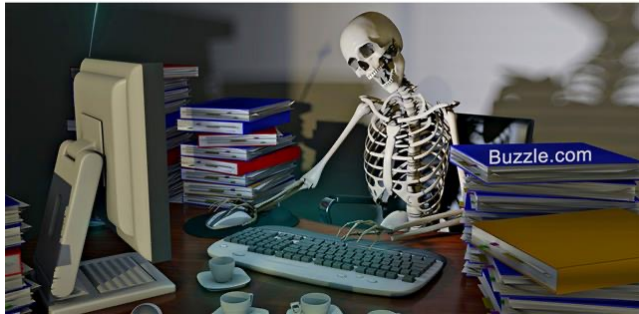
Willingness to collaborate

Better outcomes

Optimistic outlook
Increased mental health

What I hear as a coach

Waiting for my boss to appreciate my sincerity and dedication...



The art of caring & connecting

Put others first

Ask questions, be curious

Suspend judgment

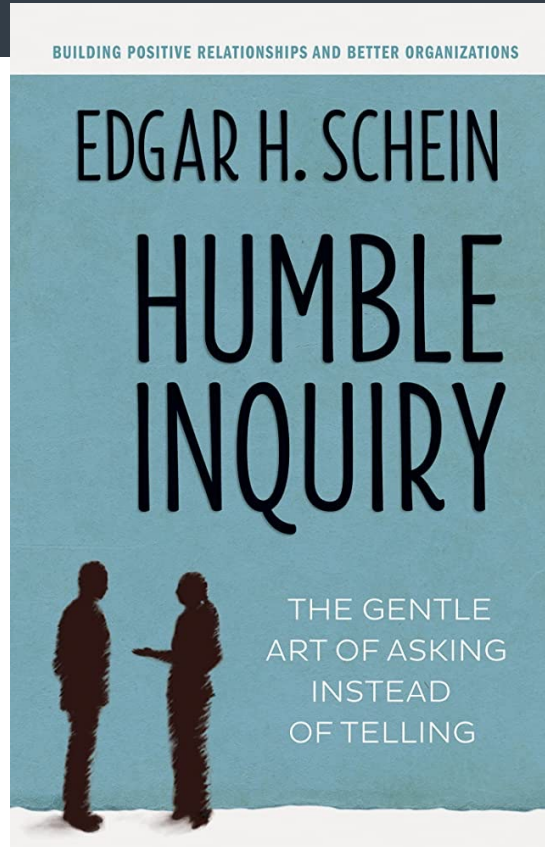
Acknowledge emotions

Give what they (not you) need

Don't fix or problem solve



The art of good questions & listening



The art of being present

Sometimes the most impactful thing to do is nothing.

Be attentive, be engaged.

Listen deeply.

Be a witness.





A moment of reflection

I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.



Maya Angelou