BIG IMPACT THROUGH SMALL ACTIONS

NICKI ROTH
LEAD COACH
MIT Leadership Center

An Integrated Approach to Leadership Development

CONTENT
Frameworks and concepts that are learned in courses and workshops

ACTION
Experiments in multiple settings to apply the learning from the content and coaching

COACHING
Exploration of self and application of concepts
Quick survey
If you think you are too small to make a difference, try sleeping with a mosquito.
Think of a time when you...

- 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 or 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 feature 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
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