

Resetting Hope: The Belief that Things Will Get Better



Welcome to 2021!

Surely, most of us have never been so excited for a new year to begin. 2020 was difficult, but we are here together now and ready to move forward.

The new year brings a new energy, a chance to reset, and a renewed sense of hope!

**"Stay positive.
Better days are
on their way."**

—Unknown

Welcome
2021

Here is what we will cover today:

- What is Hope?
- Why Hope Matters
- Manifesting Hope
- Restoring Hope and Seizing Opportunity
- Empowering Ourselves and Others to Thrive
- Instilling Hope and Positive Vision in Others





“Optimism and hope are not the same. Optimism is the belief that the world is changing for the better; hope is the belief that, together we can make the world better.”

~Jonathan Sacks

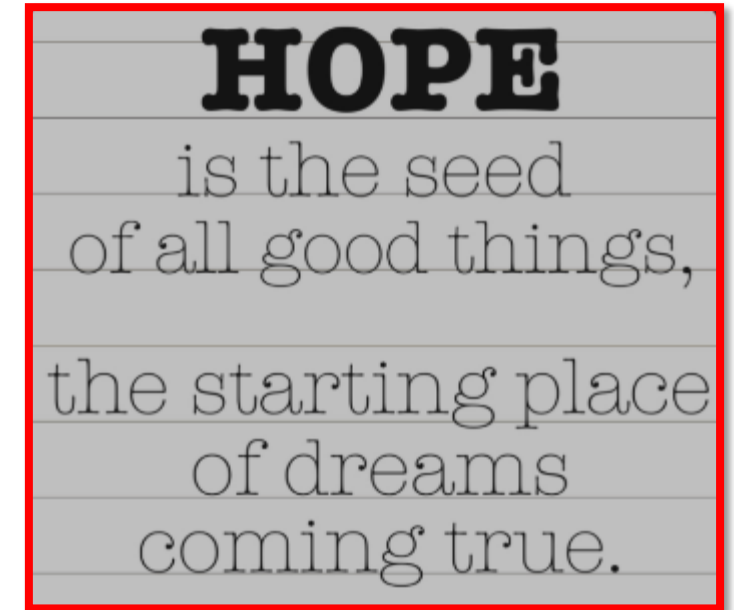
We need both optimism and hope!

What is Hope?

Some conventional definitions of hope include:

1. The desire of a specific outcome in the face of uncertainty
2. An approach to fulfilling one's clearly stated goals
3. An individual's use of willpower to propel them towards their objectives
4. The belief and desire for things to get better

Hope can also be described as the vision of what is possible for all of us, what we might become, and how we can shape that future together.



What is Your Hope?



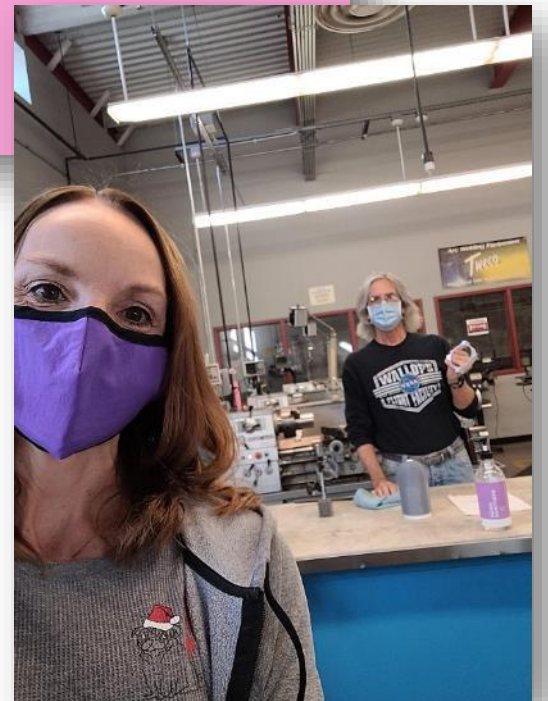
The Power of Hope

Life is full of ups and downs. We will all face challenges. But hope makes us resilient in the darkest of times.

Hope motivates us to keep going and lights our way when things go dark. It's often the last thing we hold on to when everything else is taken away from us.

Hope is one of the most powerful things we can possess.

"Hope is the power that gives a person the confidence to step out and try."



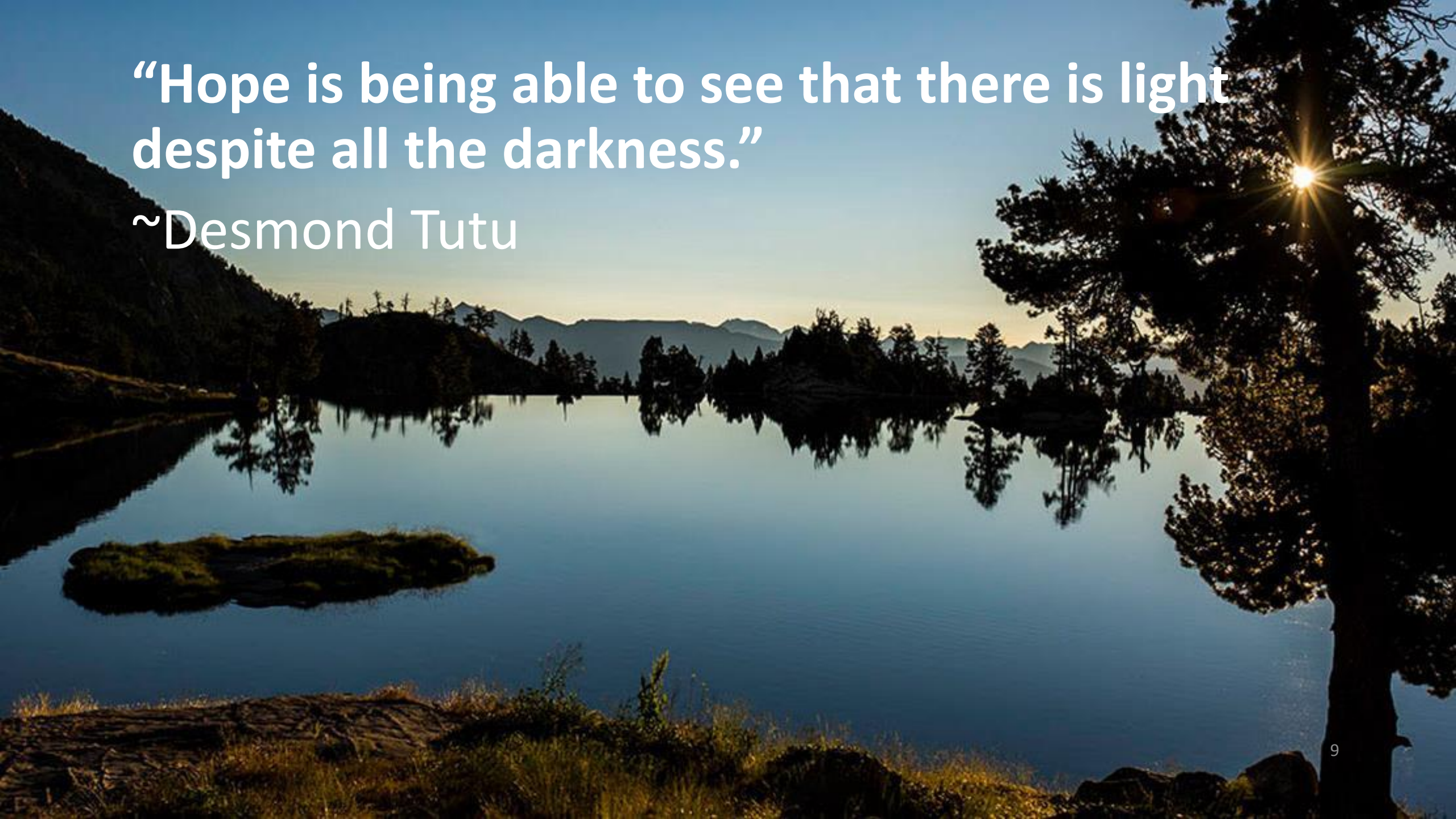
Ice Breaker

Take it away Leslie Carr!

- **Q. What does hope mean to you?**
- **Q. When was the last time you felt hopeful, and how did it feel?**
- **Q. What is something that makes you feel hopeful right now?**
- **Q. How can you cultivate moments of hope in your life?**
- **Q. How can you harness your hope in small ways when it is hard?**

“Hope is being able to see that there is light
despite all the darkness.”

~Desmond Tutu



Keeping Hope Alive Today Helps Us Reimagine Tomorrow

In a world turned upside down, many people are feeling frustrated and stressed – experiencing despair. In times of uncertainty, it is natural to feel discouraged. But having hope and doing your best to stay positive can see you through.

WE NEED HOPE!

Hope enables us to:

- Reset our outlook
- Be innovative
- Have faith in the future
- **Reimagine tomorrow**

Just how do we rekindle the flames of hope?

- Clear sense of reality (recognizing the truth of current circumstances)
- Positive thinking (believing in the ability to achieve success)
- Deep sense of purpose (knowing what we are working towards)



Hope is for Everyone

Hope:

- Does not just apply to individuals.
- Is not only about one person's desires or dreams. Nor is hope just for some and not for others.

Hope has the potential to impact how **we all** live and work together.

Hope is about what benefits **all people**. It is about making the world a better place where all of us can have opportunities to realize our visions for the future and to lead better lives together.

How do we do that?

We act. Hope is generated through actions as people working together.

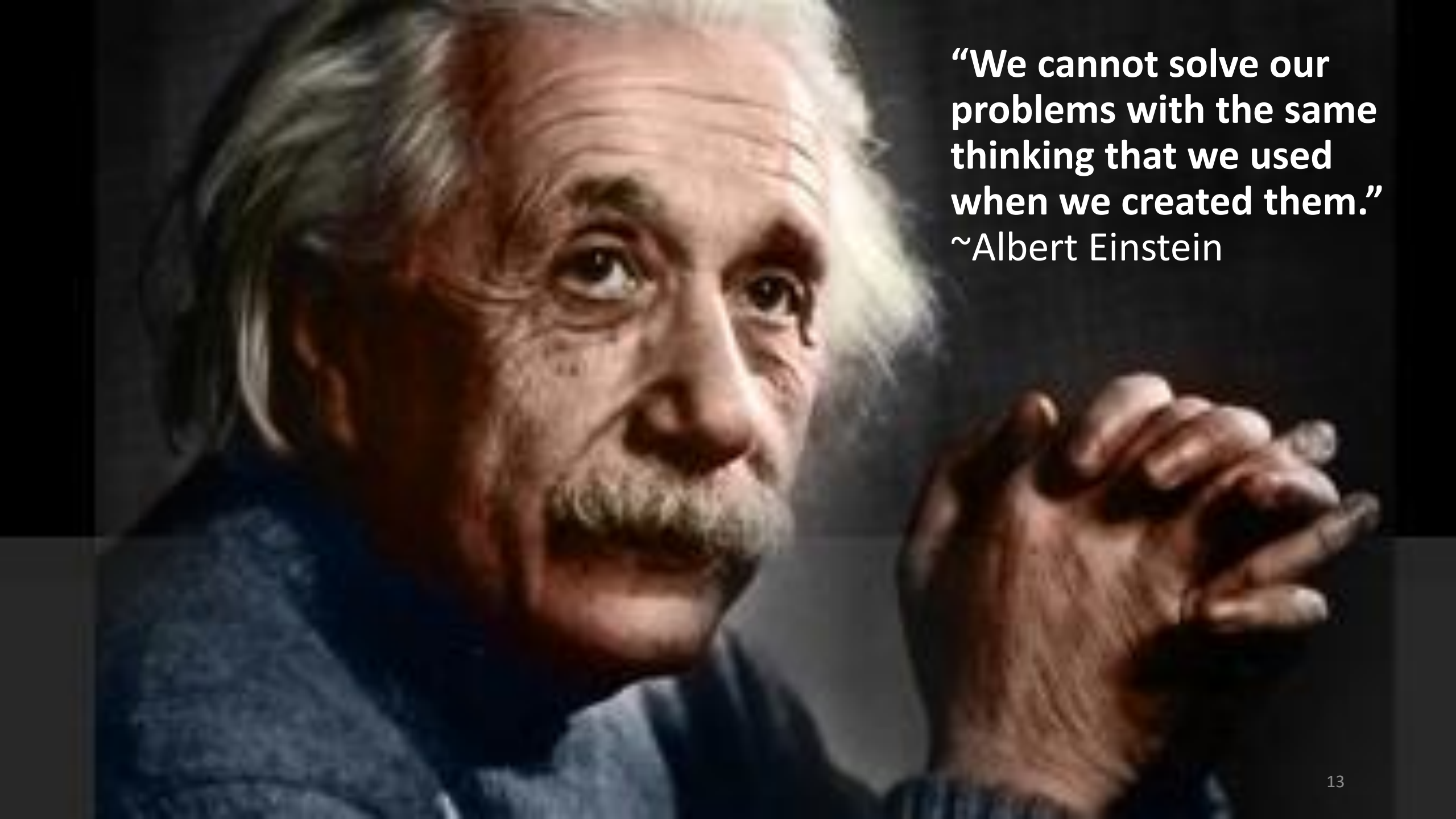
Our only hope lies in the
power of our love,
generosity, tolerance and
understanding and our
commitment to making the
world a better place for all...

Muhammad Ali



We're in this together
Refocus your day
Change what you do
Change your Mindset



A close-up portrait of Albert Einstein, showing his characteristic wild white hair and mustache. He is looking slightly to the right of the camera with a thoughtful expression. His hands are clasped together in front of him. The background is dark and out of focus.

**“We cannot solve our
problems with the same
thinking that we used
when we created them.”
~Albert Einstein**

**“Hope helps us remain committed to our goals
and motivated to take action towards achieving.”**

~Elaine Houston



A Short Inspiring Video



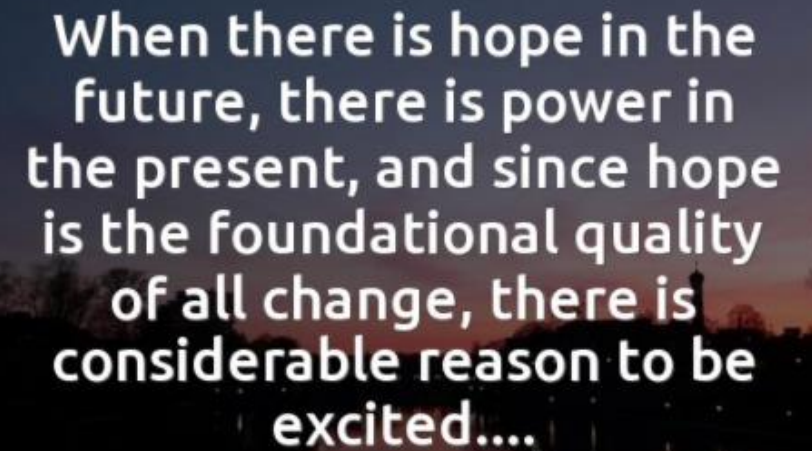
That is Why Hope Matters

To have hope is to want an outcome that makes our lives better in some way. It can help make a tough situation more bearable and can improve our lives.

When we stand on hope, we are able to see a path forward. We feel connected to our goals and to other people – those who can help us achieve our goals.

Hope:

- Helps us persevere as we pursue our goals.
- Enables us to live and thrive with uncertainty and change.
- Unites us with others to tackle pressing social problems.
- Pushes us away from the individual pursuit of our ambitious goals to the collective worthwhile work to make the world a better place.
- Urges reflection, change, and action.



When there is hope in the future, there is power in the present, and since hope is the foundational quality of all change, there is considerable reason to be excited....

Zig Ziglar

Cultivating Hope is Good for You!

Being intentional about cultivating moments of hope is actually good for you. It's not just a feeling – it's an action too.

Hope:

- Helps us remain committed to our goals and motivated to take action towards activity.
- Gives us a reason to continue fighting and believing that current circumstances will improve – despite the unpredictable nature of human existence.
- In order to find new ways to plant seeds of hope in our lives – it is important to figure out what hope actually means to us.



Hope is Now the Theme of Our Country's Call to Action

On January 20, 2021, 22 year-old Amanda Gorman made history as the country's youngest inaugural poet. Only four previous presidents have invited poets to speak at their inaugurations, lending their voices and visions for the country to these historic moments.

Gorman, America's first National Youth Poet Laureate, has been speaking on issues of social justice since was a teenager growing up in Los Angeles.

Her Inauguration Day poem, "*The Hill We Climb*", is a powerful call to action focusing on themes of hope, unity, healing, and resilience.



There is always light, if only we're brave enough to see it. If only we're brave enough to be it."

Amanda Gorman
The youngest inaugural poet in US history



Hope Projects Us Toward a Better Future

Excerpts from “The Hill We Climb”, Amanda Gorman

“And so we lift our gazes not to what stands between us, but what stands before us.

We close the divide because we know, to put our future first, we must first put our differences aside.”

“In every known nook of our nation, in every corner called our country, our people, diverse and beautiful, will emerge, battered and beautiful.

When day comes, we step out of the shade, aflame and unafraid.

The new dawn blooms as we free it.

For there is always light,

If only we’re brave enough to see it.

If only we’re brave enough to be it.”

What are YOU brave enough to be?

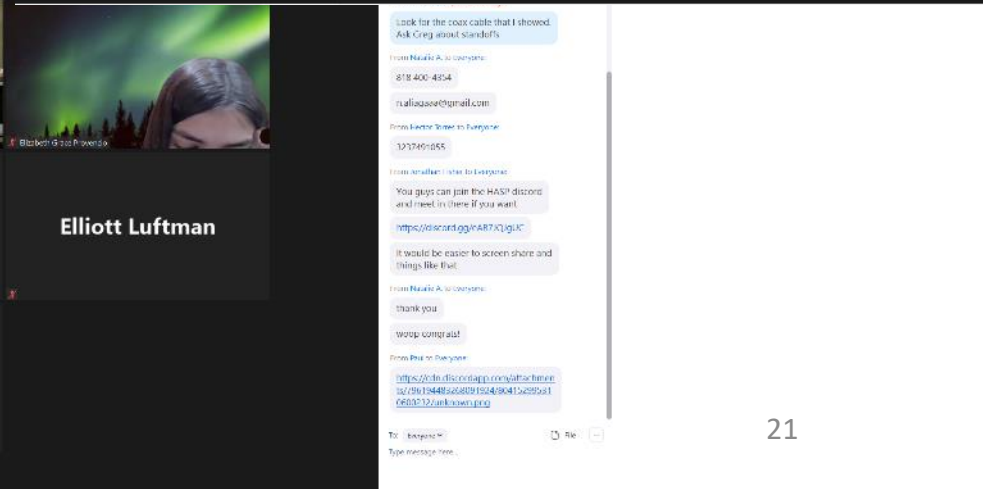
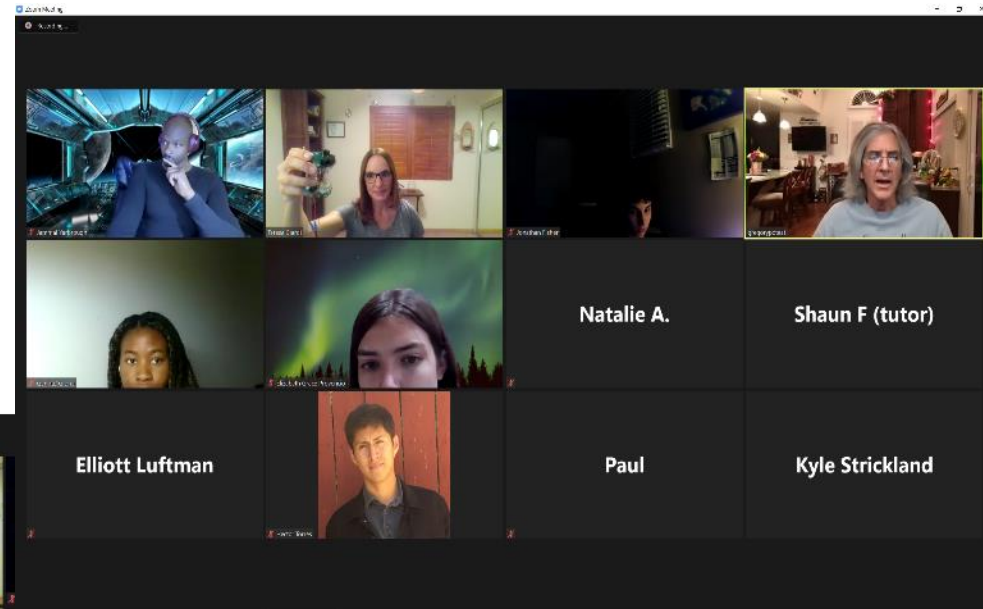
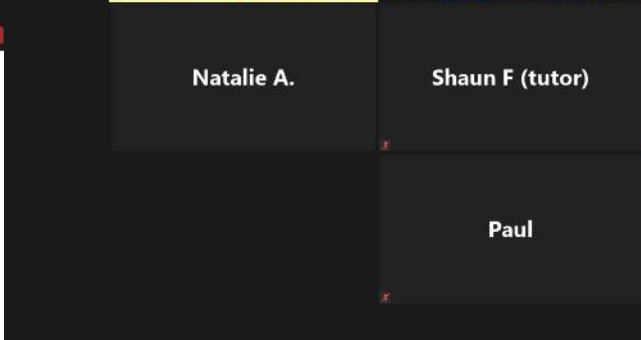
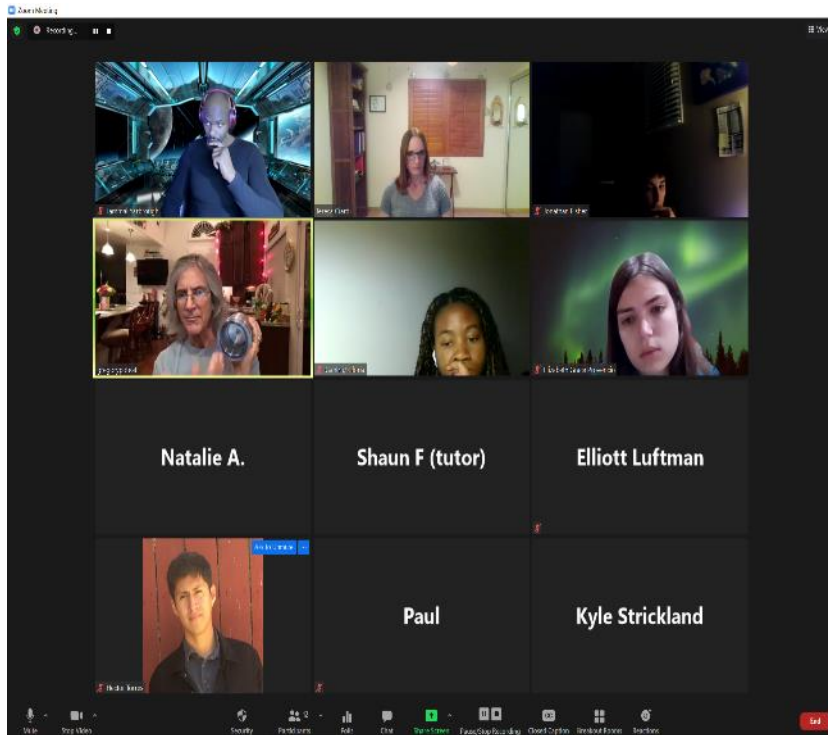


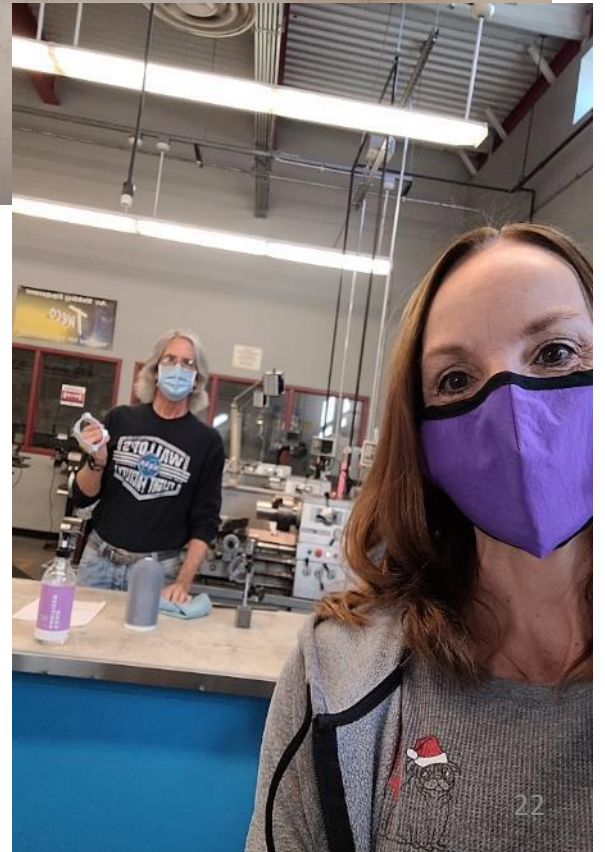
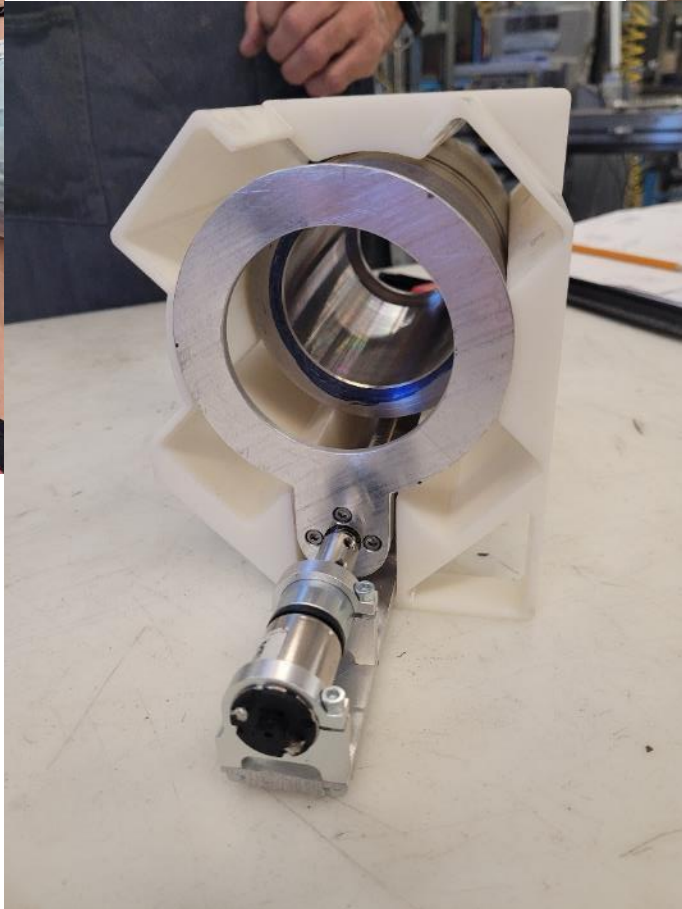


**RockSATX
and HASP**

*Silver
Linings*

2021 NASA HASP





The Importance of Hope



Hope Helps Us to Persevere

Sometimes, hope can be confused with wishful thinking or optimism...but hope is more than that!

Optimism can be seen as a positive emotion – a feeling of confidence that something you want will happen. But optimism can be a fickle friend – when things don't turn out, it can quickly flip into pessimism.



On the other hand, hope can help us through the most challenging experiences.

- Hope is more steadfast than optimism. It's an attitude of faith in ourselves and the inherent good of others.
- Choosing to be hopeful gives us strength, regardless of what's happening in our lives and prevents us from giving up.
- Having hope is more powerful than being optimistic. It involves action and solving problems – turning the impossible into “It's Possible”!

Hope Matters So Much for Our Students

When students are able to see success in their own lives (role models, peers, family members, and within their communities) and they are able to see viable avenues for a successful future, they believe that there is hope for them to succeed too.

Hope says the world can be changed and even improved!

Spring 2021 BaNC/iCUE Drive-thru events providing a boxed lunch paired with a \$50 grocery gift card:

- Email is sent to all currently enrolled students for Spring 2021 – providing student with an opportunity to sign up for a timeslot for a specific drive-thru event date
- A link is embedded in the email, which directs students to a sign-up form to secure the timeslot
- For each of the currently planned spring 2021 dates (February 9, 23, March 2, 9, 16 & 23), there will be 50 available timeslots
- Students will receive an email confirming their event date/time.



What Happens When Students Have Hope?

According to research – hope is key to academic achievements. And, it's a skill students can learn!

Students who are hopeful have:

- Greater academic success
- Stronger friendships
- Ability to discuss issues more clearly
- Better problem-solving skills
- A greater persistence rate and less incentive to drop out.



Hope – Pass It On



And, Hope Can Help Predict the Future for Our Students

Studies suggest that hope may actually predict a students' future as it influences feelings of self worth and a positive attitude.

How can teachers identify hopeful students?

They:

- Don't take failure personally

- Use it to improve

- Are more optimistic

- Tell themselves – “I can do this – I won't give up.”



So, What About Students Who Aren't Hopeful? **Good News! Hope Can Be Cultivated**

Scientists in the US have found that the majority of students in US are hopeful.

The good news is that hope can be cultivated.
Here's how:

- Set clear and obtainable goals and rank them
- Develop multiple strategies to reach them
- Stay motivated to use the strategies – even when the going gets tough
- Tell them stories of success
- Keep it positive – students should enjoy the process of getting there



How Can You Do That?

- Write down your “wins” and put in a fishbowl by your desk. See how much you do achieve.
- Use these when you need to be motivated.
- Be gentle with yourself – cut yourself some slack
- Be patient
- Thank your past self –
- Thank your present self –
- Thank your future self –
- Showing gratitude to the future can be a good reminder that you can and will stand up for yourself.



Show Gratitude to Yourself!

- We thank others but we are hard on ourselves
- Research shows that thanking yourself – improves your self image and makes you mentally healthier
- Grateful people are more compassionate, optimistic, and empathetic
- Grateful people form connections with others – **connections matter!**



“I hope someday you’ll join us -
And the world will be as one.” ~John Lennon



How Do We Manifest Hope?

We Teach Hope

When we cultivate hope, our students learn how to hope.

How can each of us do this?

- Provide a supportive space where everyone can explore possibilities.
- Avoid negative language that doubts the abilities of others.
- Point out strengths while helping others address their capacity for change.
- Affirm the ability of students to change themselves and world by using the language of possibility – they cannot hear it enough!
- Engage with real issues, problems, situations, and struggles facing students and society. Reality is needed in order to imagine oneself in the future.
- Construct learning situations that formulate related examples of the problem (such as the famous blue eye/brown eye activity to simulate the experience of prejudice).

We Teach Hope...through Engagement and Communication

- Model and lead inquiry beginning with identifying and naming the problem to help students understand what the problem is about and why it is significant to them and their future.
- Discuss how problems impact different people, in different places, in different ways.
- Emphasize the shared impact of problems and issues.
- Engage students in discussing potential problems surrounding current events.
- Encourage students to gather feedback about how specific problems impact their community and to understand the perspectives and rationales of all stakeholders.
- Invite students to introduce alternative and diverse perspectives.



Communication

*Silver
Linings*

We Look Back at History – The Past Has its Purpose

Hope helps us to unify our past, present and future.

- Hope is not just about a vision of the future, but rather of living purposefully in the present that is informed by the past.
- The past offers us stories of previous successes that can help us shape our present actions.
- Looking back at history reminds us that the world was different and that the future, too, will be different. And, it helps us be real about what we need and what we want.



A Message of Hope During Pandemic

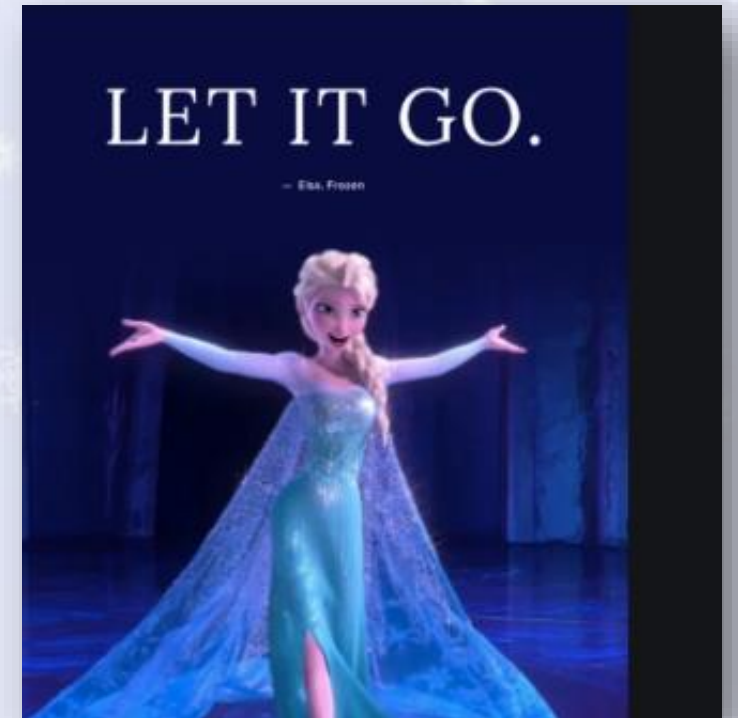


We Remember...The Way We Were

Throughout 2020 we wanted things to be different: a quick end to the pandemic, a return to the way things were. At some point, we need to stop trying to make sense of 2020 – with chaotic developments one after the other. From where we are today and when it is over, we look backward, and **it still won't make sense.**

Why?

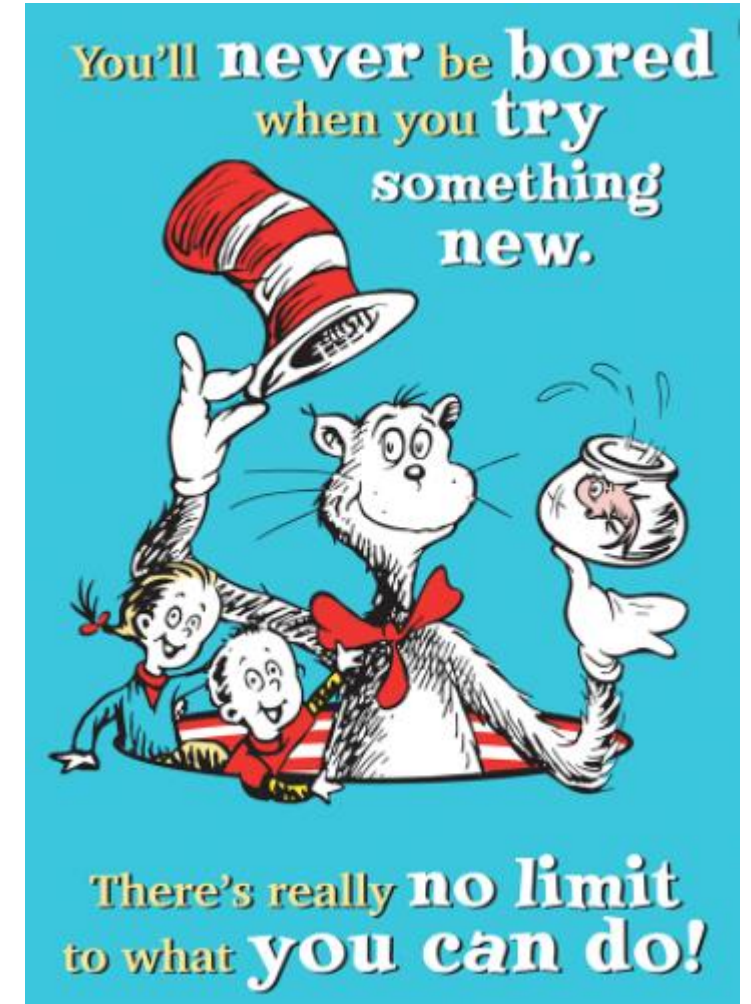
- We miss what we don't have – but did we ever like it in the first place?
- We have discovered that some of what we did can be done better remotely.
- We became comfortable in our habits – without understanding the habit have held us captive from getting better!



We Teach Hope When We Look to See the Bigger Picture

In order to see create something new, we need to:

- Step outside of our limited understanding to see the bigger picture
- Shift our perspective
- Expand our vision
- Open our mind to imagine new and greater possibilities – to chase greater goals!





“Behind every dark cloud,
there is a silver lining.”

~John Milton



**Kennedy
Center Theatre
Festival**

*Silver
Linings*

What A Vision Is



We Create a Sense of Purpose

When we are driven by hope and purpose, we are able to develop a realistic optimistic perspective and to leverage our strengths and talents in order to help **create solutions and overcome challenges.**

What is a sense of purpose?

- An overarching “why” that will focus us out of the wilderness and into a new light AND a new beginning!

A sense of purpose always precedes the first step in moving forward. It may take a long time – but if we create solutions and overcome challenges – we can achieve transformative change.



We Rework Work

With a sense of purpose, we are ready to move forward. Yet, there is much we don't know yet about how the future work environment will look and feel as we move through and beyond this pandemic. There is one thing we know for certain: We will not be returning to business as usual.

This will require reworking the way we think about **how we work**.

As we come out of full crisis mode, we are preparing to operate in new ways. We are aiming to not only grit our way this moment in time but use it as an opportunity to emerge stronger.

"There's more than one way to skin a cat" means there are many ways to do something, there are many ways to achieve a goal.

“There’s
more than
one way
to skin
a cat.”

English Proverb



We Redefine Normalcy

During times of chaos and uncertainty, most of us struggle with adapting to the new times. It is important that we redefine normalcy – learn to get used to the “new normal”.

How do we do that?

Problems have solutions once we:

- Realize that important decisions and plans can be altered, timelines can be adjusted, and/or postponed
- Develop new aspirations and ambitions
- Rework our path to reach our goals
- Become willing to take strategic risks

Every day, we have the opportunity to reset to zero – to recalibrate everything from our emotions to our expectations. Along the way, we also **redefine hope and empower ourselves – although it is hard and take its toll.**





**In the midst
of chaos,
there is also
opportunity.**

- Sun-Tzu -

A wide-angle photograph of a calm ocean at sunset. The sky transitions from a deep blue at the top to a bright orange and yellow glow at the horizon. The water is dark blue with gentle ripples. In the distance, a city skyline is visible on the left side of the horizon, with some lights glowing. The overall mood is peaceful and contemplative.

How Do We Restore Hope and Make the Most of Change?

We Grow Our Resiliency Muscle

Persist, pivot, persevere, and find other successful paths.



We Discover Resiliency

There is a single word that serves as a fitting representation of 2020: **RESILIENCE**.

Very few periods over the course of modern history have tested our resilience and shaped humanity, culture and politics the way 2020 has.

From a global health pandemic, racial injustice, and an increasingly unstable economy, the impact of last year has taken its toll.

Most of us struggle with worry and doubt during uncertainty – and, we ask, How long we can endure? How will we move beyond this? Will we ever bounce back?

Resiliency is having the ability to bounce back!

When face our circumstances with the hope that we will recover and become better than ever before, we will be. And we will discover that we are more resilient than we ever imagined.

Emotional Exhaustion Takes Toll on Frontline Medical Staff

We Learn The New Meaning of “Resiliency”

In our current environment characterized by rapid change, the word “resilience” has taken on additional meaning. It’s no longer just about bouncing back from mishaps and the ability to quickly adapt and recover.

It’s now about:

- Recognizing opportunities
- Defying limits
- Grasping possibilities
- Taking control of the present
- Directing your future which is ever changing



We Change the Way We Look at Things

When we adjust our perspective, we see things from another angle. We see opportunities where there were obstacles.

- We can be angry at circumstances we cannot control. Or rather than wallowing in our own misery, we can look for ways to turn a negative situation into a positive experience.
- Reframe the situation and ask ourselves questions that will allow us to focus on the good:
 - ✓ *What can we learn from this?*
 - ✓ *What are our options?*



What are some positive experiences that came out of last year?

- ✓ Our ability as a society to adapt, innovate, and grow has been extraordinary!
- ✓ Innovations in science and medicine have accelerated a COVID-19 vaccine
- ✓ Communities rallying together to fight social injustice and racial inequality
- ✓ The largest turnout of voters in the history of U.S. presidential elections, we have come together like never before!

“When you change the way you look at things, the things you look at change.” ~Dr. Wayne Dyer



We Embrace the “New Normal”

The pandemic forced changes on how we live and work. Some of these changes will become a more permanent part of the post pandemic’s “new normal”.

- **Remote work is here to stay**



- Businesses will look to cut their overhead costs and evaluate their need for office space by taking a “hybrid” approach – offering work from home and in-person work days. Advances in videoconferencing and other remote technologies have allowed many to continue to produce — and collect a paycheck — working from home.

- **More workers are switching to freelancing**

- Freelancing is proving itself to be a viable option for companies seeking help on special projects. Companies using a liquid workforce can quickly adjust to changing trends.



- **A cashless society**



- The shutdown led to an enormous jump in the percentage of retailers that were effectively cashless. Consumers are becoming more comfortable using cards for everyday purchases.

- **Less fear of technology**



- The shutdown was forcing those unfamiliar with applications like Zoom, Microsoft Teams, and Google Meet to take the plunge and learn. And what many learned is it's not as hard as they thought

- **The decline of brick and mortar retail**



- While brick and mortar and mall-based retailers were closed during the shutdown, their customers shopped online. Consumer behavior is moving to accept online shopping at an increasing pace.

Everyday – We Shift Our Mindset and Turn the Negative into a Positive

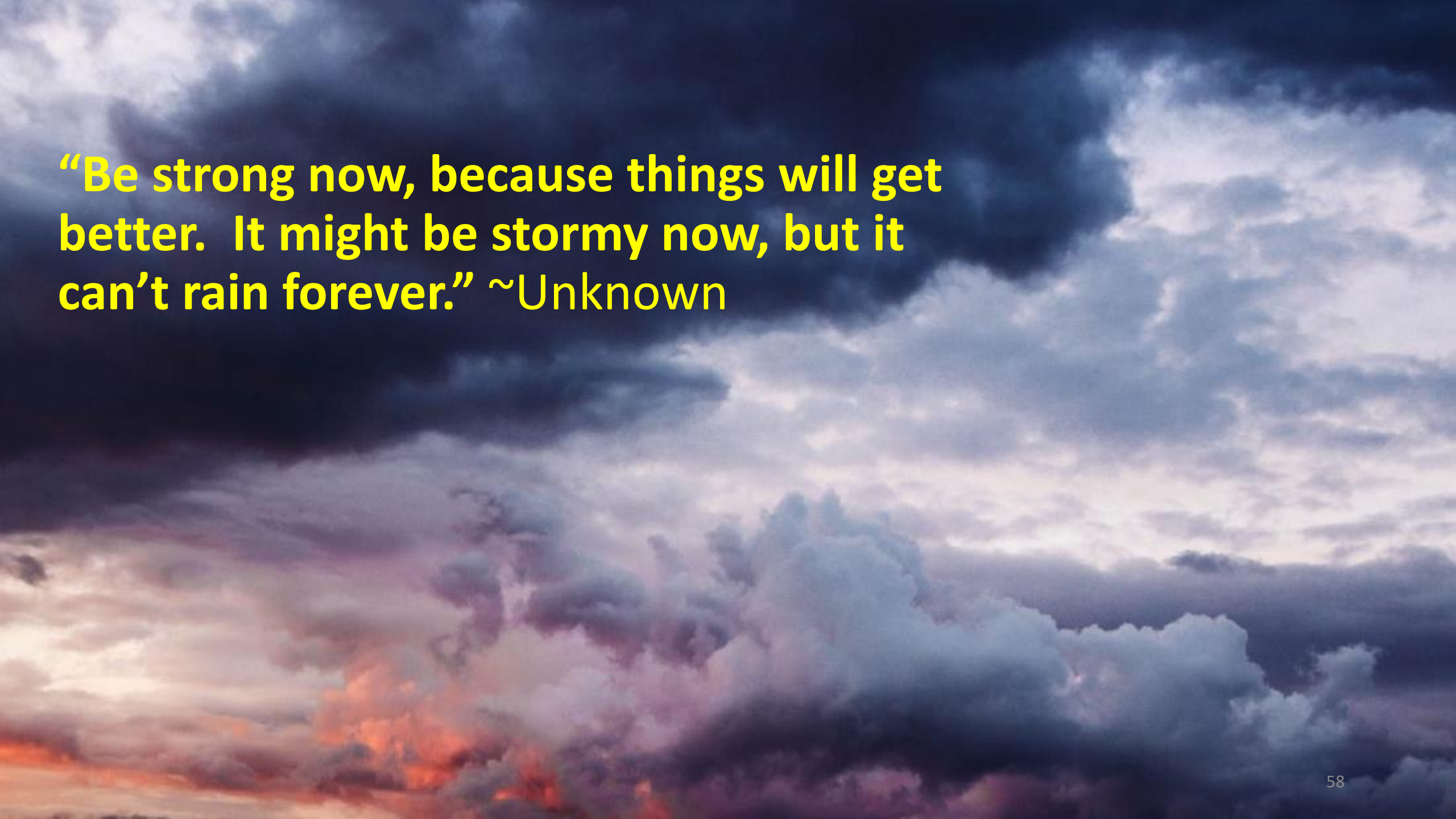
We can go down a deep rabbit hole when we let our negative thoughts, and the words we say to ourselves, overtake us.

- The fact is, something bad happened. There is no getting around that. We do have a choice though—get mired in the horrible circumstance or balance what we think, say and do with more positive thoughts, words, and actions.
- Lots of negative thoughts can cloud our thinking and influence our actions. Depression sets in and soon we are wallowing in trauma.
- We find ways to turn our thoughts around, if we work on positive thinking and affirmations, walk, exercise, read books, listen to music, get out in nature, cook, and spend time with loved ones. It may take time to shift our perspective – but it works.



The Greatest





“Be strong now, because things will get better. It might be stormy now, but it can’t rain forever.” ~Unknown

See Who You Can Be...

View Adversity as Opportunity

Quinn Snyder said, *“We can either focus on the adversity or the opportunity”*. We have to get out of the emotion of the adversity to focus on the opportunity and move forward.

View adversity through the lens of opportunity:

- **Transform difficult circumstances into opportunities for growth and success**
- Enable previously unseen opportunities

Strategies for overcoming adversity include:

- Assessing the reality of current situations
- Exploring new ideas and different approaches to situations
- Educating others
- Asking questions and listening for solutions and possibilities
- Developing a new strategy and being willing to make corrections along the way
- Sharing your vision
- Setting goals
- Being willing to take risks and invest resources to advance goals
- Focusing and refusing to get sidetracked
- Maintaining a steadfast determination
- Sharing your fears and doubts



We Make the Most of Change

At all times, but especially in an ever-changing and evolving environment where we are struggling to stay ahead of the course, we can make the most of change. Change management is a new requirement for success – it plays into how we get things done, every day.

How do we develop our capabilities to become “Change Agents”?

- Define our strategy for change
- Learn how to multiply opportunities for growth and innovation
- Value diversity and different perspectives
- Understand the changing needs and demands of students
- Look for non-traditional ways to grow and prosper
- Understand the role technology plays in education
- Introduce new ideas and ideals
- Push ourselves and others to think differently




We Shepherd and Support Others

You support others by developing resiliency as you:

- Motivate others to envision and grasp possibilities
- Enable others to try new things
- Inspire others to overcome obstacles
- Foster collaboration and teamwork
- Promote creativity and innovation
- Build excitement for future opportunities
- Encourage others to embrace the idea of adaptability
- Challenge others to perform better and more creatively
- Support risk taking





How Do We Empower Ourselves and Others to Thrive?

WE LEAD FROM WHEREVER WE ARE

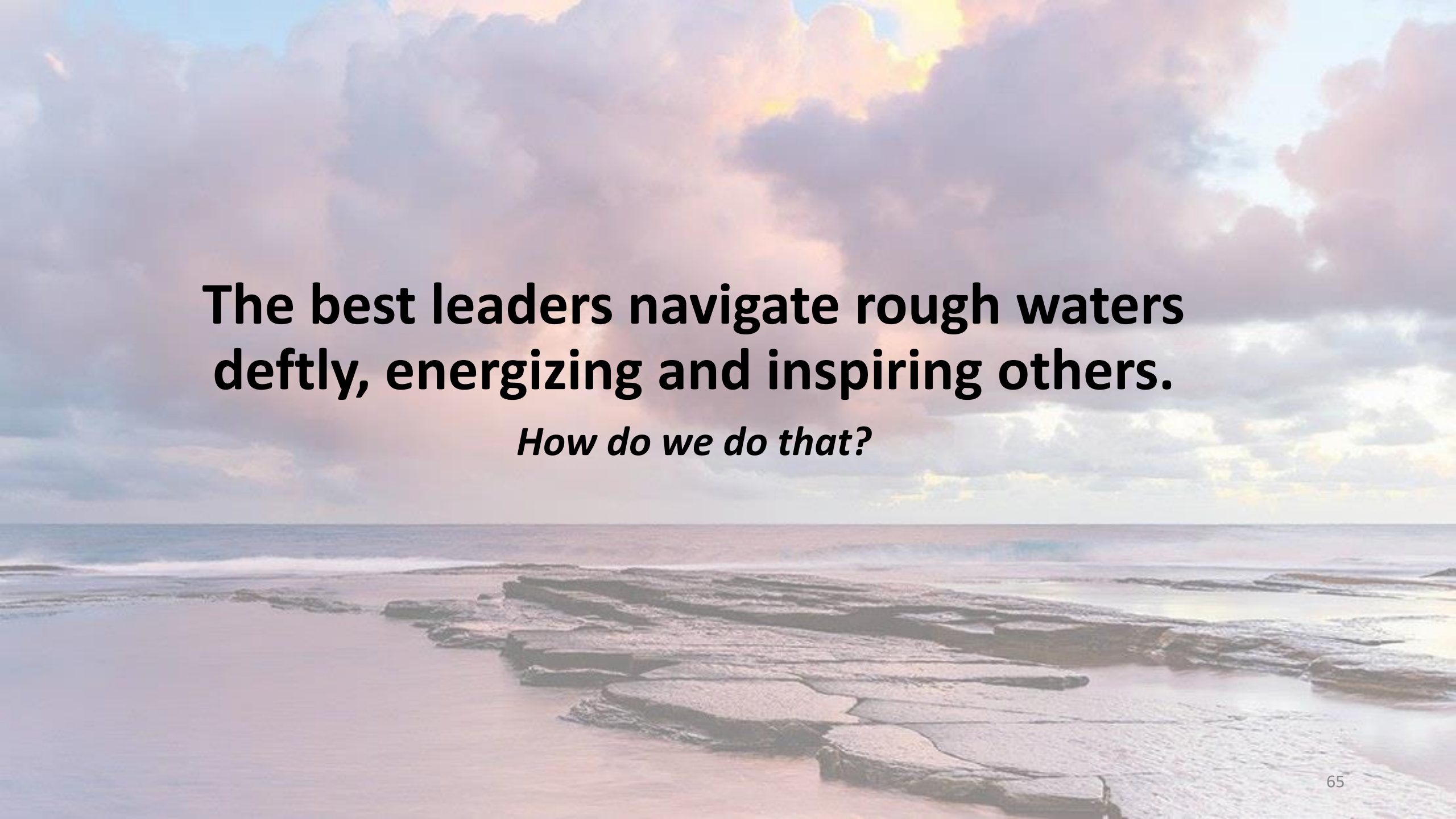


Leaders instill hope that a better future is possible!



**Bellwether
Award Project**

*Silver
Linings*



**The best leaders navigate rough waters
deftly, energizing and inspiring others.**

How do we do that?

We Design Think

What does it mean to “design think”?

Design thinking is an approach used for creative problem-solving. It focuses on understanding people’s needs and coming up with effective solutions to meet those needs.

The design thinking process:

- Understand the needs and objectives of the person(s) requiring assistance
- Define the problem they need to solve
- Come up with potential solutions – ideas to move forward
- Experiment and turn ideas into solutions
- Test solutions – gain new insights, redesign and improve

And YOU – the people of COC do that every day – throughout all of this challenge and doubt and disappointment and loss.

We Determine Our Destiny

The 2020 year tripped the circuit breakers! And now in 2021, we have a chance to create the BIG RESET – we have a chance to rewrite our story and to determine our destiny.

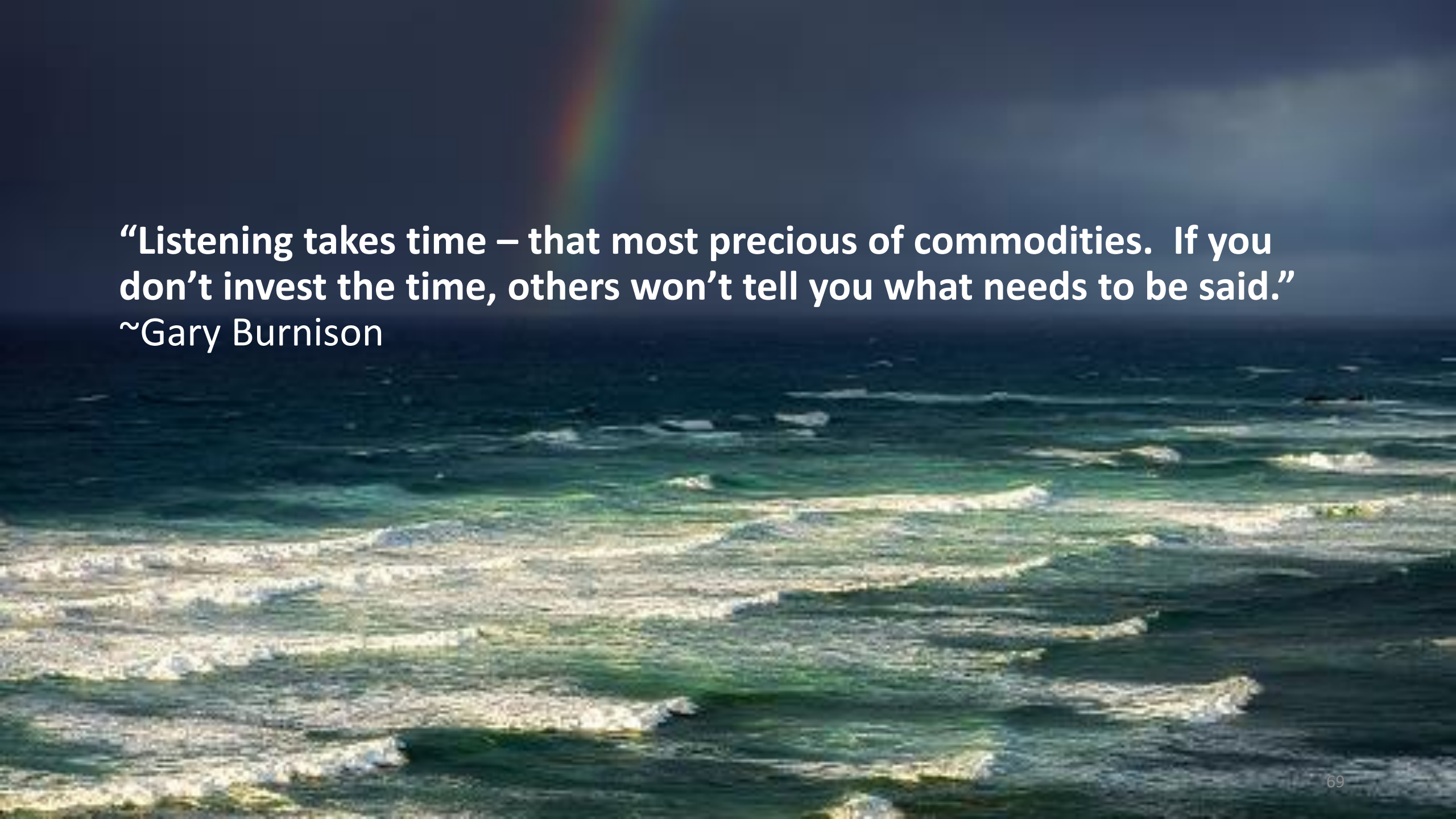
- Change will bubble up from within each of us and our structure of which we are a part – and we need to sense it as an opportunity!
- In the next two years, we will see more change than we have in the last 10 years.

As we look to the future, we instill hope in others, envision what is possible, unleash our creative thinking, and reshape our future.

WE COMMUNICATE

While we are remote - constantly connecting with others is more important than ever!



A photograph of a beach with waves crashing onto the shore under a dark, stormy sky with a faint rainbow. The text is overlaid on the upper left portion of the image.

“Listening takes time – that most precious of commodities. If you don’t invest the time, others won’t tell you what needs to be said.”
~Gary Burnison

WE LISTEN – Nonjudgmentally

Our hope grows and we become better because we know how to listen.



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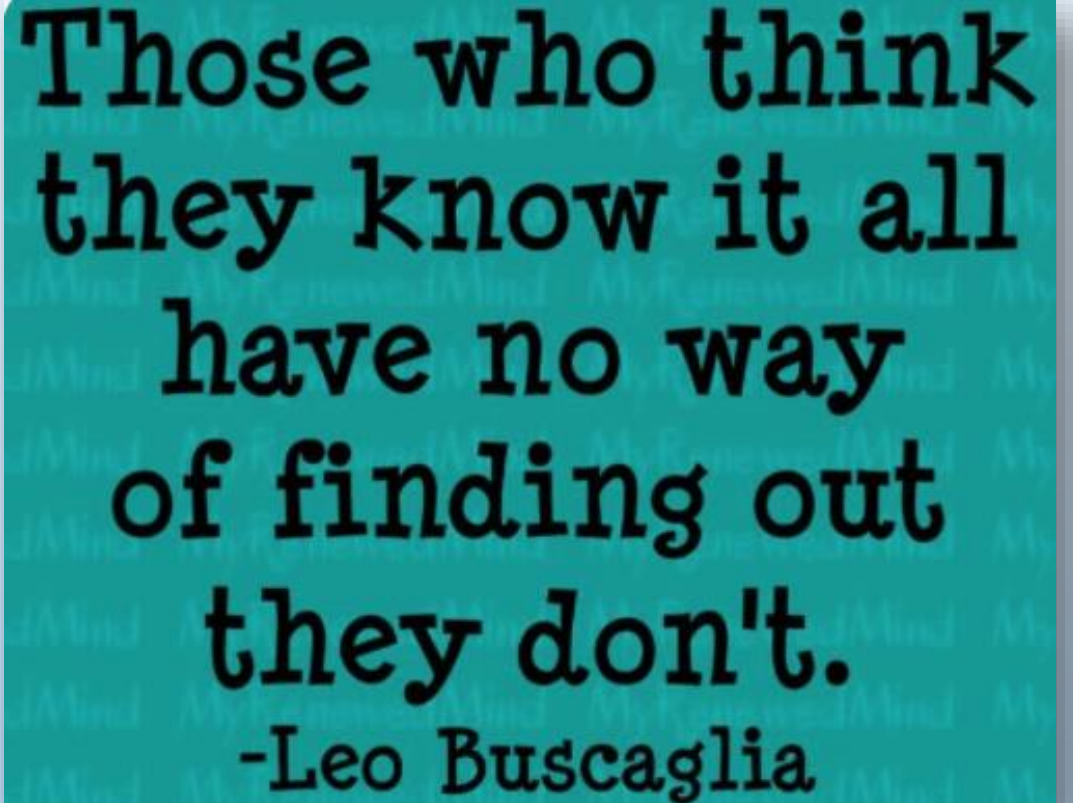
Listen
to the sound of your feet —
the sound of all of us
and the sound of me.

The Listening Mindset

To listen to others, we must connect with them first. That means being a model of authenticity and humility to level the field between you.

Humility elevates listening. If you believe that you already know what's best, then you're just pretending to listen – and that wastes everyone's time.

The difference between hearing and listening is **understanding**.

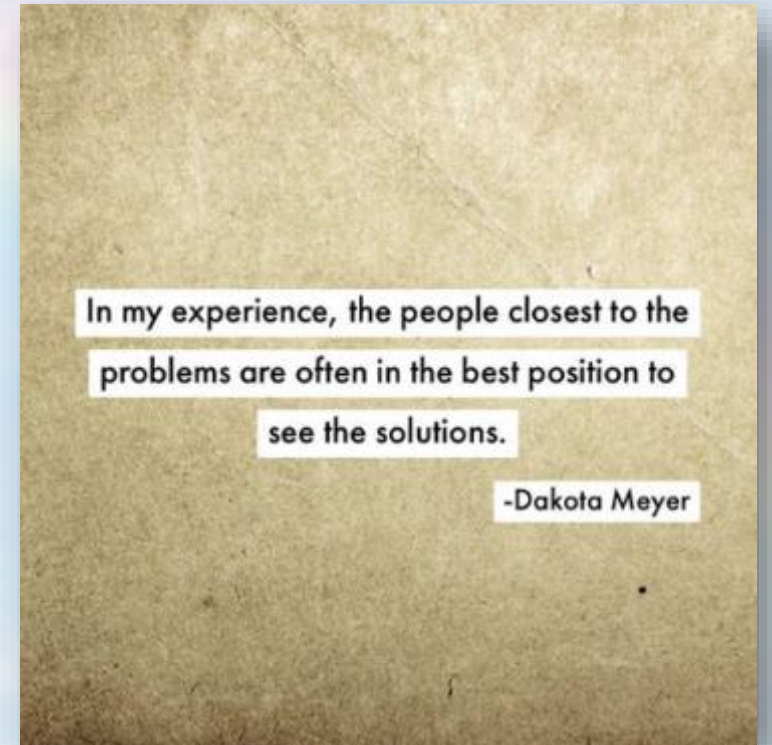


Those who think
they know it all
have no way
of finding out
they don't.
-Leo Buscaglia

Listen to What You Don't Want to Hear

As leaders and educators, we need to listen - especially to what we do not want to hear. We need to reach out to people at all levels of our campus community (community members, business partners, peers, colleagues, direct reports, and students) who are closest to the problems and solutions.

With deep and discerning listening, we can *get better* as we understand.



Listen Outside-In

Educators need to be clued into their most important constituents – students.

Outside-in means looking at mega-trends (e.g., virtual engagement, online learning) as well as their students' perspective:

- What are they hearing and experiencing?
- How do they view our college?
- How is their college experience expected to be disrupted?
- What are their needs, current and projected?

Our students are lost and looking for clear focus – but that is hard to come by.



Listen Inside-Out

Listening “inside-out” means putting yourself in the shoes of students.

- How are they feeling?
- What is on their minds?
- What problems do they see and what ideas do they have for solving them?

Let’s hear from our students!





**Let's listen
to our
students!**

Silver Linings

The Sky Is Clearing



All over the world people are
waking up to a new reality.

**“When you can’t
change the
direction of the
wind, adjust
your sails.”
~H. Jackson
Brown, Jr.**



Inspire Others to Believe

“First, Last, and Always – Leadership is inspiring others to believe, then enabling that belief to become a reality.” ~Gary Burnison

In challenging times, it's the leaders job to see what others cannot. By their words and actions, leaders paint a picture of what others cannot yet envision.

These message give hope and instill courage.

Indeed, everything will be OK.



Encourage Others to Face Challenges

In times of uncertainty, leaders:

- Encourage others to step out of their comfort zones to take risks.
- Coach them and help them to create visions for their futures.
- Guide them through what success will look like and how it will feel once they have achieved their goals.



Leaders know that the more people see, the more they can be.

Enable Others to Exceed their Potential

Leaders enable people and organizations to exceed their potential – to be more than they thought possible.

It takes opportunities for people to exceed their potential. As a leader, it's your job to cultivate and provide those opportunities.

As we accelerate through the crisis curve, there will most likely be abundant opportunities. Most likely, they will involve change.



Stay Focused and Balanced

As the leader, you cannot afford to all of your “gray days” to show.

If you do, others’ perceptions of what you’re thinking or feeling will become their reality. However, do allow yourself to be a little vulnerable.

In a world in which so much has to be reimagined, nobody has all the answers. This is not the time for individual heroism. It’s all about the team – and you need to surround yourself with talented people.

Stay focused on those who matter most: students, faculty and staff.



Acknowledge Fear – Ours and Others

When people face fear, the natural inclination is to be paralyzed. They “turtle up”, unable to move.

In the face of crisis, people are frightened and in those moments, their fear is all they can understand.

Leadership, particularly in times of crisis, means meeting people where they are. Acknowledging their fears must come first, before collective genius can “bubble up”.

At the same time, people truly need hope, the assurance that **“everything will be okay”**

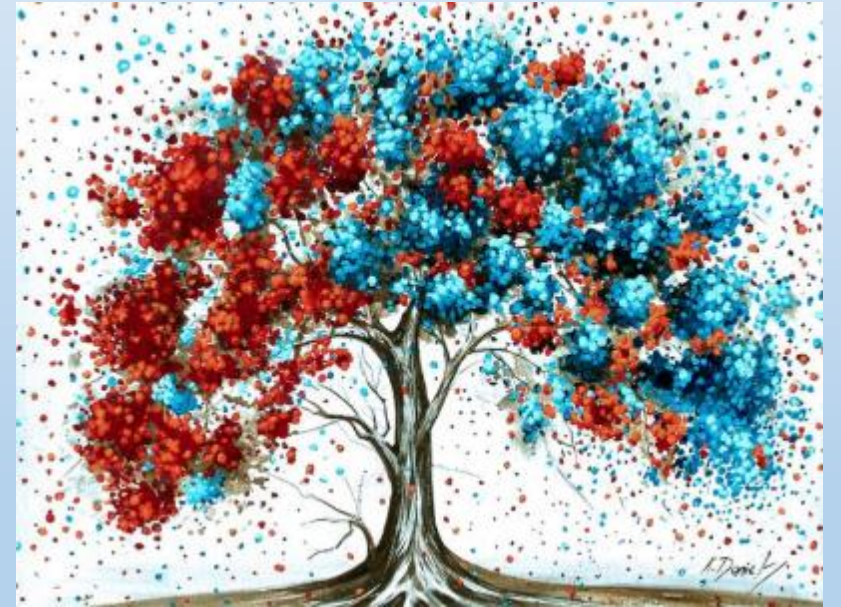


Forge an Emotional Connection

Communication, like leadership itself, is all about meeting people where they are. Forge an emotional connection on a very real and human level – and give people the space they need.

To communicate more effectively, develop emotional skills:

- Empathy – concern for others' feelings, problems, and motivations.
- Sociability – interacting with others
- Influence – motivating and persuading others
- Assertiveness – taking charge and directing others; being decisive



Lose the “I”

None of us accomplish anything all by ourselves.

The time for “I” is in making tough decisions and being willing to accept the consequences of them – even if others don’t understand.

- Focus on a common purpose and shared goals. It really is about “we”.
- When **we** are looking to move people to action, communication that is interactive, creates true connection, and stirs emotional responses – matters, now more than ever!



Involve and Bring Others In

As you start a new semester, with students who are afraid, uncertain and vulnerable, break the ice by engaging them in conversation – by inviting them in and get them to talk about themselves.

Asking others to share something interesting about themselves helps them feel personally and genuinely connected.

For me, a silver lining to the pandemic has been greater emotional intelligence as I have seen people reach out personally, authentically, and frequently. It matters more than you know.



Praise of Others for the smallest of things **Motivates Exponentially**

Comment when your students and colleagues do good work - encourage them.

Motivation is important, now more than ever. Students want to belong – they want to know they are not in this alone.

- A sincere congratulatory email, recognition on the Zoom session, or even a simple “thank you” are powerful motivators.
- Showing respect and appreciation to others can be transformational.
- Noticing students’ efforts and communicating accordingly, builds a culture of recognition.
- Celebrating incremental achievements – not just the final results, is the encouragement people need.

Our students need to know we care!



Where Do We Go From Here?



Moving Beyond 2020

Most of us couldn't wait to bid good riddance to the year that changed everything - how we work, how we interact with others, even how we wash our hands!

The impact of the pandemic has been far reaching and things will never be the same. But without 2020 and all its challenges, we would not be on the cusp of so many opportunities to do things differently and perhaps even better.

Allowing ourselves to embrace a “new” normal isn't a bad thing. This could be a “restart button” – a time to throw out the old and drive to the new!



ANTICIPATE

Foresee what lies ahead, amid ambiguity and uncertainty that are throttled up like never before.

To Anticipate... **Start with the Reality of Today**

We don't need a crystal ball to anticipate.

Start by:

- Being tuned into what's happening around us and in the world
- Paying attention to the present; then
- Defining reality – as we know it at the moment
- Staying flexible – information changes daily!

What do you know at the moment?



Anticipation Begins with You

There are three things you must be able to do:

- **Embrace humility.** Without humility, you risk being arrogant –thinking your way is right while dismissing others’ input and ideas – that creates inflexibility and hurts others.
- **Be self-aware.** Measure yourself – not overestimating your strengths and not underestimating your weaknesses.
- **Avoid complacency.** When things are going well, it’s so easy to get comfortable. That’s when complacency can set you back - lack of direction, growth, productivity, motivation, and opportunity.



Mission “Possible”

We face unprecedented levels of uncertainty, while it seems that ambiguity, and constant change that make each day a “mission impossible”.

Throughout history, we have faced upheavals, from world wars to technological advancements to a pandemic, that have changed how we live and work.

How can we thrive in today’s reality? The answer is rooted in a key leadership skill: **anticipation**.

Anticipation starts with the reality of today and using what we know to forecast the unknown of what’s likely to be beyond the horizon.

- Whether it is a Return to Campus
- Developments for online learning
- Different ways to work
- Different work to do



Then, Observe and Learn

Anticipation is about moving toward a future that is not yet able to be seen. To do so, observe and gather input and information broadly.

- Pay attention to the needs of others
- See what is happening around us
- Actively look at the world through the lens of students
- Seek out information and insights – find connections:
 - ✓ Those who are closest to the front lines have the most valuable insights
 - ✓ Pay close attention to feedback
 - ✓ Encourage all views
 - ✓ Pick up the phone and call to check in with people to find out how they are doing – the human voice means more now than ever.

**Everything
in life can
teach you a
lesson, you
just have
to be willing
to observe
and learn.**

Understand...

The Meaning of What You See

Once you define reality, you can move from ***“this is what is happening now”*** to the lens of ***“what this means for the future”***.

- Anticipation helps you grasp all of the risks involved in a particular strategy. As you visualize all possible outcomes, you can make better decisions.
- Strategizing is like making a bet. The skill of anticipating improves your odds and gets amazing results.



Appreciate and Respect Reality

- Be honest – **respect** recovery – **change** is inevitable
- Change is stressful
- Don't judge experience
 - Instead confront what you are telling yourself about what you lost!
- “Relief and loss are two sides of the exact same coin”
 - Relief, loss, hope, and fear travel together and need to be acknowledged together to integrate and the whole of change.



Fall Fast, Learn Faster!

- Every day is like a new “first day of school”
- We are all novices
- When we are willing to learn, it makes us humble
- If we are not learning, we are not maximizing our potential

We need to all be beginners of things all of the time.



Five Self Reflective Questions To Ask Yourself While Social Distancing

- Today, I am thankful I have ...
- Today, a small joy I can experience is...
- Today, I will not be anxious about...
- Today, I will connect with myself by...
- Today, I will connect with others by...



Visualize

Imagine,

- What we want to be in 3, 6, 9, or 12 months

Ask:

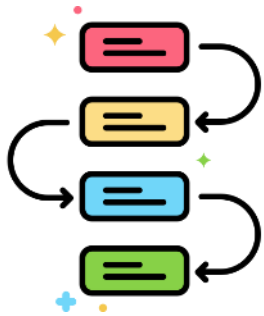
- Where do we want to be?
- Who do I want to be?
- Who can help me?
- Prioritize what is most important for us
- Visualize the light and we become the light for others.



Actualize...And Then, Do It!

What does that mean?

- Develop a game plan
- Recognize we are lifelong learners
- Prepare ourselves to be present and open to the change we want to see and be in this world!



And, remember –

No matter what you do – commit with your heart, your mind, and your soul! Focus on:

- It starts with you!
- But it is not about you!



For there is
always light,
if only we're
brave enough
to see it,
if only we're
brave enough
to be it.

- AMANDA GORMAN
22 year old National Youth Poet Laureate

Together We Will Rise Up



Dreaming of a Life After Covid

