

Habits of the Heart

Empathy and Compassion during and after a pandemic

MASA Master Class April 22, 2021

Habits of the Heart

- ✿ *Overview of “habits of the heart”*
- ✿ *Objectives of our time with you*
- ✿ *What we hope you will take away*

Principle One: Listen to Understand

- ✦ *When someone is talking to you are you trying to solve a problem or genuinely listening?*
- ✦ *Consider “why did this person come to me?”*
- ✦ *Strategies*



Principle Two: Go to the Hurt

- ✦ *What does it mean to “go to the hurt”*
- ✦ *Reflections from Dr. Don Draayer*



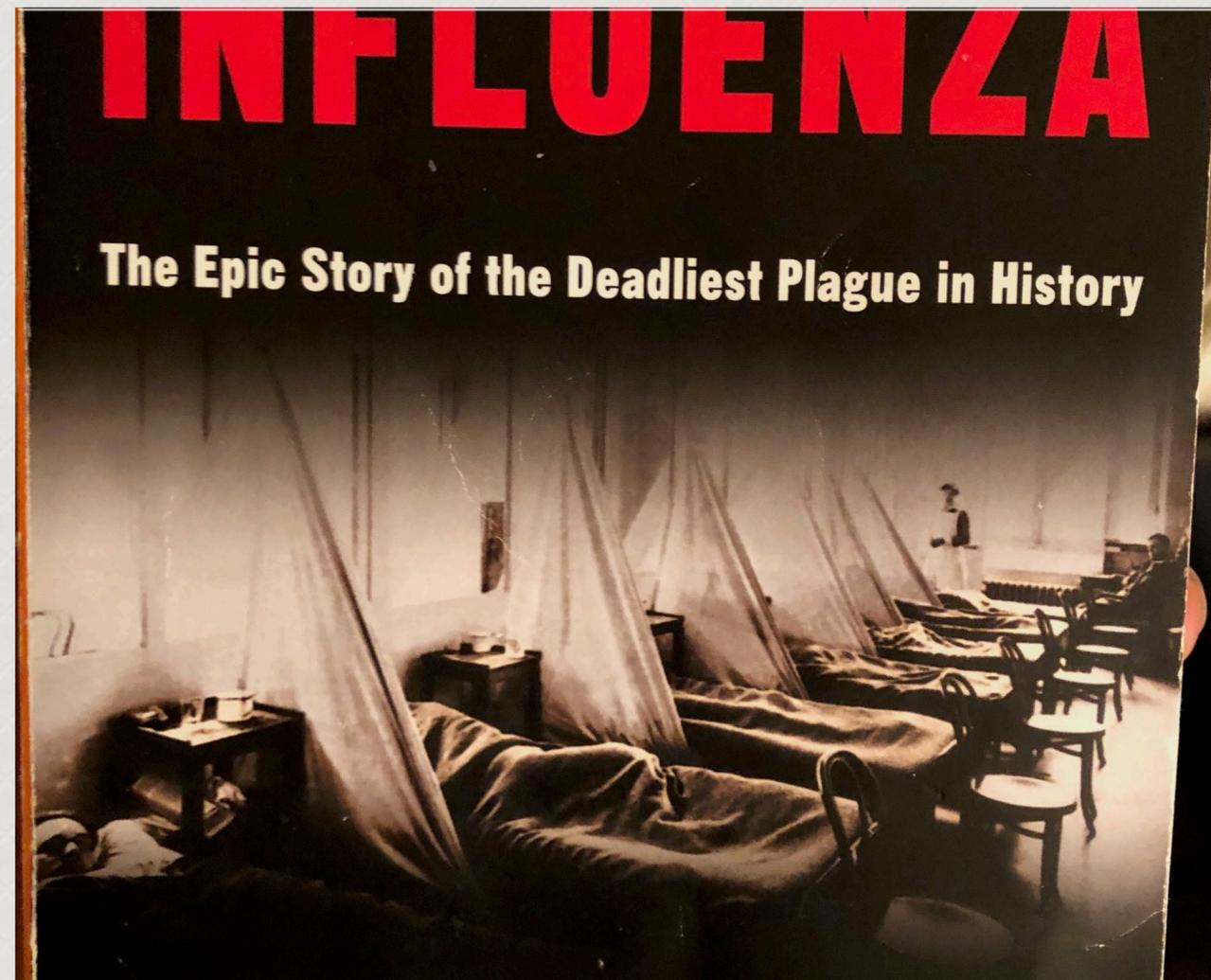
Principle Three: Be Present

- ✦ *What does it mean to be “present”?*
- ✦ *How do you decide “where to be”?*
- ✦ *How can others tell if you are “present”?*
- ✦ *Strategies*



Principle Four: Understand Loneliness

- ✦ *“Loneliness and social isolation can be as damaging to health as smoking...” (Former Surgeon General Vivek Murthy)*
- ✦ *Before the pandemic, “one-third of adults 45 and older report feeling lonely.. (www.cdc.gov)*
- ✦ *What have you observed—and felt—for the past 12 months?*
- ✦ *Strategies*



Principle Five: Personal Notes

- ✦ *Why are personal notes so important?*
- ✦ *Offer an example of a personal note you received—and why that note was important to you*
- ✦ *Strategies for developing a successful habit of writing personal notes*



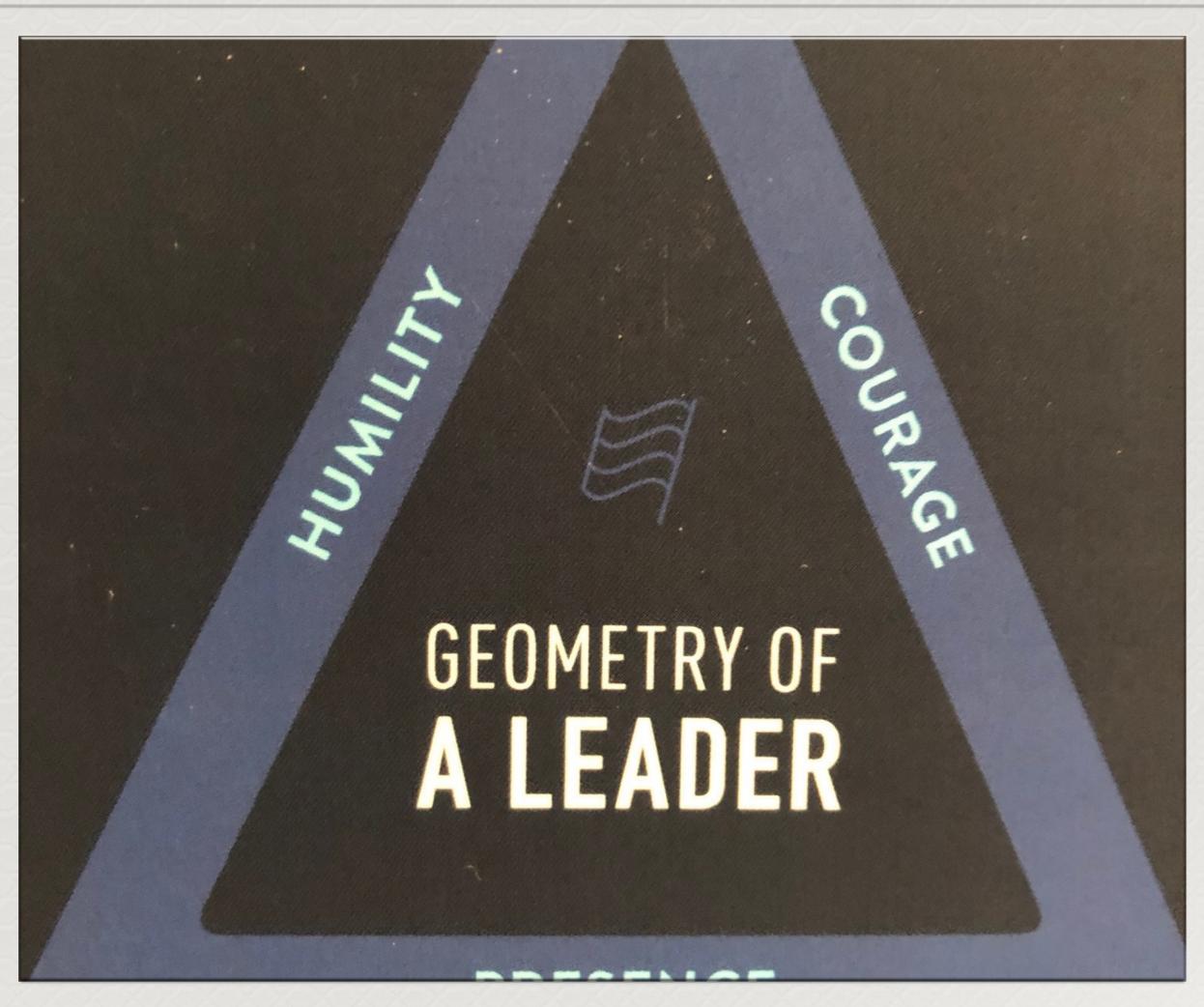
Principle Six: Give People Time

- ✦ *Why is giving people time so important?*
- ✦ *Strategies and Systems*
 - ✦ *Schedule open time daily for priorities*
 - ✦ *Be on time*
 - ✦ *Under promise, over deliver*
 - ✦ *Respond to calls and emails daily*



Principle Seven: Humility

- ✦ *Who do you view as a humble person?*
- ✦ *What do you most admire about that person?*
- ✦ *Strategies*
 - ✦ *Be a servant leader (“Leaders eat last”)*
 - ✦ *When others give feedback, listen*
 - ✦ *When the news is good, share praise; when news is bad, take responsibility*
 - ✦ *Honor the “least” as you would the most acclaimed*



Principle Eight: Learn and use names

- ✦ *Can you recall a time when you were surprised — and encouraged or honored — when someone knew your name?*
- ✦ *Why is addressing others by name so important?*
- ✦ *Strategies*



Principle Nine: Renew Your Strength

- ✦ *Know your purpose—your “why”*
- ✦ *Understand what needs to be priority (personal and professional)*
- ✦ *How do you face urgencies without compromising priorities?*
- ✦ *Strategies*



Principle Ten: Give Hope

- ✦ *“The most important gift a superintendent can offer those you serve is hope” (Dr. Don Draayer)*
- ✦ *Strategies*

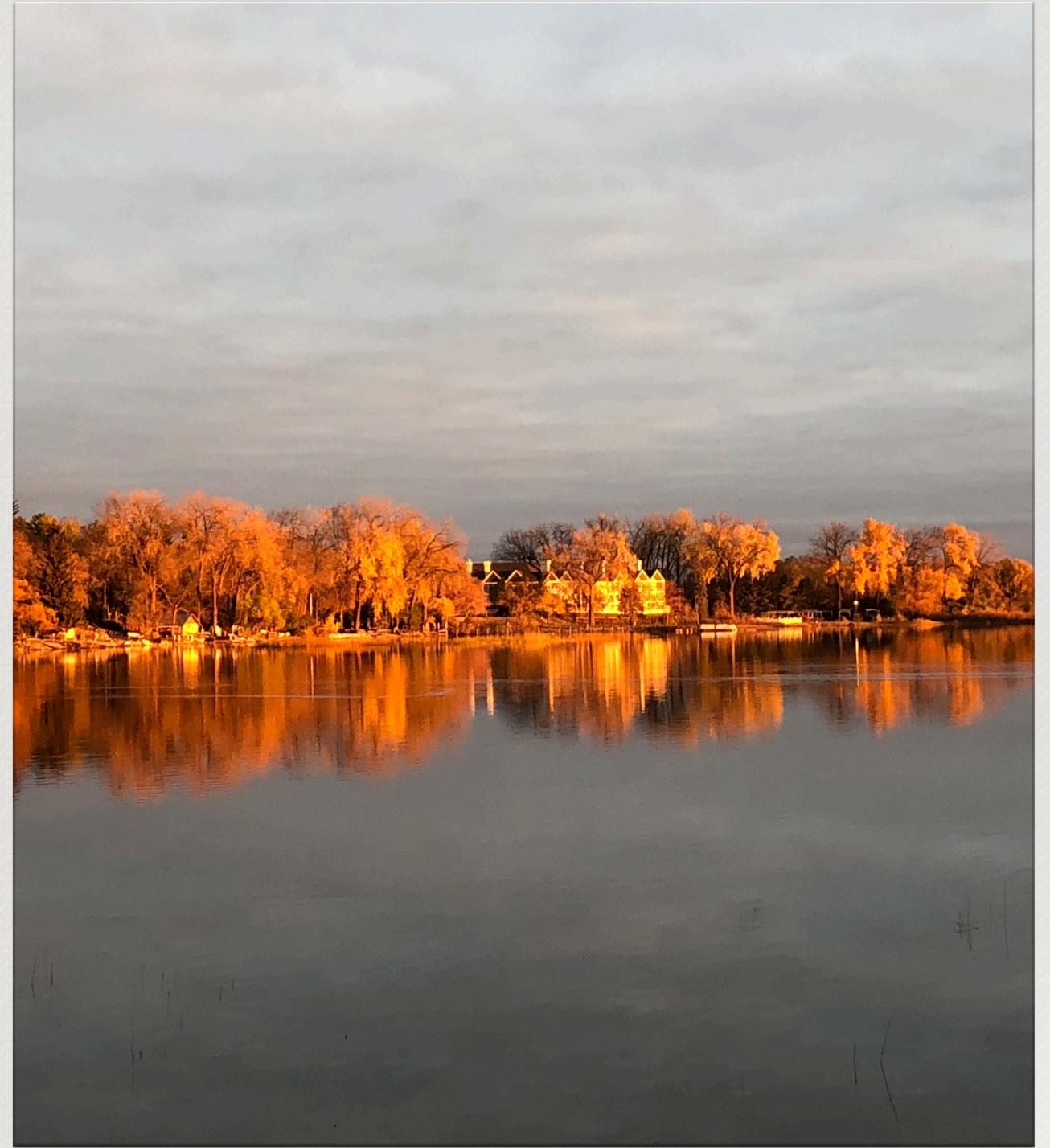


Reflections and Discussion

- ✦ *Of the 10 principles we have reviewed, what is one you would like to act on immediately?*
- ✦ *Choose three principles you would like to act on within the next week.*
- ✦ *Strategies*
- ✦ *Accountability*

Your Personal Action Plan

What actions can you do today?



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