



heffo, awesome!

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greetings

During the month of April, I was back in Detroit, working & reconnecting with some of my favorite facilitators. I also had the opportunity to “be facilitated” by one of my favorites during Phoenix Con '24! There is nothing that gets me more pumped about creating a career in facilitation than learning from others who are in the same space! April also found me wandering around Walt Disney World (again) with some of my favorite people. I might have even spied Jack Erickson hard at work. (I am one proud mom!) Where will you find me next?

XOXO
eleanor

story time

Recently, I was lounging about the lobby of a resort hotel, and managed to get swept up in the ballistic energy of a guest who was NOT HAPPY. Beer in hand, she was absolutely berating the young woman who was trying to offer assistance. I was close enough to the drama that I could feel threads of stress wrap themselves around my heart. The hospitality professional in me wanted to intervene. The human in me wanted to cry.

I know scenes like this play out like this hundreds of times a week in thousands of locations. I am no longer on the front lines, but I feel connected to everyone who is. I watched this woman become absolutely unglued, and it impacted every other person in the space. To the team members who were in her line of fire, I would give each and every one of you a hug if I could.

Be kind, people. We are all humans traveling about this earth, chasing love and adventures and experiences. Mistakes happen. Don't forget to be human about it.

what's new?

I'm a rule follower. It's not always easy, and I'm not always proud of my rigidity, but it has served me well throughout my career.

Rules are foundational in any well-run organization. Rules create structure, keep us safe, and help us ensure that every member of our team (and everyone we serve) is treated fairly. In a leadership role, you are responsible for creating rules, changing rules, communicating rules, and enforcing rules. Each one of these steps, when navigated skillfully, gets you and your team one step closer to achieving success. Each step is as important as the others, and each must be done responsibly.

Rule followers gotta follow rules. When the world around us doesn't make sense, we will always have the rules to keep us grounded. And I get it: there are people who push back against rules. You know what? When the world around them doesn't make sense, the rules help keep them grounded, as well.

Here are some incredible ways to create, change, communicate, and enforce rules:

- Never create a rule that seems ambiguous or that targets/alienates any member of your team. Always ensure that your organization's rules are in line with your organization's vision.
- Knowledge is powerful. Rules should be printed in your employee handbook and posted in places where all team members can see them.
- Don't post a new rule and hope that everyone sees it. That email sent out on Friday at 5 pm is less effective than a 5-minute huddle with your team.



LET'S CONNECT!

SCHEDULE A CALL



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