



Rewind and Show Kindness A Leadership Tip from Covenant Health LLD

In the not-so-distant past, I remember a time when Friday nights in the winter meant a trip to Blockbuster in hopes of renting the latest movie on VHS. Although Blockbuster had the catchy phrase, “Be kind and rewind,” many VHS tapes that I rented had to be rewound before I could enjoy them. Rewinding a VHS tape before returning it was not difficult, but it did take time and a little intentionality. Within the workplace, time and intentionality are often hard to come by in the midst of leadership responsibilities, busy schedules and long “to-do” lists. However, kindness is necessary, and it starts at the top with how leaders treat their employees. If a leader can make his or her employees feel like their presence matters and they are needed, this can have a momentous impact. Being kind to customers and team members can foster a collaborative culture, retain top talent, improve morale, and increase efficiency. From a scientific perspective, when someone shows kindness, it boosts serotonin and dopamine in the brain. These neurotransmitters promote feelings of satisfaction and well-being (Swinand, 2023). Overall, being kind is a small act that can make a big difference.

Here are four ways to commit to kindness at work:

- 1. Before showing kindness to others, show kindness to yourself:** Self-care is crucial if you want to be a supportive member of a team. Your energy tank must be full, and your mindset must be positive before you are truly able to invest in others.
- 2. Connect with your colleagues:** Your relationships at work should not be solely transactional. Take time to ask your coworkers how their day is going or find out what hobbies they enjoy. Seek to understand those you work with on a deeper level to discover what motivates them and how you can encourage them to be the best.
- 3. Encourage and praise your teammates:** Everyone wants to be seen and heard, especially when achieving success. Take time to give authentic praise and show appreciation to your teammates. This can be as simple as saying, “That idea that you proposed in today’s meeting was genius!”
- 4. Provide honest feedback:** Although people-pleasing can be tempting, it often fails the individuals who you are trying to support. Constructive feedback combined with a focus on positive aspects of a colleague’s work is much more beneficial. This is especially true when an environment of kindness and collaboration has been established within the team.

-Josh Delaney, Learning Management Specialist

Swinand, A. (2023, July 21). *Why Kindness at Work Pays Off*. Retrieved from Harvard Business Review: https://hbr.org/2023/07/why-kindness-at-work-pays-off?utm_campaign=hbr&utm_medium=social&utm_source=linkedinnewsletter&tpcc=linkedinnewsletter