



# PEOPLE. CONNECT. SUPPORT.

WORKBOOK



Nicole Tshierske  
Women in STEM, Reimagined

# Other people matter.

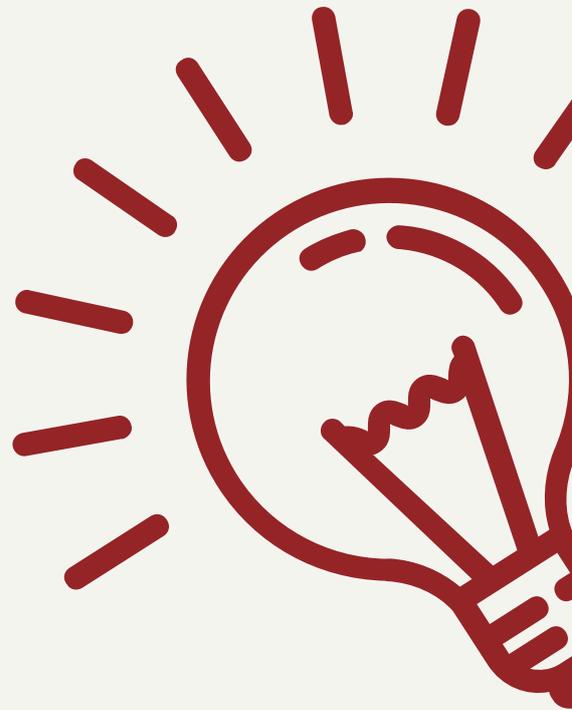
You can't do it alone. Today's working world is hyper-connected. Even for the smallest project, you'll need support from someone on your team, resources from another department or the green light from a senior manager. Let alone getting a promotion or being appointed a lead on a project. You need other people. And they need you.

How you can build and strengthen your relationships at work? It starts in your head.

## Think Deliberately

Start by **increasing your awareness** of others. Do you really "see" them? Notice what your colleagues are doing, what they might be thinking and what situation they're in. Don't look away when you meet someone on the hallway, put your phone out of sight when talking to your colleagues and give them your full attention.

Then, **make a good impression**, even if the other doesn't. When we're stressed or worried we have a hard time coming across as warm, accepting and supportive. If you feel the other person isn't either one of those, make an extra effort to bring some warmth, acceptance and support to the connection yourself. Are you frowning or smiling? Arms crossed or relaxed and open? Speaking kindly or pushy?



Lastly, **put yourself in their shoes**. Deliberately taking the perspective of another person is the cognitive component of empathy. This goes beyond "ah, I see you have a huge pile of work". It means that you can understand the impact this pile of work has on the other. You get why they answer you curtly and can react in a caring way that shows concern for them rather than being offended.

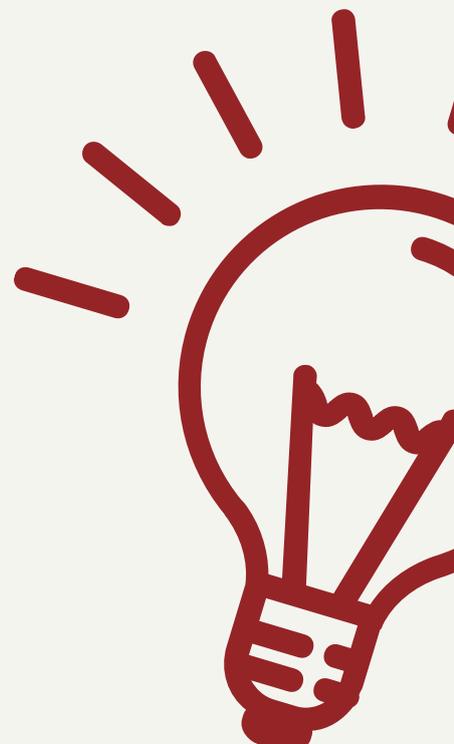
When you're intentional about how you think about others you're more open to connect with them at work and that opens the door for creating positive micro-moments of connection and build great relationships.

Now that your head is in the right place, let your heart follow.

# Leveraging Emotions

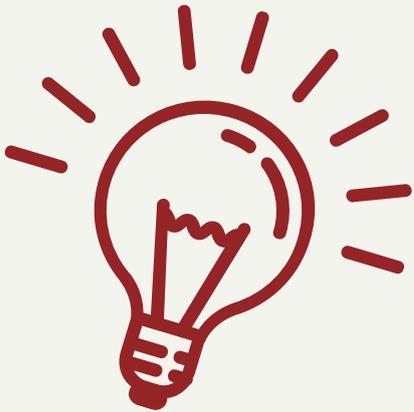
Emotions at work are widely discussed. Are they appropriate or not? It doesn't even matter, because unless you turn into a robot the moment you enter the office, the lab or the shop floor, you have emotions. The pleasurable and the uncomfortable ones. Why not use them as a force for good?

Here's one idea. You can **trigger positive emotions** (which come with a vast amount of benefits) in others. For example you could intentionally provide something to your colleague (information, cookies) that's valuable for them. They then feel the positive emotion gratitude and they start to see more of what's good in you. All that positively contributes your immediate connection and the longer term relationship.



Another way to make use of your emotions is **sharing the good feelings**. Don't hold back when you feel joy or interest or curiosity. Show those emotions, they're contagious in the best sense of the word. By showing you're feeling good in that moment, you give others the chance to feel experience these positive emotions, too.

As a third step, show some **empathy**. Earlier we learned that taking the perspective of another is only half of the equation. The other half is "feeling what the other is feeling". This makes your connection more compassionate. It's also a key part of emotional and relational intelligence which are important if you want to work well with others and get anything meaningful done.



# But why?

In case you need a few more good reasons why you should be mindful about your interactions, how about these?

- It helps you build trust and psychological safety.
- You (and your team) learn better from mistakes .
- Teams perform better and are much more efficient in coordinating tasks.
- It improves your cognitive ability and fosters growth and development.

# How can you do that?

There are many ways to build those strong relationships. And none of them has to do with 'networking' in the sleazy, disingenuous sense of the word.

**This workbook focuses on support and enabling success - your own and that of others.** Help others completing their tasks, provide information without being asked for it or give emotional support when someone's not feeling so good. If you help your colleagues in a way that's fair and respectful, your relationship will get stronger. And they will do the same for you in return!

Let's find out how.



# Thank A Supporter

*Who supports you in your current task, project or challenge? Do they know you're grateful?*

This is the first exercise. Use the worksheet on the next page. Who is currently supporting you directly or indirectly in your work?

First think of those that are **in the trenches** with you. You notice them easily and have regular contact with them. These may be colleagues, team member, your boss or support staff.

**Hidden champions** are those whose support may not be that direct or visible, but still critical. These could be family members, friends or other people in your company who help you out on occasion.

**Role models** are people who have inspired you in the past. Sometimes they shared their wisdom with you, others may have just existed near you and you learned simply by watching them.



# Supporter Map

*(print this page)*

**IN THE TRENCHES.**

**HIDDEN CHAMPIONS.**

**ROLE MODELS.**

# Now think about it...

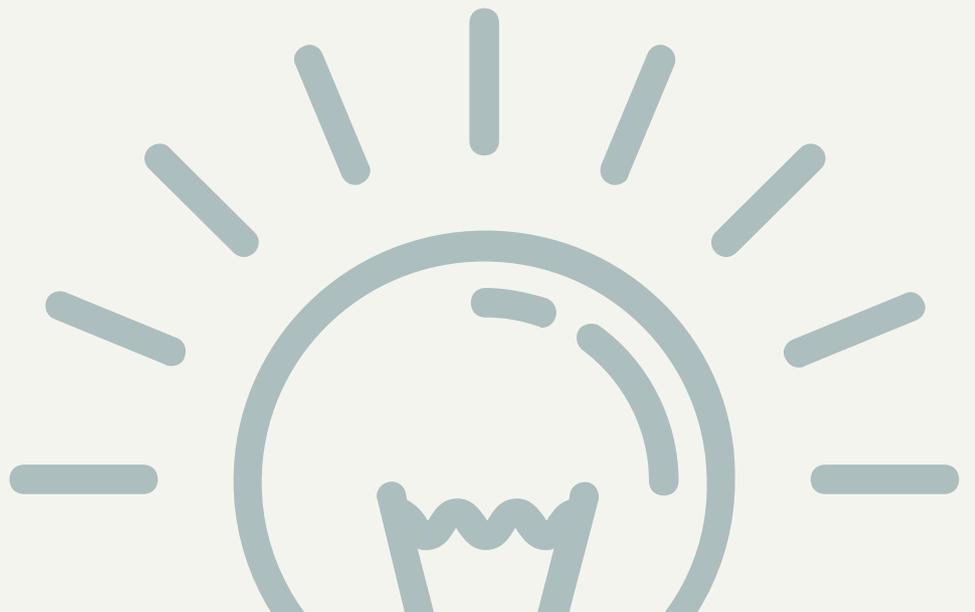
Do your supporters know that you understand the role they play in helping you? That you appreciate their role in supporting you on that project/ task?

If you've answered 'no' you're like most of us. We tend to take the small things for granted. Starting today, let's be more aware and intentional. Use the worksheet on the next page to list some concrete ideas. How you can let your supporters know that you're thankful for their help - and how you can reciprocate?

Find ideas for each person and make a plan how and when you'll put this idea into action. Dedicate the next days to giving back and showing gratitude.

Here's some inspiration:

- invite colleagues for lunch
- share progress of a project and their part in that
- send a little (self-made) gift
- share an empowering message
- leave a sticky note
- write a longer message
- bake something for them
- thank them in a 1:1 conversation
- showcase their contribution to the senior managers
- help with their job issues
- share something the other person is interested in



# Show Gratitude

*(print this page)*

**NAME OF SUPPORTER.**

**HOW YOU SHOW GRATITUDE + GIVE BACK.**

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**HOW YOU SHOW GRATITUDE + GIVE BACK.**

# Enlist new support

People like helping others.

*Where do you currently lack support for your task, challenge or project?*

In this third step, start by identifying where you need help. Then think of a potential new supporter. If no one comes to mind, note down one idea where you can get the information for this.

Use the worksheet on the next page to map this out. Don't forget to make the new relationship mutually beneficial right from the start. How can you give back and support those new connections?



# Enlist Support

*(print this page)*

**AREA YOU NEED  
HELP WITH**

**WHO YOU CAN ASK  
FOR SUPPORT**

**HOW YOU WILL  
RECIPROCATE**

**AREA YOU NEED  
HELP WITH**

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# The Art of Mutuality

Give back more than you ask for.

*Being a supporter means that you use different strategies to help others be successful at work.*

The support you give creates energy and commitment and builds other's desire to invest in you as well. And the pride you feel seeing someone succeeding because you helped them is intrinsically motivating to you.

Here's what happens when more people in an organisation start to support each other:

- relationships get stronger
- the organisation learns and adapts better
- it feels safer to try new things
- steeper learning curve improved effectiveness at work
- quick detection and correction of mistakes.

On the next page you'll find some inspiration for how you can support others.



# Support Strategies

1

## Teaching others

= offering information, guidance, advice so they can do their work more easily

*Example: Share advice with a colleague how they can accomplish a career goal.*

2

## Tweaking the job

= encouraging others to rearrange or change a few job components

*Example: Offer your boss to take tasks off their hands they don't like doing but you might - like formatting a report.*

3

## Cutting others some slack

= adjust the timing and intensity of your work so others can succeed at their own

*Example: Encourage a colleague to help someone who's overwhelmed with work. Pitch in yourself.*

4

## Helping people grow

= addressing personal developmental needs

*Example: Give advice, listen actively or share your own experience when someone is going through a tough time.*

# Hi, I'm Nicole.

Here's a little bit about me (written in 3rd person to sound super professional).

Dr. Nicole Tschierske is a scientist and positive psychology coach who helps women in science and tech use their head and heart to get seen and noticed in their company so attract their next opportunity with total ease.

She's helped her clients improve their leadership and personal skills so their employers start saying "we need you on this job!". Nicole helps her clients get the recognition they want, just like when she helped her client Nadja stand out more in her team and get on the projects she desired.

Nicole lives in Hamburg, Germany, is a food chemist by training and holds a PhD in chemistry next to certifications in coaching, positive psychology, change management and advanced problem-solving.

When she's not buried in research papers and books on Positive Psychology and Positive Leadership you can find this scientist-turned-coach taking long hikes in the German countryside or mesmerised by Mary Poppins on the screen.

