

APRIL 2025

# Engage & Inspire: Strategies to Elevate Workplace Communication for Managers and Supervisors

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# WHO WE ARE

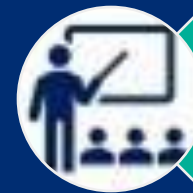
go2HR is the  
Human Resources  
& Health & Safety  
Association for  
BC's tourism &  
hospitality  
industry



Health & Safety



Human Resources



Industry Training



Research and Strategy

go2HR exists to drive **strong workforces and safe workplaces** to deliver world-class tourism and hospitality experiences in BC



# LAND ACKNOWLEDGEMENT

With gratitude, we recognize that we are on the unceded territories of the Musqueam, Squamish, and Tsleil-Waututh Peoples, who have cared for this land since time immemorial.



# TODAY'S PATH

- Explore effective communication strategies to foster positive interactions at all levels of the workplace
- Learn how to identify challenging situations and recognize changes in behaviour in others
- Gain skills for responding to difficult conversations proactively and constructively
- Consider how to adapt your communication style for guests or customers

# Did they really hear you?

When was the last time you felt listened to by someone?

→ How did you feel?

→ What did you notice about the listener's approach?



# Emotional Intelligence (EQ)

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- 1) Self-Awareness
- 2) Self-Regulation
- 3) Motivation
- 4) Social Skills
- 5) Empathy



# EQ: Self Awareness

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- Recognize your emotions and how they impact your thoughts and behaviours
- Awareness of your strengths, opportunities, triggers, communication style/preferences



# EQ: Self Regulation

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- Control and manage your impulses and emotions
- Think before you act



# EQ: Motivation

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- What drives you towards your goals other than monetary/material rewards?



# EQ: Social Skill

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- Managing relationships, building rapport, and inspiring others



# EQ: Empathy

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Understand and sense the **emotions, wants, needs, and beliefs** of others.

*“If you share something with me that's difficult, in order for me to be truly empathic, I have to step into what you're feeling, and that's vulnerable. So there can be no empathy without vulnerability.”*

– Dr. Brené Brown



# EQ Assessment

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# How do you make your staff feel seen, heard & understood?

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# Your "go2" mental health framework

**See:** recognize changes in behaviour or mood

**Say:** start a caring, non-judgmental conversation

**Support:** help them access appropriate resources

**Self-care:** look after your own mental health

# SEE

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**What are clues that someone might be having a tough time?**

- 1) Facial Expression
- 2) Body Language
- 3) Tone of Voice/Speech Patterns



# SAY

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- 1) Choose the right moment
- 2) Be compassionate & calm
- 3) Active listening
- 4) Use non-judgmental language

Language Matters Resource



# SAY

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"I've noticed you seem a bit different lately, how are you doing?"

"Work's been intense lately, how are you holding up?"

"I know things can get stressful here, just wondering how things have been going for you?"

"No pressure to talk, but I'm here if you ever need someone to listen"

"If something hasn't gone quite right, I'd be happy to help sort it out."

"Let me know if there's anything you'd like to share about your experience—I'm all ears."

# SUPPORT

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- Familiarize yourself with the available wellness resources and training to relay to others
- Normalize getting help
- Offer help
- Respect boundaries

# **SELF-CARE – what do I need?**

Take a moment to process the situation.

## **ASK YOURSELF:**

“Do I need a minute to pause and reset?”

“Should I reach out to a peer to debrief?”

“Am I feeling grounded and professional to support the next guest?”

# Role Play

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# Debrief

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# Community Wellness Resources

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- **Employee Family Assistance Program**
- **Bounce Back BC** – mental health skill building program
- **Here to Help BC** – mental health information & resources
- **Mind Your Mind** – resources, information & support for young adults
- **Confident Parents: Thriving Kids** – parenting resources
- **1-800 SUICIDE** – support for individuals experiencing suicidal thoughts
- **KUU-US Crisis Line** – culturally safe support by and for First Nations & Indigenous Peoples.

# go2HR Mental Health Resources & Training

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Landing page:



Training:



# CONTACT US

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Online →

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# THANK YOU!

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# Questions?

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