

## Professionalism Resources

Leaders working in the professionalism space often face challenges related to communication, conflict resolution, and maintaining a positive and respectful work environment. The following resources provide valuable tools and insights to help leaders manage these challenges effectively. From handling incivility and emotional triggers to fostering constructive conversations, these resources offer practical guidance to support leaders in promoting professionalism and well-being in the workplace.

### 1. How to Heal a Wounded Workgroup You Inherit

#### [Resource](#)

This article explores strategies for managing a damaged workgroup, focusing on building trust and addressing issues that may have caused fractures in team dynamics.

**Why this may be a good resource:** It helps leaders navigate conflict, rebuild morale, and create an inclusive, respectful work environment.

<https://www.chronicle.com/article/how-to-heal-a-wounded-workgroup-you-inherit>

### 2. Incivility (Video)

#### [Resource](#)

This video highlights how small acts of incivility can create a toxic work environment, causing disengagement and a decline in productivity.

**Why this may be a good resource:** It equips leaders to recognize incivility early and set a positive example by encouraging respectful communication.

<https://youtu.be/cxCwuPVf99k?si=qQ8phPsWX8ZOWMRX>

### 3. Who Do You Want to Be? (Video)

#### [Resource](#)

This motivational video guides individuals to reflect on their values and their desired legacy.

**Why this may be a good resource:** It encourages leaders to develop self-awareness and align their professional behaviors with their long-term goals.

<https://youtu.be/py4P8b4t3DI?si=YCM47cLokza9Vhbz>

#### 4. Powerful Phrases for Dealing with Difficult People (Summary)

##### [Resource](#)

This summary offers phrases to help navigate tense situations with difficult individuals.

**Why this may be a good resource:** Leaders can use these phrases to defuse conflict, communicate effectively, and foster a more cooperative atmosphere.

[https://paminy.com/book-summary-powerful-phrases-dealing-difficult-people/#Key\\_Takeaways](https://paminy.com/book-summary-powerful-phrases-dealing-difficult-people/#Key_Takeaways)

#### 5. Powerful Phrases for Dealing with Difficult People (Audio Version)

##### [Resource](#)

This audio guide delves deeper into communication techniques with difficult personalities.

**Why this may be a good resource:** It provides practical tools for real-time conflict resolution and assertive communication.

<https://youtu.be/Ujb2TmqWEJk?si=YTQBYc3dnPPNSUFR>

#### 6. How to Disagree Productively and Find Common Ground (TED Talk)

##### [Resource](#)

This talk offers ways to handle disagreements while maintaining productive dialogue.

**Why this may be a good resource:** Leaders can learn how to maintain respectful, solution-oriented conversations, even in the face of strong differences of opinion.

[https://www.ted.com/talks/julia\\_dhar\\_how\\_to\\_disagree\\_productively\\_and\\_find\\_common\\_ground?language=en&subtitle=en](https://www.ted.com/talks/julia_dhar_how_to_disagree_productively_and_find_common_ground?language=en&subtitle=en)

#### 7. Radical Candor: Communicating Effectively and Kindly (Video)

##### [Resource](#)

This video teaches the balance of providing direct feedback while showing care.

**Why this may be a good resource:** It equips leaders with the ability to give honest, constructive criticism while fostering trust and respect.

[https://youtu.be/O9hDTLo5rLA?si=AG4gQsR12ciKTn\\_n](https://youtu.be/O9hDTLo5rLA?si=AG4gQsR12ciKTn_n)

#### 8. How to Have Constructive Conversations (TED Talk)

##### [Resource](#)

A discussion on how to engage in meaningful and productive conversations.

**Why this may be a good resource:** It helps leaders steer discussions towards positive outcomes and minimize misunderstandings.

[https://www.ted.com/talks/julia\\_dhar\\_how\\_to\\_have\\_constructive\\_conversations?language=en&subtitle=en](https://www.ted.com/talks/julia_dhar_how_to_have_constructive_conversations?language=en&subtitle=en)

### 9. How to Motivate Yourself to Change Your Behavior (Video)

#### [Resource](#)

This video emphasizes self-motivation techniques for personal change.

**Why this may be a good resource:** It helps leaders model and encourage continuous self-improvement in themselves and their teams.

<https://youtu.be/xp0O2vi8DX4?si=GzugxPXljJbglqHl>

### 10. Triggers: How to Diffuse Emotional Workplace Triggers (With Video)

#### [Resource](#)

A guide on how to manage emotional reactions in the workplace.

**Why this may be a good resource:** It helps leaders maintain composure and create a calm, focused work environment.

<https://www.msnbc.com/know-your-value/career-coach-liz-bentley-how-diffuse-emotional-workplace-triggers-n1117821>

### 11. Managing Emotional Triggers at Work (Forbes)

#### [Resource](#)

This article explores deeper insights into handling workplace triggers.

**Why this may be a good resource:** It helps leaders understand the root causes of emotional responses and how to support staff through them.

<https://www.forbes.com/sites/forbescoachescouncil/2019/01/30/managing-emotional-triggers-at-work/>

### 12. How to Speak Up in a Meeting, and When to Hold Back (HBR)

#### [Resource](#)

An article providing advice on effective participation in meetings.

**Why this may be a good resource:** Leaders can guide their teams in contributing meaningfully to discussions without overcrowding the conversation.

[https://hbr.org/2019/04/how-to-speak-up-in-a-meeting-and-when-to-hold-back?utm\\_medium=social&utm\\_campaign=hbr&utm\\_source=LinkedIn&tpcc=orgsocial\\_edit](https://hbr.org/2019/04/how-to-speak-up-in-a-meeting-and-when-to-hold-back?utm_medium=social&utm_campaign=hbr&utm_source=LinkedIn&tpcc=orgsocial_edit)

### 13. How to Handle Frustration at Work [Resource](#)

This resource explains strategies for managing workplace frustration.

**Why this may be a good resource:** Leaders can use these techniques to improve their own emotional intelligence and support their team through challenges.

<https://www.techtello.com/frustration-at-work/>

## Communication

### 14. Resource: [Communication Style \(YouTube\)](#)

This resource explains different styles of communication and how understanding them can improve clarity and connection with others.

**Why this may be a good resource:** Leaders can tailor their communication approach based on the audience, improving engagement and effectiveness.

[https://www.youtube.com/watch?v=1W\\_3DLnZUU4](https://www.youtube.com/watch?v=1W_3DLnZUU4)

### 15. Vocal Branding: How Your Voice Shapes Your Communication

**Resource:** [Vocal Branding: How Your Voice Shapes Your Communication \(YouTube\)](#)

This resource explains how vocal tone influence perception and the message being communicated.

**Why this may be a good resource:** Leaders can enhance their vocal presence to build trust, command attention, and convey authority.

### 16. Tone in Communication

**Resource:** [Tone in Communication \(YouTube\)](#)

This resource explains the importance of tone in conveying emotion and intention in communication.

**Why this may be a good resource:** Understanding and mastering tone can help leaders convey messages that resonate emotionally with their team, improving morale and engagement

### 17. The Power of Non-Verbal Communication

**Resource:** [The Power of Non-Verbal Communication \(YouTube\)](#)

This resource explains the significant role that non-verbal cues like body language, facial expressions, and gestures play in communication.

**Why this may be a good resource:** Leaders can leverage non-verbal communication to reinforce their messages, build rapport, and manage conflict more effectively.

### 18. How to Have a Good Conversation

**Resource:** [How to Have a Good Conversation \(YouTube\)](#)

This resource outlines techniques for having meaningful and engaging conversations that leave both parties feeling heard and understood.

**Why this may be a good resource:** Leaders who foster strong conversational skills can create a more open and communicative environment, leading to better collaboration and problem-solving.

<https://www.youtube.com/watch?v=H6n3iNh4XLI>

## **19. Connect: Building Exceptional Relationships with Family, Friends, and Colleagues**

**Resource:** [Connect: Building Exceptional Relationships \(Next Big Idea Club\)](#)

This resource highlights key insights from the book *Connect* on building deep, authentic relationships.

**Why this may be a good resource:** Leaders can use these strategies to form stronger connections with colleagues, leading to more cohesive teams and improved workplace culture.

<https://nextbigideaclub.com/magazine/connect-building-exceptional-relationships-family-friends-colleagues-bookbite/26924/>

## **20. Behaviors That Make You More Approachable**

**Resource:** [8 Behaviors That Make You More Approachable \(Growing Forward Services\)](#)

This resource explains the simple behaviors that can make a leader or individual more approachable, improving communication and relationships in the workplace.

**Why this may be a good resource:** Leaders who are approachable encourage open communication, leading to higher levels of trust and employee satisfaction.

<https://growingforwardservices.net/8-behaviors-make-approachable/>