



MANAGER BRIEF

How to Get Unstuck

START HERE

5 HumanityWorks Skills

AS YOU WORK THROUGH EACH BRIEF, THESE FIVE SKILLS ARE FOUNDATIONAL TO BEING A GOOD HUMAN AND MAINTAINING HEALTHY RELATIONSHIPS.

LISTENING

Listening is an essential skill to generate the depth of caring connection people need to feel physically and psychologically safe with one another. There are different levels of listening and each one gives you different information. When practiced they become a building block of trust.

PERSPECTIVE

Your perspective is a particular outlook or point of view you have about something. Just like a photographer chooses a lens to capture reality in different ways, we each have filters through which we see the world. This filter can get in the way of working well with other people. It's important to learn more about this and how to shift it.

ACKNOWLEDGEMENT

A genuine acknowledgement helps others feel seen for who they are being and the positive impact they create. This nuanced skill helps to create meaningful relationships when done well.

SHARED AGREEMENTS

Shared agreements clarify working relationships with each person taking responsibility for their contribution to the relationship and to collectively agreed-upon outcomes. So often people don't take the time to create them, and this can cause roadblocks to working well together.

CURIOSITY/POWERFUL QUESTIONS

Curiosity expands information, connection, participation. It deepens what you know and can challenge what you think you knew. This simple skill creates the antidote to judgement.

★ **LEARN MORE ABOUT THIS BRIEF AND GROWING YOUR HUMANITY WORKS SKILLS:** Check out HumanityWorks.com, email info@humanityworks.com or read the book, [Humanity Works Better](#).



MANAGER BRIEF

How to Get Unstuck

THE IMPORTANCE OF KNOWING YOU ARE STUCK

Being stuck is a roadblock to productivity - movement and momentum are not happening. Your job is to identify and address the roadblock and get things moving again.

THE BASICS

- **Staying stuck is not an option.** Momentum is stalled.
- **Symptoms are a signal,** not the root issue. “Fixing” the symptom will not unstick the issue.
- **There is a root cause.** Figure out the root cause and address it.

THE STRUCTURE

As a manager, when momentum stalls, your task is to move your people and teams through this impasse. This structure is done together with your team.

- **List what is impeding progress.** Together, generate a list of all the things getting in the way. Be honest and realize there will be multiple perspectives. What is being identified are symptoms of the issue.
- **Get curious.** For each symptom, ask, “what is that really about?” Encourage them to answer without filters. Listen without judgment. Urge curiosity.
- **Reset the future.** Use these questions to reset yourself or your team
 - What is the outcome we are trying to create? Restate it.
 - What is important about that?
 - What will that give us/you?

HUMANITYWORKS PRO TIPS

- **Stay curious** and listening deeply to different perspectives will help identify the root issue.
- **Don’t wait** until you are frustrated to address the roadblock – the longer you wait to address the issue the hotter it gets.
- **They will follow your lead:** use this as a moment to grow together.
- **You need to work together** to get underneath what is really going on and solve it together.

★ **LEARN MORE ABOUT THIS BRIEF AND GROWING YOUR HUMANITY WORKS SKILLS:** Check out HumanityWorks.com, email info@humanityworks.com or read the book, [Humanity Works Better](#).