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Zoom tips

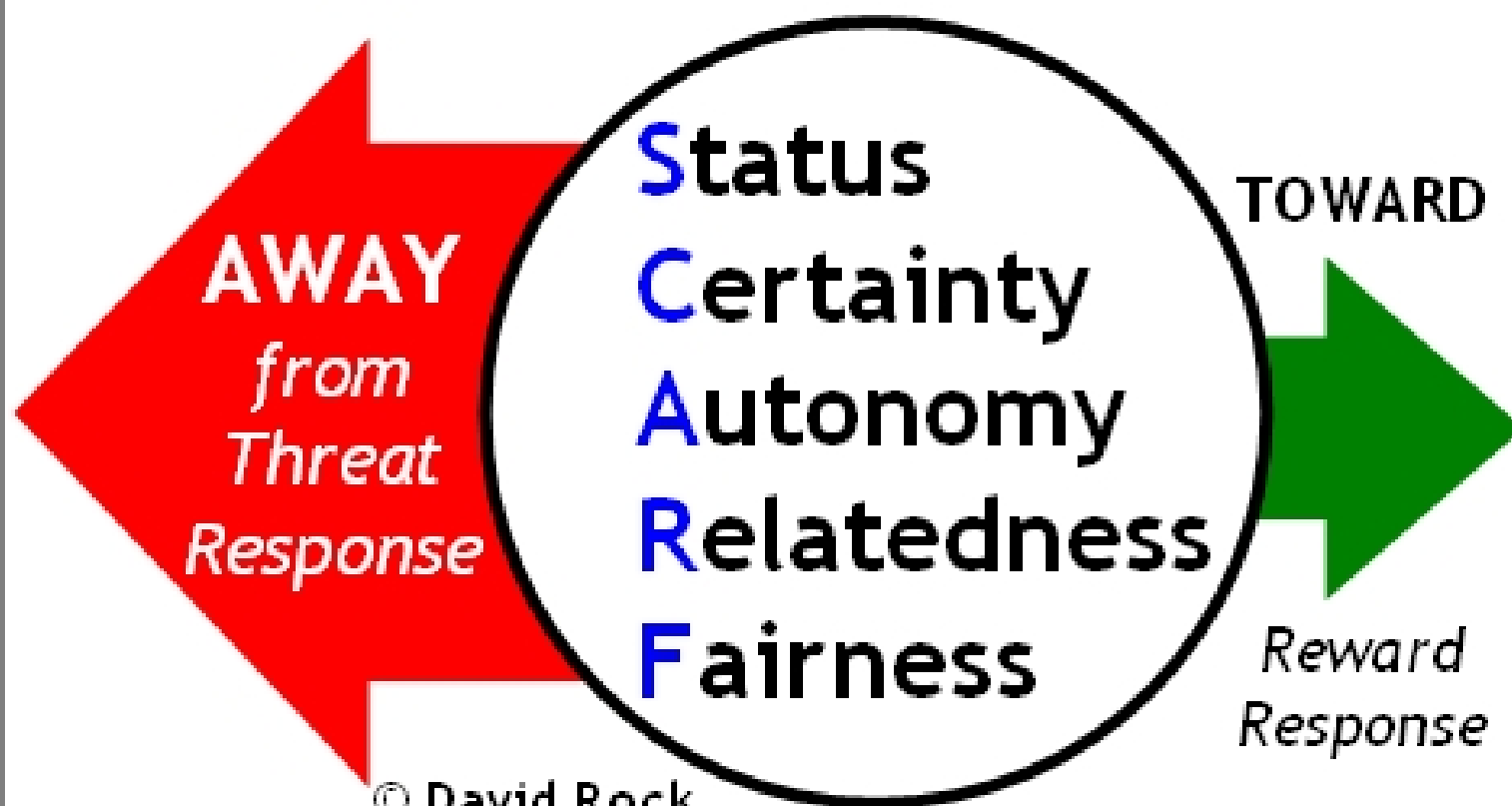
1. **Mute/Unmute** – please stay muted unless speaking
2. **Poor internet** connection – turn off video
3. **Recording** – We record all BCC Live events
4. **Chat box** – You are able ask questions and comment to everyone or 1:1
5. **Polls** – If asked to vote, results are anonymous
6. **Breakout session** – randomly put in a small group to discuss

Poll Question

During the confinement, have you experienced/felt/thought:

1. A lack of control?
2. Under valued?
3. Life is unfair, why me?
4. Cut off from friends and family?
5. Unsure of what is going to happen?
6. All of the above?

SCARF Model of Social Threats and Rewards



Breakout session 1

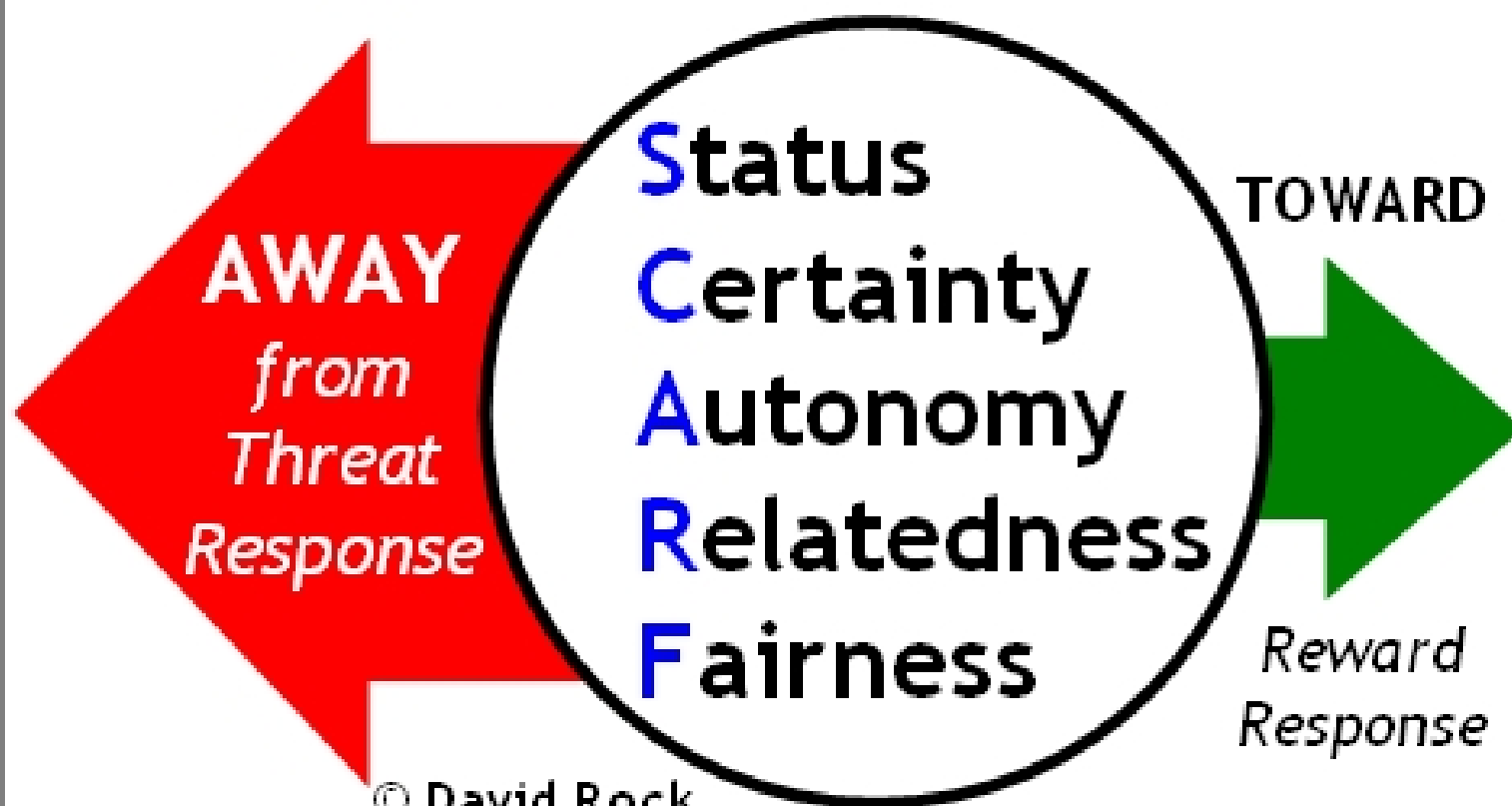
STATUS, CERTAINTY, AUTONOMY, RELATEDNESS, FAIRNESS

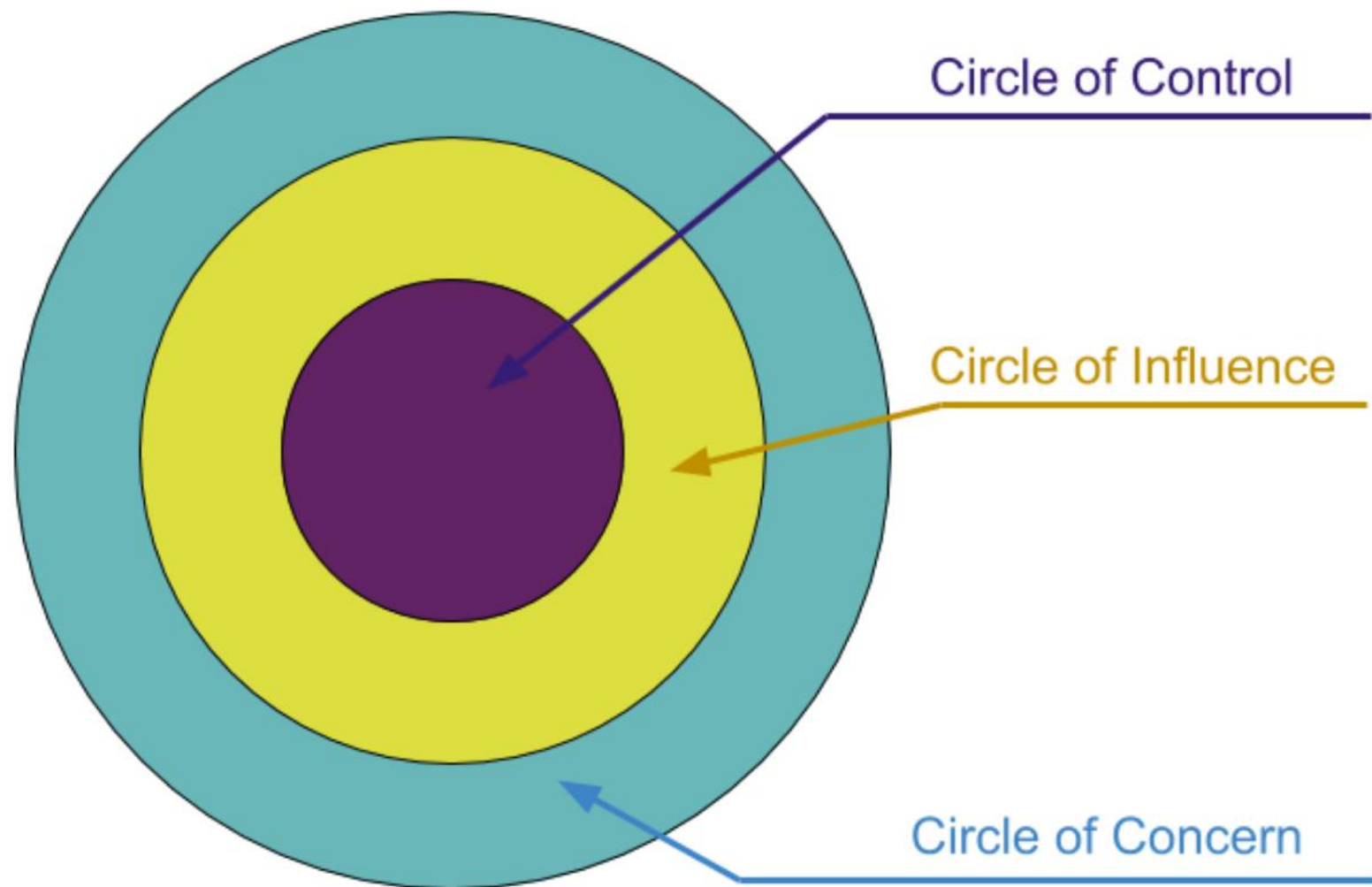
Question: What THREATS do you see/have you seen during the lockdown for a) Self and b) Others?:

BE PREPARED with one key thought from your group when you come back

SCARF MODEL	THREAT	REWARD
STATUS	80% or other P/T, loss of job, ideas not listened to, missed out on an email	
CERTAINTY	Future unclear, job uncertain, when it will end, income security, what we will face when confinement ends	
AUTONOMY	Feel micromanaged, unable to go out etc, new rules	
RELATEDNESS	Isolated, no longer in the 'in' group, ways to connect reduced	
FAIRNESS	Virus random – why me? Why them? –Rules – home situation	

SCARF Model of Social Threats and Rewards





Breakout session 2

STATUS, CERTAINTY, AUTONOMY, RELATEDNESS, FAIRNESS

Question: What REWARDS can you think of for a) Self and b) Others?:

BE PREPARED with one key thought from your group when you come back

SCARF MODEL	THREAT	REWARD
STATUS	80% or other P/T, loss of job, ideas not listened to	Compare with self, find ways to be heard, listen to others, find groups that fit you
CERTAINTY	Future unclear, job uncertain, when it will end, Income security, what we will face when go back	Focus on what you do know, be honest with your teams, how can the uncertainty be exciting?
AUTONOMY	Feel micromanaged, unable to go out etc, new rules	Focus on what you can control, trust your staff, what can you do? (not what can't you do)
RELATEDNESS	Isolated, no longer in the 'in' group, ways to connect reduced	Connect with friends, family, common interest groups. Express feelings
FAIRNESS	Virus random – why me? Why them? –Rules – home situation	Life is random and unequal. Try to be transparent with others, set clear rules, see another perspective

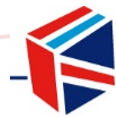
TOP TIPS

1. If a manager / leader – trust your people & ask what they need
2. When feeling anxious, think about SCARF and try to change your thoughts
3. Make the best of your time – what jobs did you always say you would do if at home?
4. Go six months into the future - look back - what opportunities & trends do you see?
5. Remember the circle of influence– let go of what is outside your control
6. TRUST YOURSELF – it's ok to take a break!

TAKEAWAY EXERCISE

What action will you commit to that will make a positive difference to your way of thinking and your day?

Take the first step in rewiring your brain!



The British Chamber of Commerce for Luxembourg

Established in 1992, The BCC provides its members in Luxembourg's international English-speaking community with a platform for networking with decision makers and business contacts, promoting their companies, products and services, and obtaining and exchanging information on the latest developments affecting business and living and working in Luxembourg.

