

CONVERSATION WITH AN EXPERT: MANAGING EMOTIONAL LABOR



Today's workplace requires leaders and mentors to navigate constant change, uncertainty, and the responsibility of supporting others' growth and wellbeing. Yet many development programs overlook the emotional challenges that come with these roles. In this fireside chat, **Dr. Alicia Grandey**, an expert on emotional labor, shared research-backed insights from her latest book, offering practical strategies to help both mentors and leaders thrive in today's complex environment. Attendees learned how to build a resilient, supportive workplace where everyone can grow and succeed.

TAKEAWAYS

The Recovery Paradox: The time you most need a break is the least likely time you're going to take it.

The importance of speaking up and changing my language from "transparency" to "authenticity" as a strength in my leadership.

Breathing techniques and the importance of consciously preparing yourself for stressors and triggers by allowing time for reflection.

BRAVE: Breathe, Recognize, Accept, Verbalize, Engage.
DARE recovery process: Detach, Autonomy, Rest, Empower yourself.

Recognizing and focusing on taking care of self and learning how to recover.

Managing the emotional work is energetically expensive. It takes a toll on us when we care and many of us feel this way.