

MINDFULNESS AT WORK

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The Conference for Service Desk Leaders



mind at work
CONSULTING

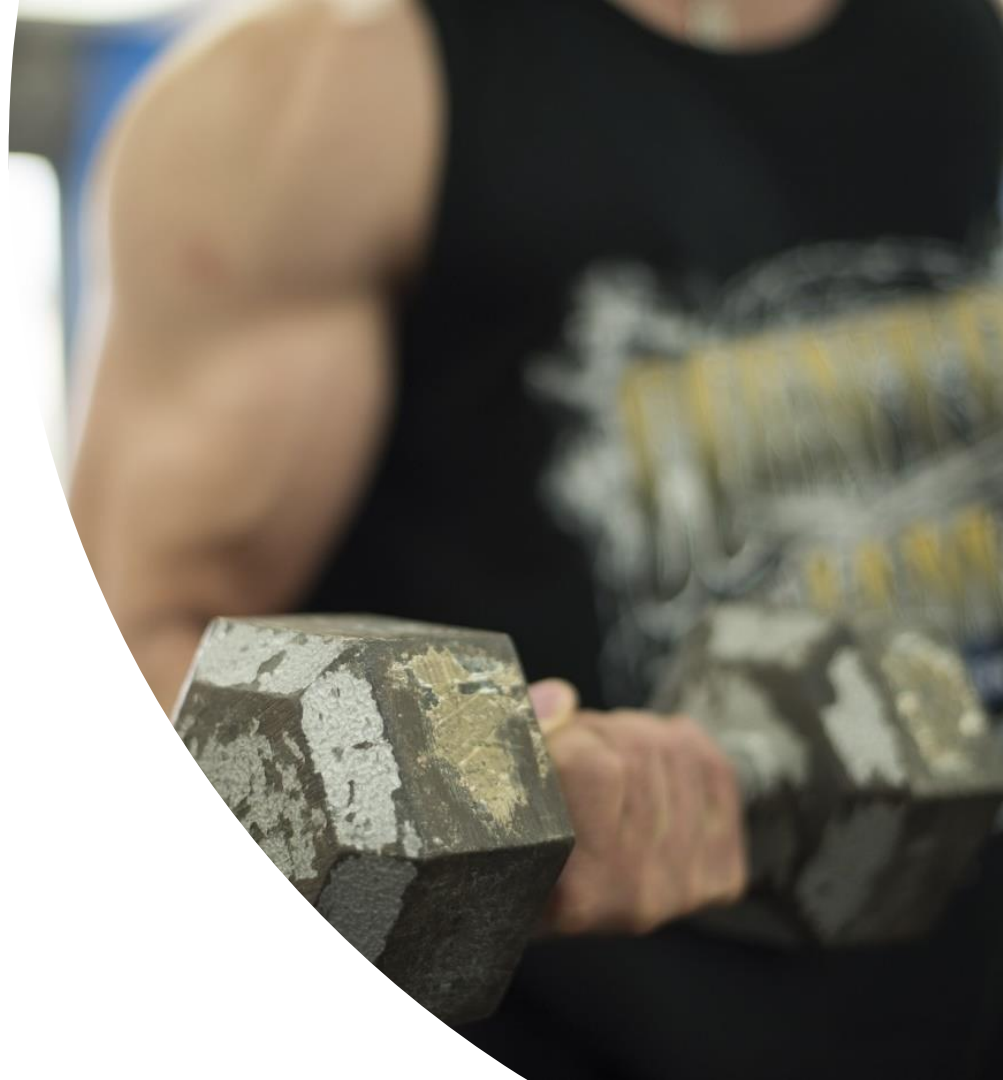


Mindfulness

- Quality or state of being aware without judgement or perceptions
- Deliberately paying attention to what is happening all around you
- Being open and present to what 'is'
 - nothing else

How?

- Informal practice:
 - Just breathe
 - Clear your mind
 - Recall and focus
- Formal practice:
 - meditation



Let's try it!

- Sit comfortably
- Rest hands on lap
- Close eyes
- Clear your mind
- Focus on your breath
- Don't follow thoughts
- If distracted or your mind wonders — gently come back to the breath



Benefits

- Beyond peace and stress relief
- Clarity, calm and awareness
- Creativity and innovation
- Focus and concentration
- Better communication
- Increased collaboration
- Other health benefits including lower blood pressure and increased immune response



What is Collaboration?

Collaboration

- To work together for a shared and common goal
- One team, one goal
- We're all in this boat together :
we all make it,
or we all sink.



Who has the answer?

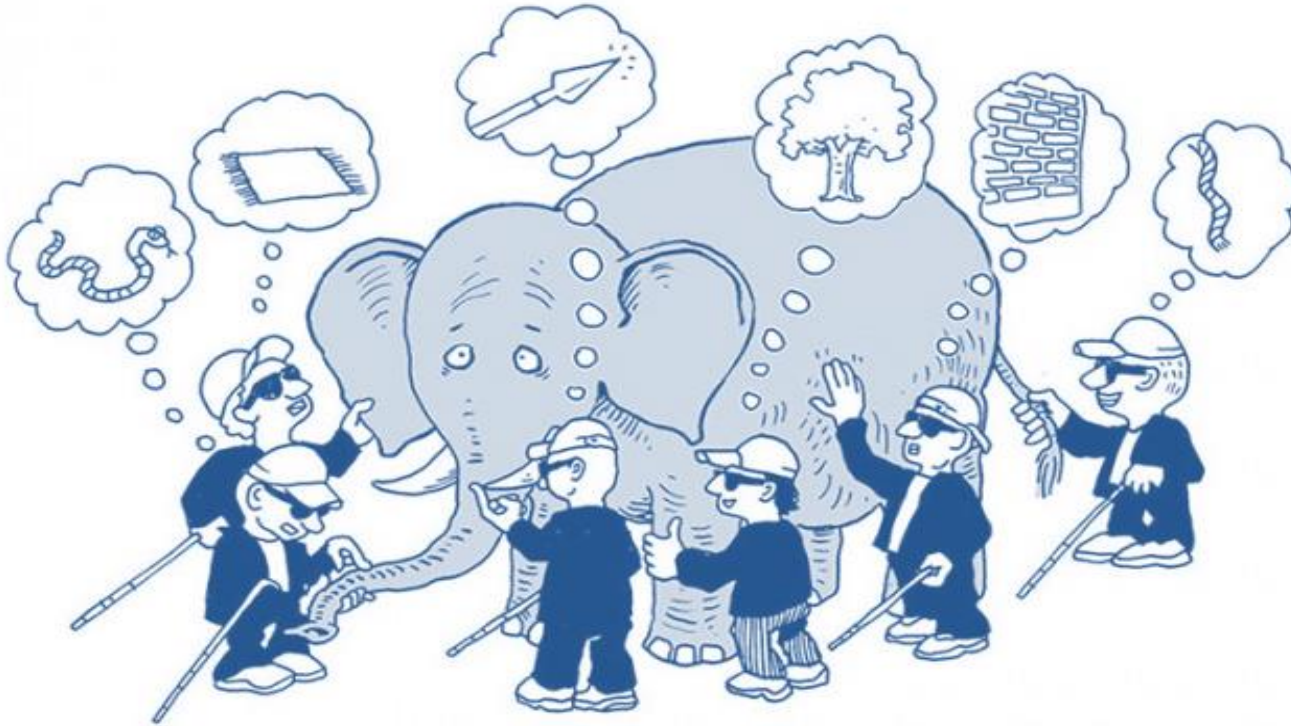


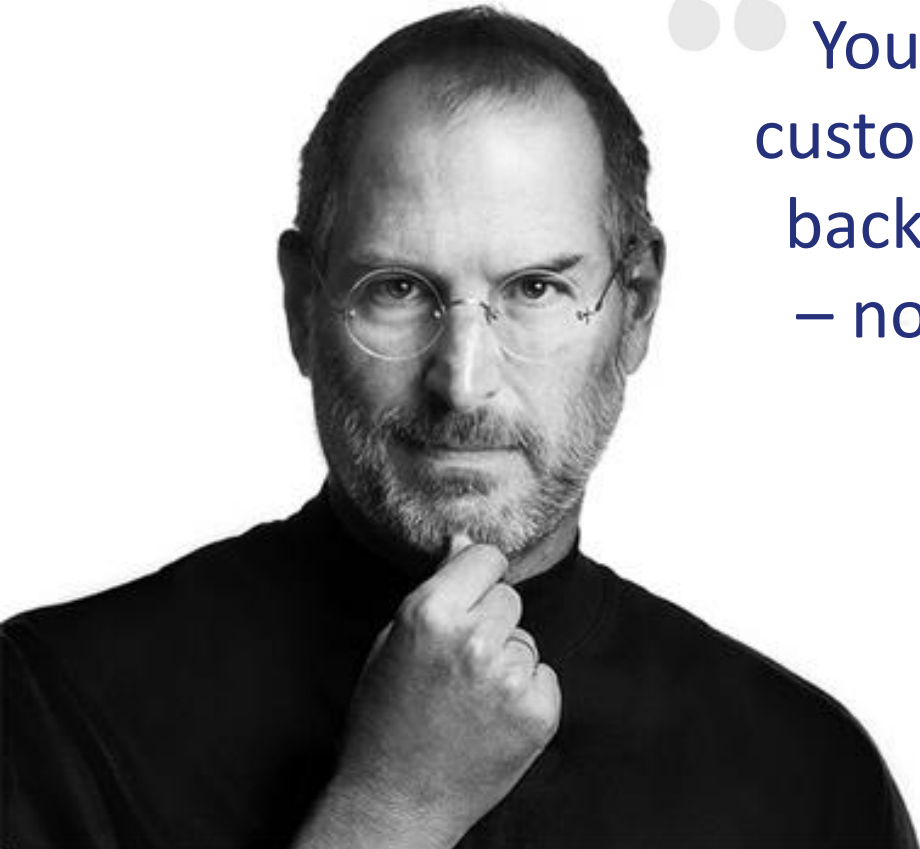
Illustration: Hans Møller, mollers.dk

Why is it so hard?

- Busyness
- Poor communication skills
- Strong opinions
- Ingrained attitudes
- Fear
- Inflexibility
- Lack of awareness



Empathy



“ You’ve got to start with the customer experience and work back towards the technology – not the other way around. ”

Steve Jobs

Mindful Communication

- Clear your mind
- Focus and concentrate
- Be aware of yourself
- Be aware of the other person
- Understand communication styles

Be Present



Mindfulness in Practice



How will you implement mindfulness?



References

- Mindful Work – David Gelles
- Mindful Leadership (for dummies)
– Juliet Adams and Marina Grazier
- Mindfulness at Work – Dr Stephen McKenzie
- Leading Mindfully – Amanda Sinclair
- greatergood.berkeley.edu/topic/mindfulness
- siyli.org – Search Inside Yourself Leadership Institute
- mindful.org



THANK YOU



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