

EMOTIONAL LABOUR

| Quick Sheet



CADENCE
LEADERSHIP + COMMUNICATION

EMOTIONAL LABOUR

When adopting a new way of working, such as working and leading remotely, it is important to consider where emotional labour comes from. Emotional labour refers to the process of managing feelings and expressions to fulfill the emotional requirements of a job. This draws us into emotional dissonance, where our true emotions are at odds with how we need to show up in our day-to-day interactions. Understanding what causes us emotional labour and what we prefer to do when those instances arise are helpful markers in setting a plan to carry the load effectively.

Understand what causes emotional labour and how to manage it when leading from a distance.

1. **Determine what situations or actions are causing emotional labour when leading from a distance.** What are the legacy issues that draw you into emotional dissonance?

This is where you may see instances of emotional labour when leading at a distance: Miscommunication, connectivity issues, and lack of human interactions.

2. **Uncover what the preferred reaction is when the situation arises.**

For some, it's avoidance, while others may demonstrate impatience. Our preference is not always best for what is needed in many situations. The stakes are much higher when leading from a distance. As a leader, you should take the lead in addressing the potential issues and set up a process to handle those issues.

For example, if the team is continuously facing connectivity issues that are preventing them from doing their job properly, it should be clear to them who the go-to person is to support them. Having that clarity will help to effectively manage this type of emotional labour that is common when working remotely.

3. **Move into asking what the positive results are when thinking about all areas of emotional labour.** What are the meaningful changes you're shooting for?

From the example above, the positive result would be for the issue to be solved promptly as the team gets proper support, allowing the business to continue smoothly.

4. **What do you do for self-care to manage the emotional labour?**

When you know you will be facing a situation that pulls you into emotional dissonance, think about what actions will help make the interaction run efficiently for you. This could be making sure you're well prepared, or you have some time to collect your thoughts. It could even be as simple as making sure you're well-rested.

