**Infographic: Leadership Norms and Behaviours for the Future of Work@ESDC**

Our workplace is undergoing profound change. Norms and behaviours need to evolve so that managers at all levels can lead and succeed in this changing environment.

* [Intentional Leadership](https://esdc.prv/en/department/sadm/future-work-esdc/infographic-lead-norms.shtml#intent-lead)
* [Psychological Safety and Growth Mindset](https://esdc.prv/en/department/sadm/future-work-esdc/infographic-lead-norms.shtml#psychological-safety)
* [Trust](https://esdc.prv/en/department/sadm/future-work-esdc/infographic-lead-norms.shtml#trust)
* [Empathy Based Management and Sense of Belonging](https://esdc.prv/en/department/sadm/future-work-esdc/infographic-lead-norms.shtml#emp-base-mgmt-sense-belong)

**Intentional Leadership**

* Purposefully adapt leadership styles for teams in various work locations.
* Be deliberate in communicating with team members.
* Ensure fairness between remote, on-site and hybrid workers.
* Embrace new technologies and be open to innovation.
* Don't task an employee simply because they are in the office or closest to you.

**Psychological Safety and Growth Mindset**

* Foster a culture of learning by seeing challenges as opportunities and not threats.
* Ensure teams feel comfortable innovating and making mistakes.
* Take calculated risks and encourage innovation.
* Create physically and mentally safe spaces where team members can express their needs and be authentic.
* Don’t respond negatively when mistakes are disclosed, instead be open to learning from them.

**Trust**

* Be deliberate about building trust and collaborative relationships when teams are not "visible" and interactions are mediated by technology.
* Focus on outcomes and results rather than the number of hours spent "at work“.
* Give your team flexibility and autonomy where you can.
* Don’t use MS Teams as a surveillance tool to monitor your employees because you cannot "see" when they are in the office.

**Empathy Based Management and Sense of Belonging**

* Lead with empathy by making meaningful connections.
* Foster a sense of belonging to ensure teams feel attached to the organization.
* Empathize with team members’ personal situations which may affect their work.
* Cultivate informal interactions and create connection opportunities for team members.
* Don’t create inequalities and erode attachment by giving privileges based on employee groups or work locations.