Gallup identified four traits of successful managers discussed in this Inc. article:
› They are honest and transparent
› They are supportive
› They recognize the talents and strengths of their team
› They display empathy

**CONNECTION**

**Celebrate, Establish, Motivate**

- Celebrate wins and successes – celebrations and acknowledgement of successes are important
- Establish rituals and traditions
- Know what drives and motivates individuals on your team

**AWARENESS**

**Explore, Model, Support**

- Existing policies and programs need supportive leadership who will explore, model, support, and communicate them
- Acquaint yourself with the myriad of programs and supports that OSU has to offer employees, the Healthy Campus Coalition website can help with this

**RESPECT**

**Honesty, Transparency, Communication**

- Communicate with honesty and transparency, create an environment of open communication for more effective feedback
- Keep employees informed, share information whenever possible

**EMPATHY**

**Open, Kind, Listen**

- Support members of your team during times of difficulty. This includes disrupting acts of bias and stigma, correcting mis-perceptions, and infusing empathy and care in all practices and communications
- Be open and kind, listen attentively

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