

The first cornerstone of Approachable Leadership® is to be welcoming and create the right space. This tool provides practical tips on how to be available, warm and present.

### CHECKING IN

#### Right Space is created by:

- Physical Space
- Availability
- Warmth
- Presence

### The Connection Model



### TOOL IN PRACTICE

**Use the tool to identify opportunities to improve your physical space, your behavior, your availability and your presence.**

#### Physical Space

- Is the physical space inviting and warm?
- Comfortable place to sit?
- No obstacles between (same side of desk)?
- Personal objects or discussion starters?
- Is it quiet? Can it be private?
- Is there a reason to visit? Food works great - so do games.

#### Availability

- Available to meet when needed?
- Do you block scheduled "drop in" time?
- Convenient way to schedule time on your calendar?
- Do you allow interruptions for emergency situations?
- Do you "advertise" ways to meet with you?

#### Warmth

- Are you welcoming and neighborly?
- Are you smiling? Remember you smile with your eyes.
- Have you asked open-ended questions?
- Are you doing more than half the talking? Shut up.
- How are they feeling? Are they comfortable?
- What do they need?

#### Presence

- Full stop. Give full attention.
- Put away your phone, close your laptop. No distractions.
- Close your door or signal to others that you are in a meeting.
- Listen actively. Don't try to think of what you'll say next.
- Summarize what you've heard and confirm understanding.
- No problem solving till asked.