



# 8-15-20 Working on PTO Increases Your Risk

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## SUMMARY KEYWORDS

vacation, halfway, work, unplug, email, situation, pto, team, engaging, feel, responsible, judgment, business, fact, mental, gray area, happen, drink, stay, give



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Hey, everyone, welcome to another episode of legendary leaders. You know, I did a podcast recently or an episode rather about



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staycations and



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taking the mental break and not working while you're on any type of leave or PTO or just time away from work, okay? Now this message goes to you, if you are the CEO and you own, you know, you own your business in some capacity, either you own it, you're the CEO, the founder or combination, or you're the CEO that someone has put into place.



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It doesn't matter



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doesn't matter if you own the business, or if you work for someone else who does, at the

end of the day, I'm going to, you know, challenge you again, to not work while you were on PTO or leave of absence. Now, I talked about it recently about the benefits that you're going to get from taking that time off. And we get that right. You've listened to that you understand that piece. But let me tell you something else that happens whenever you don't take time away, and you sort of halfway through stay plugged in. I've watched this happen throughout my career.



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So



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people who stay plugged in, number one never unplug, so they never rest. Now, that's the mental issue that we're going to run into, you're never going to feel fully refreshed and you're going to drag and you're gonna have less fruitful ideas and you're gonna be less productive in the long run. Okay, we've, we've talked about that. But here's the other problem of you working while you're on vacation. Actually, there's three, let's not even talk about the fact that your people are going to be looking at you to be the role model how they should behave on vacation, right? Or on PTO. If they're not supposed to be working, they're supposed to be off and they see you working while you're supposed to be off, they're gonna feel the obligation to have to work as well. So, you know, let's let's not worry about or focus on today, the fact that you're not going to unplug and get the mental break that you need. Let's not focus on the fact that you won't be being a good role model for your team. Let's focus on the fact that you're actually creating risk in your business. If you work while you're On PTA, because here's why you have focused your brain on the fact that you're going to have some time off some mental time away. Right? And so what happens whenever we all take this mental time away? Well, we we start to celebrate the fact that we're going to be off, right? We do all of these things to prepare ourselves to be off. And so we unplug, well, what do we do? Well as adults, sometimes hopefully at some point, we go off and we take vacation, and we relax, we relax our brains, maybe we have a drink whatever it is. And we're not completely consumed by work, which means our brains aren't fully dedicated to the situation at hand. As they should not be right. We shouldn't have our brains fully engaged and connected to work. That's the entire point of vacation. Okay, but what happens, and I've seen it time and time again, and I've had to actually do with it. For people who worked for me in the past. It would be the fact that They would mentally unplug, but then they sort of felt obligated to check on things because they still felt this responsibility. Now, let me help you understand something right now, your responsibility doesn't go away. When you're on vacation. Okay, you're still

responsible for all of those things. However, what you've done to prepare to go on vacation is that you've educated talk, train set up, you know, protocols and procedures, communication expectations, for things that people cannot be responsible for that fall solely on your shoulders. Okay? Now, when people reach out to you for those situations, you have to respond. You, you're the only person with the authority to make that decision, right. That's why they're reaching out to you. So in those instances, you're not going to have a choice but to engage. What I'm talking about is the fact that you're hanging out by the pool. You got an amazing drink in your hand. You know, it's a pinnacle auto or something, you know, summery seasonal, and you are having a great time. day and you are unplugged. But suddenly you decide to check your email because you were just a glutton for punishment. And you check that email and there's something that's happening, and you feel a need to start interacting in that conversation or start to try to solve that problem. Now, I will tell you that I have seen people be fired for that activity, not because they were working while they were supposed to be on vacation. But because what happened was that their mind wasn't fully engaged in this scenario, the work situation, so they didn't use the best judgment. They halfway paid attention. Okay, and so think about it this way. Let's go back to our scenario, your Baba pool, you've got this amazing drink. You're laying out. You've got a book in hand. You're working on this tan, you're looking great. You're feeling great. Families around you. Everyone is happy. You pick up the phone and you look and you go, Oh, crap. There's a situation with this client. And I know my team knows how to hate But I've just got a minute, you know, we've got, I've got 10 minutes until the family comes back, they've jumped in the pool.



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Let me see if I can help.



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That's what you think in your mind. I



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feel like helping because I'm feeling good right now I, I've been having a, you know, a half a day of a mental break already. I'm feeling so good on vacation. Let me just, you know, give a gift here. And let me help a little bit. But let me tell you what you just did, you didn't actually give a gift, you injected yourself into a situation that you've expected your team to handle. So now instead of allowing them to handle it, they're going to continue to look to you through this entire situation until it's resolved.



05:37

Okay?



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So they're either going to expect you to continue to God them, number one, or number two, even worse, they're going to assume that you now have the situation. You are taking control and taking the lead and they're going to back away from it. Now, you didn't intend for any of that to happen. You thought you were giving a gift for 10 minutes, giving a little bit of guidance and coaching so that you could Step away and go back on vacation. But you didn't say that. You made the assumption of that. Okay? Because, again, why would you explain that people should just know what you're thinking in your mind. People should just know that I'm on vacation. I'm just gonna give them this little nugget. And then I'm gonna step away. But you don't say that. Or maybe you do say that. And you say, Hey, guys, I just had a minute I saw this happening. Don't forgive, forget to do steps one, two, and three. You've got this, maybe you even do that. But you but then you know what happened. You've now opened the door for your team to continue to send you emails and enquire and an interrupt your time away. And so are you going to give the best advice with you know, drinks in hand and family running around? What are you going to feel? You're going to feel frustration. Okay. And you're going to be aggravated that now your team is looking to you to help solve a problem while you're on vacation. But here's the thing. They weren't looking at you. They weren't looking for. You just solve the problem. They're only looking for you to help them now because you started offering it. Okay? So you've put yourself in the situation, it's not their fault. They're simply taking up taking you up on the advice that you've already offered and continuing to go down the path that you created. So think about that, if you truly want to unplug, acknowledge the fact that when you halfway unplug, your brain is not focused on all work things. And you may not be giving the best advice, I have seen it happen. I have seen people try to give halfway advice. They were left with the responsibility of still guiding their team because the team felt that way. That was the feedback that they provided to senior leadership whenever something fell through while this person was on vacation. You all know that if anything happens through email, it can be recovered. We can pull anybody's email on a company and see the full history that's just part of having an email service, right. And so inherently you can pull the server or would even have to in this instance Your team still has the emails. So they're providing all of this as to show why all this failed. And then what's going to happen? You can't come in and say, I was on vacation. It shouldn't have counted on me. That's not going to fly, right? Because if you started engaging, you essentially told your team, I'm not on vacation, I'm here for you. Right? So in this instance, it's still your son, you created the situation, you've got to own it all the way through. That's number one.

Number two, you may have given some bad advice that could have caused them to fail. It doesn't matter if you were on vacation or not. The moment that you sent that email you were working in, you have put yourself in that situation. Number three, and let me just pause for a second on number two.



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I said drink in hand, okay. When we're on vacation, we have the ability to do whatever we want to do as adults. Okay, it's completely up to you. The majority of adults consume, you know, adult beverages as what we tend to do while on vacation that will impede your judgment. Right, it's the same theory you don't go home at night and have a drink, and then decide that you're going to pick up the laptop and do you know, 1000 emails, you can't, you shouldn't. Okay, your brain is going to be working in on a little bit of a different level. It's the same with vacation. When you've halfway unplugged, and when you are trying to take that mental break. And if you are consuming alcohol, you need to stay away from your email, it's going to impact your judgment. It just is reality. It's why we don't drive cars, right? It impacts our ability to respond in the same way you're trying to respond to your team. Don't do that to yourself. Okay, so, you know, at the end of the day, I was going to number three, but let's just stick with the first two. Right, you cannot halfway mentally unplug. You cannot potentially consume beverages. You cannot do anything that's going to impact your judgment and then expect to then provide advice here and there and not be responsible for it. Your advice could be bad, the team can expect you to take it over. You could, you could cause lots of issues. All right. And I have, again, I've seen it happen where someone was on vacation. It was a person that reported to me at the time was on vacation, decided to go into one of the businesses that that he was over, I found out that there was a significant compliance issue happening at the time he injected himself into it because it was his business. And so he felt responsible for it. But then only halfway did the investigation and tried to solve the compliance risk and actually broke company policy going through the process. And then decided at the end of the day that he was going to say while I was on vacation, so I just tried to help as much as I could. No, unfortunately, I removed him from role for that. And I'm not saying unfortunately, you know, for any other reason that Unfortunately for him, he made a very bad decision, because that caused him to lose his position in the organization. He was no longer able to stay in a leadership role because that was such bad judgment. Right? There were people that were covering the business while he was on vacation, he should have allowed that to happen. He didn't he halfway came in. And so he fully lost his job, you can't halfway do something, and think that you're not going to fully lose your job. That's what happens. And so I'm talking to the bulk of you right now that report to other people, because this is where it happens a lot. But we, as business owners have to understand that we also set the example and we can't really ever completely unplug. And so the best thing to do is if

we've trained everyone under us to handle the business, and we've taught everyone how to be responsible for certain things while we're unplugging and stepping away, we have to trust that they're going to follow the protocols we've put into place and they're going to communicate with us at times. I will tell you that right now. I am happy to unplug. But if I'm stepping out you know during a business day I'm going to unplug for a little bit, I want an end of the day recap email, I want an email to recap the day. Because if I set that expectation, they're going to clue me in on all the key pieces that are happening.



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And if something crazy happened, I still have the day to fix it. I may have lost a couple of hours, but haven't lost a week. Okay, and that is what's in place right now and talking to you need to build the leadership within my business, to teach these other people how to handle these situations and and continue to grow their judgment and their key decision making abilities, right, because we're all doing that as leaders. And then as I continue to grow them, maybe I don't need one every day, maybe I'll take one every other day. Maybe eventually I'll get to the point where I don't need it at all. But if I'm making them make the list, not only is it for me to review, but it's also to ensure that they have followed up on everything so they can send me the note to say, Katrina, this happened and this happened and this happened and it can be five or six things but for everyone One of those five or six things, they also have to tell me how they fixed it. Right or, or where it's sitting in the resolution pathway, which means they're now responsible for resolving it. There's no gray area about who owns the resolution in that situation. And that's where you want to be. You do not want to, through your actions create gray areas of responsibility or follow through, it's got to be black and white. That is the only way that you're going to be able to show that in any capacity, what needs to be done your own, you're only going to feel mentally safe, if there's no gray area about who owns what, and what the answer is and how the follow up happens, and so on and so forth. And if you can teach that through every single day business, just your interactions with your team, you can maintain it through your vacation, your PTO, your leave of absence, whatever, then



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you will not cause additional issues



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as a business owner, a business leader, and if you report to somebody else you work for someone Else, you've especially got to be very clear about this. Because your ownership

doesn't stop. When you say, Hey, I'm just checking in for a second, here's what I think you need to do. If you started engaging, that, I will tell you that the bulk of leaders are gonna expect you to finish following it through because you've already started engaging, and then that's not vacation for you. Right? So, avoid all of that. Train your team, set up a cadence of communication, let them handle it. Follow up the way that you established. go hang out by the pool, have your adult beverage, spend time with your family, read your book. don't check your email until it's the set time that you've established and go get the mental break that you need. Okay, so that was the other thing I wanted to share with you about taking true breaks. Taking true time off. Not only is it necessary for you to mentally come back refreshed or be the role model but you need to because if you halfway do something, you're going to fully lose a client a lot. business, maybe even your job if you work for someone else. So the next time you're getting ready to take time away, think through that and find a way to stay away from the work that someone else is responsible for while you're gone. Go and be legendary.