



Women's Leadership Breakfast

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Grace Under Pressure
Hosted by Valerie McSorley



Welcome!



Today's Theme is Grace Under Pressure.

Grace isn't about perfection. It's about finding peace in the midst of chaos.



The Reality of Pressure in Contact Centers

The Human Side of the Headset



Frontline agents are often on the receiving end of customers' frustration and leaders are balancing compassion with performance metrics. It's no small task.

- Rising customer stress and emotional volatility
- High agent burnout and turnover
- Leaders carrying emotional weight for their teams



What Grace Really Means

What Does Grace Look Like in Leadership?



Grace is strength with softness. It's how we show up for others *and* for ourselves.

Grace is...

- **Patience under pressure**
- **Empathy without exhaustion**
- **Composure through chaos**
- **Self-compassion when things go wrong**

Extending Grace to Your Team

Grace in Action: Leading Through Empathy



Your energy sets the tone. When you extend grace, you give your team permission to breathe, recover, and do their best work.

- Listen without rushing to fix
- Acknowledge emotional labor
- Model calm and grounded behavior
- Encourage boundaries and breaks
- Celebrate effort, not just outcomes

Extending Grace to Yourself

The Art of Self-Grace



Grace begins within. As leaders, we often hold space for everyone else but grace means holding space for ourselves, too.

- You can't pour from an empty cup
- Mistakes are opportunities, not failures
- Rest is a leadership strategy
- Protect your energy, not everything needs your “yes”



Group Activity: The “Wall of Wellness”

Let’s Build Something Special!



We’re stronger together. This wall will become a living symbol of shared wisdom and sisterhood in leadership.

Instructions:

- Break into small groups
- Brainstorm your favorite *wellness hacks*
 - What helps you decompress after a hard day?
 - How do you help your team recharge?
- Write your best tips on colorful sticky notes
- Add them to the *Wall of Wellness*



Reflection Moment

Pause. Breathe. Reflect.



Where do you most need to offer yourself grace right now?

Take 60 seconds in silence.

Write a word or thought on their notepad and carry this with you beyond this morning.

Bringing Grace Back to Your Teams

Create a Ripple Effect



Every act of grace creates a ripple one that can transform your culture from burnout to balance.

- Lead with empathy and steadiness
- Normalize breaks and boundaries
- Start meetings with gratitude or wins
- Encourage peer support circles
- Revisit the Wall of Wellness for inspiration

Closing Inspiration

A Final Thought



Grace doesn't mean having it all together. It means choosing to show up even when the world feels heavy.

Remember, leadership is about humanity first.

Carry this grace forward and continue to extend it to your teams, and to yourselves.



Group Photo & Thank You

Let's Capture This Moment!



Thank you for joining us for *Grace Under Pressure*.
Together, we are redefining what strong leadership looks like
with heart, humility, and hope.

You are a **ROCKSTAR** and the world is your
stage.

Bee Your Best Self.



Event Survey

