

# Beating the Sunday Scaries

For you and your team.



# How Team Leaders get themselves in the right frame of mind (tonight + tomorrow morning)

## Shrink tomorrow

Anxiety grows when tomorrow feels big and undefined.

### Tonight, write down just:

- One thing you need to do first
- One conversation you might need to have
- One thing you can control

That's it.

You don't need the whole plan, just the first step.

**Calm comes from clarity, not just optimism.**



# Separate anticipation from reality

Most Sunday scaries are about imagined problems, not real ones.

## Remind yourself:

- You've done first days back before
- You don't need all the answers at 9am
- Problems reveal themselves gradually, not all at once

## Tell yourself:

"I only need to deal with what's real when it appears."

# Decide the leader you'll be tomorrow

Don't ask "How do I feel?"

Ask "How do I want to show up?"

## Choose one word:

- Calm
- Steady
- Supportive
- Human

**Hold onto that word when things get noisy.**

## Lower the bar for the day

Tomorrow is about re-entry, not peak performance.

Your job is not to smash targets on Day 1 back.

Your job is to:

- Reconnect
- Reground
- Reset direction

That's a successful day.

## What Team Leaders can do with their teams on the first day back

Acknowledge reality (don't pretend it's all exciting)

Start the day by saying something like:

“First days back can feel a bit heavy — so today is about easing back in and supporting each other.”

This instantly reduces tension.

People relax when leaders name the unspoken.



## Start with people, not performance

Before KPIs, queues or targets please do a human check-in.

Simple options (5 minutes):

- “One word for how you’re feeling today”
- “One thing you’re looking forward to this week”
- “One thing that’ll help you get back into the rhythm”
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No pressure to overshare, just connection.

## Give the day a clear, gentle focus

Uncertainty creates stress. Direction reduces it.

Set a tone like:

“Today is about getting back into the flow, supporting customers well, and helping each other.”

Not:

“We need to make up for lost time.”



## Normalise rustiness

### People will:

- Be slower
- Forget small things
- Feel less sharp

### Say it out loud:

“It’s normal to feel rusty and that’s not a problem, it’s temporary.”

**This alone can prevent mistakes caused by pressure.**

## Create one small positive win

Give the team something achievable on Day 1.

### Examples:

- Fewer escalations
- Better call summaries
- Helping one teammate
- Finishing the day feeling calmer than it started

**End the day by naming what went well.**

# One thing that helps everyone

Don't rush into "fixing mode".

On the first day back:

- Listen more than you talk
- Observe before changing anything
- Let patterns emerge

Strong leadership tomorrow looks like presence, not action.

## A final reminder for Team Leaders

If you're feeling the Sunday scaries, it doesn't mean you're weak or failing.

It means you care and caring leaders are exactly the ones teams need.

You don't need to be brilliant tomorrow.

You just need to be steady, human, and intentional.

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We have over 650 members from contact centres in all industries and all sizes. We also have members who are aspiring leaders and from all the support functions you find in a contact centre. We also have Senior Leaders too !

The price to join the community is only £7.99 per person per month and if you'd like to find out more then please just email me at [martin@getoutofwrap.com](mailto:martin@getoutofwrap.com)

