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Letter from the Editor



What is your super power? Interesting question to ponder, especially as a busy, multitasking, profession female. Women have many, many superpowers: perseverance, tenacity, patience, and many other attributes that are as varied as we are as individuals.

Adrian Jacobs has written a very entertaining and interesting article about her superpower: the ability to recall in detail movie trivia. She shares how this assists her in her leadership role as a partner at a law firm. She uses this skill to bond with her colleagues and to minimize tension and conflict at the office. It inspired me to think about using my own personal interests in creative ways, such as sharing them with others so I can present more of my authentic self to others. I hope you enjoy this article as much as I did.

Kyle Harrington offers a different take on super powers as he extols the benefits of "soft strengths." A former supervisor told him that he was "...a real mother hen." At the time, he wondered whether he should be offended, but ultimately determined that leading with empathy was a personal power and a soft strength. He elevates qualities like empathy and emotional intelligence to a level like traditional traits like decisiveness, authority and strategic thinking, with a people first approach to leadership, which I try to emulate with our team, and which I find to be effective.

Julia Keys shares her wonderful superpower of intuition, which she recognized as a gift as a child. She sees that her intuition has usually been correct, such as understanding how another person was feeling. She describes what intuition is and provides examples to which we can all relate. This power really comes down to trusting your instincts, and you can work to better develop your intuition with Julia's suggestions.

So, again, what is your super power and how does it benefit you and others in your life? Perhaps you can share an article about yours in a future WILLEd!

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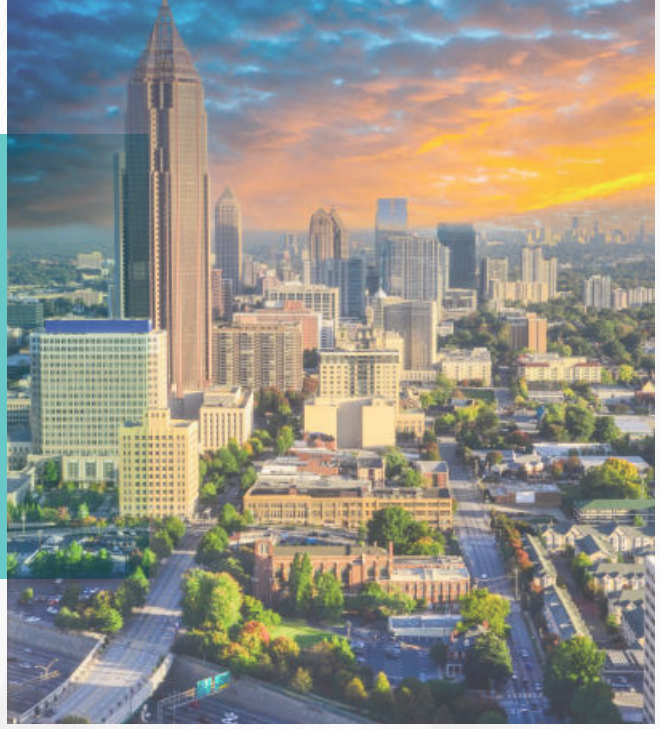
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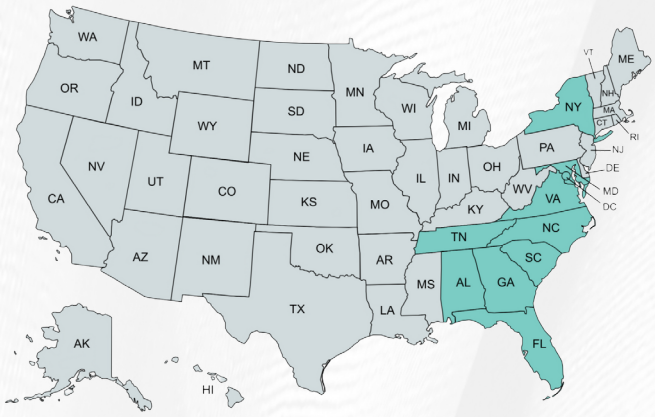
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MY SUPERPOWER

THE POWER OF INTUITION



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FROM THE TIME I can remember as a child, I have always felt a strong inclination towards "gut feelings" or "knowing" something based on a particular circumstance or scenario with which I was faced. These scenarios had the ability to act as a guide in difficult or unsafe situations, whereby my body and mind would instinctively alert me to something right or wrong that I was doing or someone around me was doing. I also experienced sensing kindness or fear in another person's body language or facial expressions. As an adolescent, I never truly understood why I felt that way, rather, I simply regarded it as a "hunch."

Looking back on the timeline of my life and recalling these situations, my intuition was usually correct. Whether or not I always chose to follow that intuition versus choosing to ignore those gut feelings is another story altogether (smile). That said, with time and experience comes knowledge, which fueled even more trust in my intuition and hugely impacted my confidence level. Learning to read a room or a person for example, is truly a gift that allows you to be mindful of your approach, your audience and your level of empathy and understanding for others, outside of yourself. In addition, as you learn lessons along the way and become aware of this gift, you may very well make mistakes and even process outcomes that you wish you had recognized earlier. By doing so, you create space for optimal future vision and instinctual recognition, the next time around, enhancing this superpower.

WHAT EXACTLY IS INTUITION?

Intuition is the ability to understand something instinctively, without the need for conscious reasoning. This can be a powerful asset in both personal and professional settings and relationships. While logical thinking and analysis are essential, intuition helps fill in the gaps where data is incomplete, time is limited, or human emotions play a role.

A prime example of utilizing your intuition in a variety of scenarios could be when you are walking down a street, and directions instruct you to turn down a very unlit, dark alley. You may notice that others are avoiding this alley, and there is no passage of people. You may not be able to see clearly beyond a certain point, and you feel an overwhelming sense of fear or anxiety as your body alerts you to the fact that this doesn't feel "safe."

Another example of intuition is when you are taking a test. According to researchers, studies show that three out of four college students believe that changing their answers on a test lowers their grade and overall test score. In fact, most teachers recommend that students keep their initial answers. Why is this? The reason for this phenomenon is that your "gut instinct" or "intuition" is acting as a guide based on what you have learned, memorized, or rehearsed. Your gut instinct is typically right!

While understanding intuition offers a considerable challenge for science, broadly speaking, it involves "learned responses that are not the outcome of a deliberate process" (Hogarth, 2010). While intuition is not strictly logical, it results from deep-seated knowledge and experiences, making the process feel natural, almost instinctual. Though intuition occurs in our day-to-day life, it is sometimes most apparent in the decisions of experts. A specialist draws on years of experience held in an unconscious framework to make fast, high-quality decisions.



HOW INTUITION BENEFITS DIFFERENT ASPECTS OF LIFE

1. DECISION-MAKING

Intuition acts as an internal guide, allowing individuals to make swift and confident choices. In both business and personal matters, decision-making often involves uncertainty, and intuition helps process subtle cues that logic alone might overlook.

- *In Business:* Leaders and entrepreneurs frequently rely on intuition when analyzing market trends, hiring employees, or launching new products. Sometimes, past experiences, subconscious pattern recognition, and emotional intelligence come together to guide a decision that logic cannot fully justify.

- *In Personal Life:* Whether choosing a partner, deciding on a career change, or making a life-altering move, intuition helps individuals trust their instincts about what feels right, even in the absence of concrete evidence.

2. PROBLEM-SOLVING

Intuition complements analytical problem-solving by enabling creative thinking and quick adaptability.

- *In Business:* When confronted with complex issues, an intuitive thinker can often arrive at innovative solutions by recognizing patterns, trends, or underlying motivations. This is particularly useful in crisis management, negotiations, and innovation.

- *In Personal Life:* Intuition helps resolve conflicts, navigate difficult conversations, and determine the best course of action when faced with personal dilemmas. It enables individuals to read between the lines and understand the emotions and intentions of others.

3. SOCIAL INTERACTION AND EMOTIONAL INTELLIGENCE

People with strong intuition tend to be more empathetic and socially aware. They can sense emotions, motivations, and unspoken cues in conversations, enhancing their ability to connect with others.

- *In Business:* Intuitive professionals can read the room, anticipate objections, and adjust their communication style accordingly. This



Learning to read a room or a person for example, is truly a gift that allows you to be mindful of your approach, your audience and your level of empathy and understanding for others, outside of yourself.

skill is particularly valuable in leadership, sales, negotiations, and team management.

- *In Personal Life:* Intuition allows individuals to detect mood shifts in loved ones, understand their unspoken needs, and provide support without them having to ask. This strengthens bonds and builds trust in relationships.

4. MAINTAINING AND STRENGTHENING RELATIONSHIPS

Intuition plays a crucial role in fostering long-term personal and professional relationships by helping individuals recognize compatibility, trustworthiness, and emotional needs.

- *In Business:* Networking, mentorship, and client relationships thrive when one can intuitively sense the needs and expectations of others. This helps build rapport and make strategic connections.

- *In Personal Life:* Intuition helps individuals recognize when relationships need attention, when to offer support, or when to establish boundaries. It also helps detect dishonesty or hidden tensions, allowing for proactive resolution of issues.

TRUSTING YOUR INTUITION IN LEADERSHIP AND BUSINESS

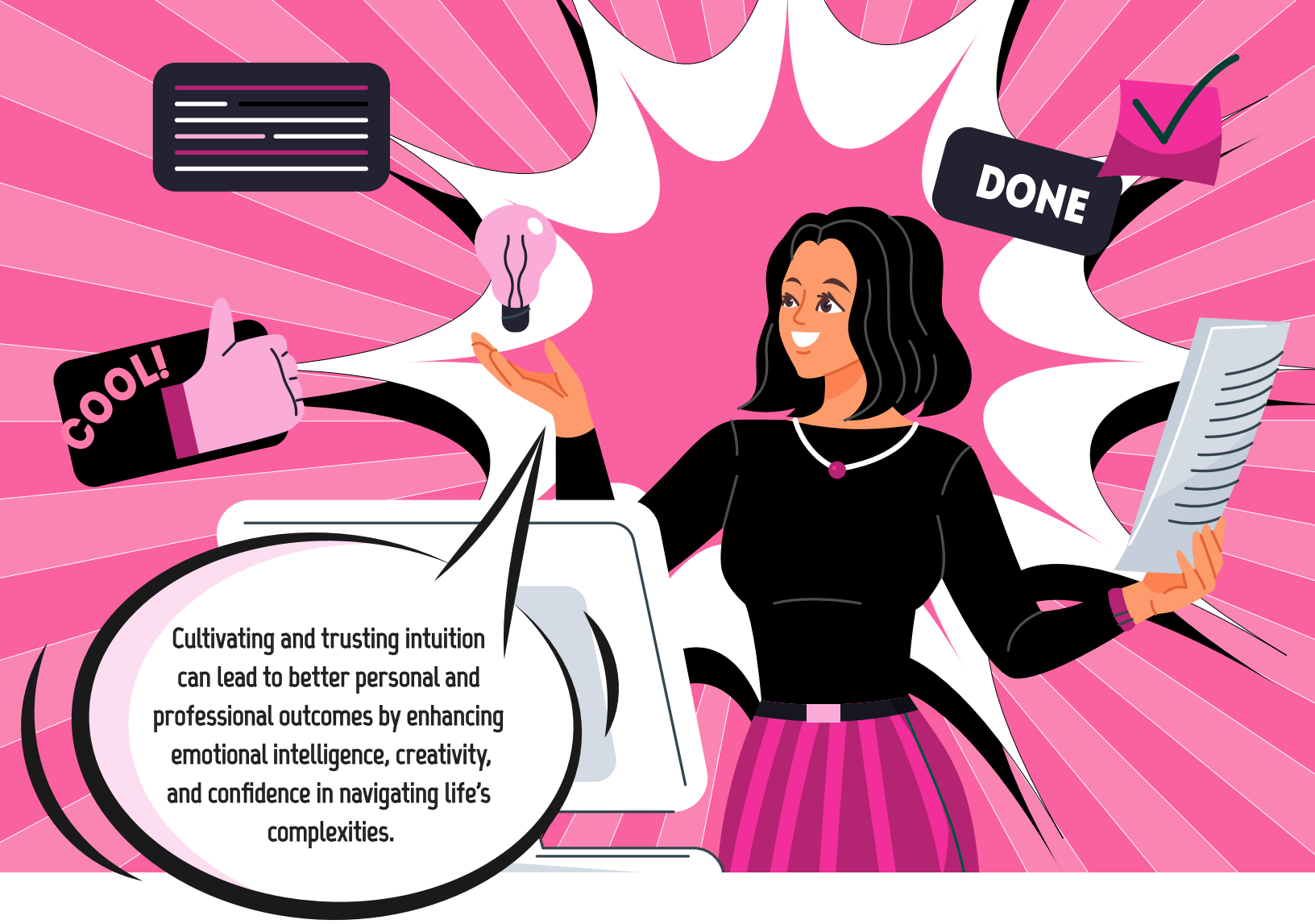
The following insights come from the former president of Lenovo, William Amelio. Interestingly, he encourages others to trust themselves at every focal point of importance in running a company:

STRATEGIC:

- Focus on a few crucial decisions.

- A decision is better than no decision, but do not let it run too far if it is not working.

- *Trust your intuition.*



PEOPLE:

- Communicate big decisions regularly and frequently.
- Don't tolerate jerks.
- Build a team you can trust.
- *Trust your intuition*.

SELF:

- Get feedback early and regularly, and act on it.
- Earn others' trust and confidence.
- Gain credibility by showing your vulnerabilities.
- You have strengths; use them.
- *Trust your intuition*.

In closing, I personally refer to intuition as my superpower because it is truly a game-changer. While intuition should not replace critical thinking and data-driven analysis, it serves as an essential tool for decision-making, problem-solving, social interactions, and relationship management. Cultivating and trusting intuition can lead to better personal and professional outcomes by enhancing emotional intelligence, creativity, and confidence in navigating life's complexities. It has certainly been a guide for mine. You can refer to this as your inner voice, inner guidance, uncanny knowledge, instinct, gut feeling, sixth sense, or hunch. In the end, sometimes, all you must do is look within and trust yourself with the answers you find. W

LEANING INTO SOFT STRENGTHS

THE SECRET TO A HEALTHY, HAPPY TEAM

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"You're a real mother hen," my boss told me.

At the time, I was managing a team of student workers in the public relations and marketing department of a small college. They were juggling more than just job responsibilities—they were navigating school stress, relationships, family challenges, and big life transitions.



My job wasn't just about making sure they got their work done. It was about understanding what motivated them, supporting them through challenges, and creating an environment where they felt valued as people.

I found that when I led with empathy—when I truly cared about their well-being—they showed up stronger. They were more engaged, productive, and committed to the work.

But in that moment, being called a "mother hen" didn't feel like a compliment. Instead, I wondered if I wasn't "tough" enough to be a boss—if real leaders were supposed to be more detached, focused on the work rather than the people doing it. For a long time, I worried that my natural leadership style—rooted in connection, care, and intuition—wasn't the right one.

Now, 15 years later and in another leadership role, I realize that I wasn't leading wrong—I was leading right. The traits I once doubted—my ability to listen, to support, to lead with emotional intelligence—weren't weaknesses. They were my greatest strengths.

I prefer to think of "soft skills" as soft strengths. Because let's be honest—there's nothing soft about them. Being empathetic isn't easy. Listening, coaching, fostering trust—these things take skill, patience, and intention. And they are the key to building a healthy, happy, and high-performing team.

SOFT STRENGTHS ARE LEADERSHIP STRENGTHS

Leadership has long been associated with traits like decisiveness, authority, and strategic thinking—while qualities like empathy and emotional in-



telligence have been dismissed as secondary, or worse, as weaknesses. Research tells us otherwise. A *Harvard Business Review* study[1] found that the most effective leaders score high in emotional intelligence, and companies with emotionally intelligent leaders tend to outperform those with more traditional, top-down leadership styles.

Soft strengths are not "extra" leadership traits—they are foundational. A leader who can't communicate effectively, understand team dynamics, or support their employees in meaningful ways will struggle, no matter how technically skilled they are.

THE PEOPLE-FIRST APPROACH TO LEADERSHIP

What does it mean to be a people-first leader? It means prioritizing the well-being and development of your team, not just their output. It's about leading with humanity, not just authority. And while this may seem time-consuming or even indulgent, the reality is that it drives better results.

Teams led by empathetic, emotionally intelligent managers are more engaged, more innovative, and more likely to stick around. In fact, a 2021 Catalyst study[2] found that 76% of employees with empathetic leaders report being engaged in their work, compared to just 32% under less empathetic leadership.

Employees who feel psychologically safe—who know they can speak up, share ideas, and even make mistakes without fear of harsh repercussions—are more creative and productive. When people feel cared for, they bring their best selves to work.

HOW TO BUILD A HEALTHY, HAPPY TEAM

1

MAKE TIME FOR MEANINGFUL ONE-ON-ONES

Regular check-ins should go beyond status updates. Use this time to understand how your team members are really doing. Ask:

- What's something you're excited about right now, personally or professionally?
- What's something you're struggling with?
- Is there anything I can do to make your work easier—whether that's removing roadblocks, providing resources, or adjusting priorities?

I prefer to think of **"SOFT SKILLS"** as soft strengths. Because let's be honest—there's nothing soft about them. Being empathetic isn't easy. Listening, coaching, fostering trust—these things take skill, patience, and intention. And they are the key to building a healthy, happy, and high-performing team.



When employees know their manager genuinely cares, they're more likely to communicate openly, preventing burnout and disengagement.

2

RECOGNIZE AND ADDRESS STRESS SIGNALS

A good leader notices when something seems off. Maybe a usually high-energy employee seems withdrawn, or someone who's typically reliable starts missing deadlines. Don't assume they're slacking—check in instead.

Approach the conversation with curiosity and care. A simple "I could be reading this wrong, but I've noticed you seem overwhelmed lately. Do you want to talk about what's going on?" can go a long way.

3

SET CLEAR EXPECTATIONS WITH COMPASSION

Empathy doesn't mean avoiding tough conversations—it means handling them with care. When expectations aren't being met, address the issue directly but with understanding, fostering accountability *and* trust.

- Instead of: "You've been missing deadlines. You need to do better."
- Try: "I've noticed you've been struggling to meet deadlines lately. Is there something going on that's making it harder to stay on track? Let's figure out a way to get ahead of this."



4

SUPPORT WORK-LIFE BALANCE (AND MODEL IT YOURSELF)

Many leaders say they support work-life balance, but their actions tell a different story. If you're answering emails at midnight, your team will feel pressured to do the same. If you never take time off, they'll hesitate to use their PTO. Set a healthy example by prioritizing balance yourself.

Encourage flexibility when possible, respect boundaries, and remind your team that rest is not a luxury—it's essential for long-term success.

5

CELEBRATE WINS—BIG AND SMALL

Recognition is one of the simplest yet most powerful tools in a leader's toolkit. A genuine "thank you" or "great job" can have a huge impact on morale. Make it a habit to acknowledge contributions, whether it's in a team meeting, a quick Slack message, or a handwritten note.

Public recognition matters too—it helps leadership and teammates see great work. Consider creating a Wins Channel in Teams or Slack where team members can highlight each other's successes, from major milestones to small moments of teamwork.

And don't just celebrate work achievements—recognizing personal milestones (a birthday, graduation, or new home) shows that you see employees as whole people, not just workers.

6

CREATE A CULTURE OF OPEN COMMUNICATION

The best leaders foster environments where employees feel safe to share ideas, voice concerns, and provide feedback. This means:

- Encouraging questions and curiosity



- Creating opportunities for anonymous feedback

- Addressing issues transparently, rather than sweeping them under the rug

A workplace where people feel heard and respected is a workplace where they'll want to stay and grow.

THE FUTURE OF LEADERSHIP IS HUMAN-CENTERED

The old-school model of leadership—where authority and efficiency were prized above all else—isn't just fading; it's outdated and counterproductive. The future belongs to leaders who understand that people aren't robots; they're complex, emotional beings who thrive in environments where they feel valued and supported.

Leaning into soft strengths isn't just the "nice" thing to do—it's the *smart* thing to do. Teams led with empathy, emotional intelligence, and genuine care perform better, stay longer, and bring more passion to their work.

So if you've ever been told you're "too nice" or "too nurturing" to lead, know this: Your ability to connect with people is your superpower. And it's exactly what today's workplaces need more of.

So lean in. Trust your instincts. Lead with care. Because when you do, you won't just build a better team—you'll build a better workplace. a

CITATIONS

Harvard Business Review on Emotional Intelligence and Leadership Effectiveness
Catalyst Study on Empathetic Leadership and Employee Engagement

Harnessing the Power of Useless



Trivia in Legal Leadership

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WE ALL HAVE OUR PERCEIVED "superpowers" - quirks that make us unique. My superpower might not sound like one you would expect from someone in the legal field. I often find that leadership involves more than just legal expertise, strategy, or even the ability to navigate complex client relationships. It's about creating connections, fostering a collaborative atmosphere, and sometimes—perhaps most surprisingly—engaging in something completely unrelated to law: movie trivia.

Yes, you read that correctly. My "superpower" is an uncanny ability to recall seemingly useless movie trivia. I am the person who can recite entire scenes from The Princess Bride or identify an actor sitting across from you in an airport (no matter how minor the role). While this seemingly trivial knowledge helps me build rapport with colleagues, it also enables me to establish unique bonds with clients and shapes my leadership style.

A LESSON IN CONNECTION AND TEAM BUILDING

At first glance, it may seem like knowing which actor starred in a 1980s rom-com would have little bearing on being an effective lawyer, much less leading a firm. However, this "useless" knowledge is anything but "useless". First, it serves as a way to break the ice, especially in high-pressure situations where emo-



tions are running high. Additionally, it provides a common anchor point for conversation and relatability. In a fast-paced work environment, I find humor and relatability are essential in fostering an environment of camaraderie and trust, both with clients and among colleagues.

The legal industry, especially for those in leadership positions, can be intense, and women in the field often face additional challenges. In my role as a partner in a primarily female-led law firm, where there is a high degree of collaboration and shared understanding of challenges, I can attest that knowing how to break the ice is invaluable. Movie trivia or random quotes, though lighthearted, can change conversations, often at just the right moment, allowing for bonding and easing tense moments. Whether it's discussing how Legally Blonde shattered stereotypes about women in law or delving into The Devil Wears Prada's portrayal of the fashion industry, these small connections help build stronger relationships within the firm and with our clients.

As leaders, our teams rely upon us to manage high-stress situations with grace, and possessing a sense of humor is vital. By injecting movie trivia into a conversation, I find that I can ease tension, shift moods, and lighten moments of controversy. Whether it's referencing A Few Good Men or quoting The



Goonies to remind my team about the importance of loyalty and strategy, these pop culture references can reframe a situation, enable connections among the team, and allow us to advance from a common point of understanding. When someone on our Team becomes discouraged and muses about giving up, I always say, "Don't say that. Never say that. Goonies never say die!" Those lines always give us a quick laugh, reminding us of the importance of balance and not taking ourselves too seriously and, in doing so, we persevere and move forward together.

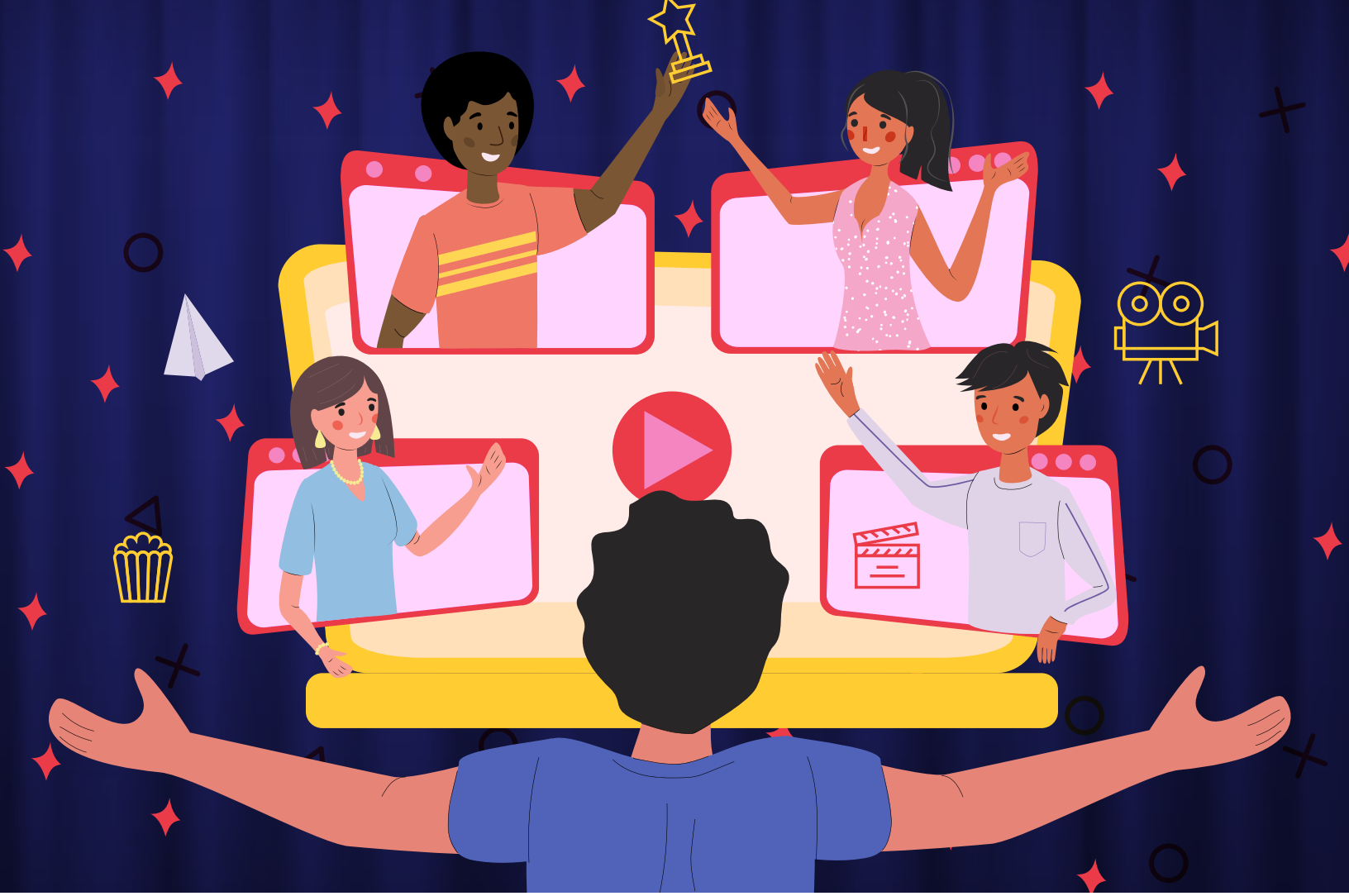
BUILDING RELATIONSHIPS WITH CLIENTS

Law is ultimately about people. Whether you are drafting a contract or arguing a case in court, establishing strong relationships with clients is paramount. Clients often seek more than just legal counsel; they want to work with someone they trust, someone with whom they feel comfortable.

My "useless" movie knowledge has proven to be a fun and unexpected way to bond with clients. Sharing a fun movie tidbit during a long meeting or referencing a film that aligns with a client's interests can be the perfect icebreaker, making the conversation feel more human and less transactional. This lighthearted connection helps me build rapport in a way that formalities and legal jargon never could. Clients see me not only as a professional but as a person with personality. And that makes a significant difference in building trust, which, as any lawyer will tell you, is the foundation of any successful client relationship.

LEADING WITH AUTHENTICITY

Ultimately, the value of my movie trivia "super-



power" is its role in shaping my leadership style. As a female partner in a primarily female-led law firm, I am a firm believer that authenticity is key. I believe in bringing my whole self to work – including my quirks and my interests – and using them to foster a positive and collaborative environment. By embracing a leadership style that is equal parts professional and personable, I encourage my team to bring their full selves to the workplace—something that is not always easy in a male-dominated industry.

My knowledge of movie trivia is just one tool in my leadership toolbox, but it shows my team that it is okay to be multifaceted and vulnerable. One does not have to check their personality at the door to be a successful leader. Rather, you should strive to be as genuine as possible and use the strengths you have, however unconventional they may be, to connect with others, build trust, and lead effectively. In a firm like ours, where women are not only leading the charge but also empowering one another, I have learned that success is not just about legal knowledge; it is about being both genuine and relatable.

CONCLUSION

So, the next time your find yourself in a conversation about the best movie quotes or whether Lt. Kaffee could actually "handle the truth" from Col. Jessep, do not dismiss it as "useless trivia." You never know – that seemingly trivial piece of knowledge could be the key to building a strong relationship, solving a problem, or lightening the mood in a high-stakes moment. My "superpower" has shaped the way I connect with clients, collaborate with colleagues, and lead our firm. In the end, it is not the movie trivia itself that makes it valuable – it's how we use it to inspire collaboration, build resilience, and bring authenticity into everything we do. a

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