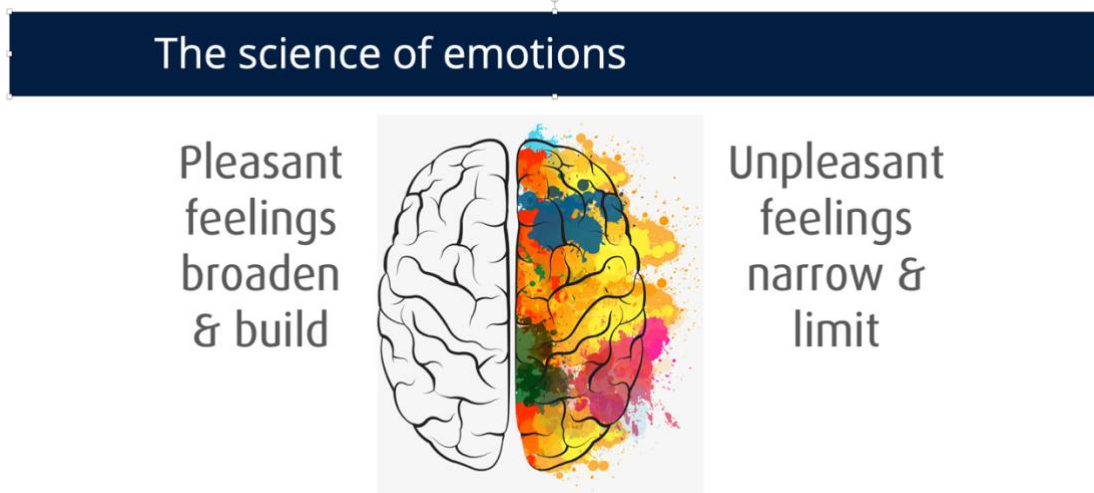# Leading remotely webinar

NSW Department of Education School Leadership Institute in partnership with Genos International Pty Ltd

education.nsw.gov.au/teaching-and-learning/school-leadership-institute

Tools and Techniques for Leading a Remote Team

The Science of Emotions

- Pleasant Feelings Broaden and Build
- Unpleasant Feelings Narrow and Limit

In times of rapid change, deep uncertainty and where people feel a loss of control leaders are uniquely placed to work with their team members one-to-one with the aim of creating positive emotions for them.

Tips for 'What'

- Clarity is the antidote to uncertainty
- Check-in when you have decisions to make
- Take into account the individual and their context
- Provide structure through meeting agendas and timeframe for actions

Tips for 'How'

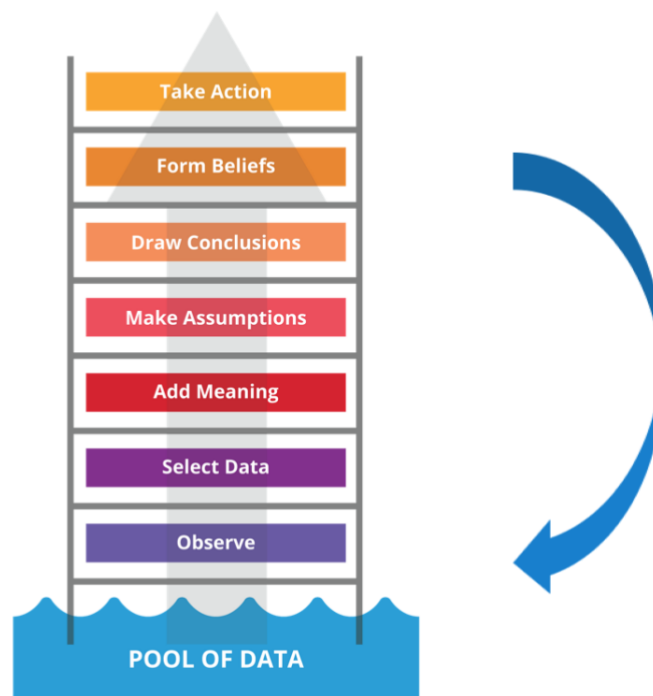- Allow room for team members to download
- Be appropriately vulnerable

Power of Vulnerability – Brene Brown

https://www.youtube.com/watch?v=iCvmsMzlF7oThe

- Encourage social integration between staff
- Support needs based work (see tips for working with different personality types)

The Ladder of Inference

THE LADDER OF INFERENCE

Take Action

Form Beliefs

Draw Conclusions

Make Assumptions

Add Meaning

Select Data

Observe

POOL OF DATA

Tips for Navigating the Ladder

- Recognise that we all climb ladders
- Explore your team member's thinking and assumptions
- Explain your thinking and assumptions
- Listen with intent to understand
- Take a coaching approach to your conversations
- Look for opportunities to offer clarity and certainty

Working with Different Personality Types

High Need for Control

Self Confident **Fast Paced** **Sense of Urgency** **Task Oriented** **Competitive** **Practical**	**Talkative** **Enthusiastic** **Persuasive** **People Oriented** **Animated** **Emotional**
Accurate **Serious** **Orderly** **Sensitive** **Cautious** **Perfectionist**	**Calm** **Supportive** **Reserved** **Agreeable** **Dependable** **Procedural**

Low need for Affiliation

High need for Affiliation

Low Need for Control

MY TEAM – MY ACTIONS

- Identify the styles across your team

- Encourage needs based work across the team

- Identify actions you are going to take on a person by person basis

Supporting your Team Work Productively From Home

Unplugging through Setting Boundaries

Encourage team to:

- Set boundaries
- Take regular breaks
- Communicate their working hours (or times when they can and cannot be distracted or contacted)
- Discuss with you their preferred ways of working
- Taking breaks and detaching from work

Managing Distractions

Encourage team to:

- Identify the distractions they can control and manage them
- Accept that some distractions will be part of their new WFH world
- Be more intentional (even for very small tasks)
- Write down the things they want to achieve
- Log-out of social media for chunks of the day

Keeping Your Team Motivated

Encourage team to:

- Establish new routines
- Take breaks during their working day
- Engage in well-being based activities

Communication

Encourage team to:

- Bring focus to their conversations
- Talk clearly to be understood, and listen with intent to understand
- Talk with you about the direction they need from you and how often
- Set up 'Buddy calls' with other WFH colleagues