

How critical is emotional intelligence for leading remote teams?

KEY TAKEAWAYS



Values are the backbone
of what holds us together
as a team.



How critical is Emotional Intelligence for leading remote teams? #Facet5Live

Critical skills for leading remote or hybrid teams.

Super Skill 1 - Sharing goals and values (Clarity, Motivation, Agreement, Understanding)

Share goals and values at an individual level – and as a team.
Make values 'Real' - something people feel they have contributed to in some way.
And built together in some way. But also feel a strong association with.

Goals are important. The speed of things has been accelerated over the years.
They can evolve. They can change. But they need to be clear.

Beyond the agreement there needs to be a strong understanding of how the goals can be achieved.
This understanding may vary. Focus on the goal, and less so on how someone gets there.

As a leader: Be there for people if they get stuck or have difficulties. Above all, it's understanding that people reach goals in different ways. There're different ways of working.



Super Skill 2 - Coordination

(Work planning, Process, Roles, Task distribution, Technology)

When you work together as a remote team, technology becomes the glue between communication.

Through technology, remain efficient and co-ordinated.
And have a process that is not heavy or tedious.

As a leader: we need to be relatively flexible and agile about allowing people in a team to define the process that works for them.



Give people recognition.
No matter how small.



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Super Skill 3 - Team Spirit

(Buddy Support, Team Building, Encouragement, Recognition, Involvement)

There is an element of loneliness, a solitary feeling, working remotely, from home. Being part of something bigger, or part of a team, becomes more important.

It's important to define face-to-face time, and dedicated team sessions, gratitude sessions, appreciation sessions. To build team spirit and to build a sense of belonging as part of a team.

Have small moments of informal time together e.g. having a small lunch together and not having work as a topic.

As a leader: Not everything needs to be shaped and centralised by the leader of the team. Setting people up to work in buddy pairs, for example. Leaders pulling themselves out of the team, helps the team build their own relationship. So, it learns to function on its own.



Super Skill 4 - Attention to results
(Standards, Performance, Feedback, Challenge)

Results always remain important.

Let go of the how to. The details. And dictating how things could/should be done. Because there are many different ways to get to where you're going.

Pay attention to the end result. Not necessarily the road that was taken to get there.
Be prepared to step in if help is required. To undo knots or blockages in the system.
But trust the process.



Adaptability & Agility.

Set goals.

Take whichever road necessary.

- Trust the process.



Super Skill 5 - Adaptability

(Learning agility, Problem resolution, Proactivity, Experimentation)

Agility and adaptability required in the way we learn together - how we solve problems.
Be open to experimentation.



Magic Skill 1 - Self-awareness
(Feelings, Energy, Radiation)

Be aware of where we are on the scale of feelings and emotions.
We owe that to ourselves. We owe that to our team.

We are accountable for radiating as much positivity as possible – because we have people dependent on that to be able to do the same things with their teams.

The little moments and windows of opportunity we have in virtual meetings will radiate whatever we are feeling in that moment.

No ones expects superman or superwomen or super anything – it's a magic skill.



Magic Skill 2 - Awareness of others (Coping with remote conditions, Mental state, Routines and Rituals)

Leaders deal with employee emotions: tears, super stressed out, people really suffering, health issues, separations.

In that moment leaders need to be very aware of what other people are coping with. And very aware how that may impact their levels of ability to participate, to encourage, to give, to be motivated. Because they are not in the right space that they need to be in

An effective EI leader has all cameras on at some point of the virtual meeting. Engage with people face-to-face. If you're responsible and accountable for a team you owe it to them to be looking into their eyes. And watching the non verbal behaviour as much as listening.

Routines and rituals – global and cultural differences. It doesn't matter who you are talking to – no matter where they are in the world. You have to be talking to them with cultural glasses on. Awareness goes beyond just EI awareness. It's cultural intelligence as well.



Magic Skill 3 - Authenticity (Safe place, Whole self, Trust)

If you are able to share frustrations you feel - without it becoming a moaning session – which is factual, honest and open, you are showing your whole self.

If as a leader you do that. Your team will do that.

You need to be a leader who has relatively low levels of self orientation when you are leading global meetings. Lead from the back.

As a leader, it's all about building trust. Think how you can create intimacy with the people you're connecting with. A little message of thanks for example.

Think about how you share generously the moment of intimacy with as many people as you can cover within the team meetings.



Magic Skill 4 - Communication and decisions (Facts & Feelings, Sharing, Consulting, Protecting)

With leading remote and hybrid teams in mind. Team can be feeling stressed.
Overworked. Under pressure. Feeling bad.

Consult with your team. With the clear understanding that it's ok if we say 'no'.

Always saying 'Yes'? Then you might find yourselves in the situation that actually
you're going to regret. And might damage something in the process.

Communication and communication decisions.
Consider balance in your decision making process. And sharing that.
What are facts and what are feelings and emotions of people.
And what we might damage if we don't consider both elements.



Magic Skill 5 - Resilience
(Well-being, balance, Professional and personal)

As a leader, look out for your own well-being.
So we have the stretch and the bandwidth to also take care of others.

Staying in balance from a professional and a personal perspective
is very important. Because that allows us to be in a
resilient state to then coach and encourage other people
to do exactly the same thing.



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