SUCCESSFULLY
LEADING
REMOTE TEAMS

TRUST

Lead from the front
Show Vulnerability &
Authenticity
Foster a Culture of Positive
Intent

CONNECTION

Encourage Collaboration & Team Rituals
Share Power
Communicate Clearly & Succinctly
Use a Range of Communication Styles
Listen Actively & Empathetically

ACCOUNTABILITY

Promote Autonomy
Measure Outputs
Clarity of Expectations
Show Appreciation
Recognise Contributions

Conscious Potential Ltd
Creating space to develop potential

How to Successfully Lead Remote Teams
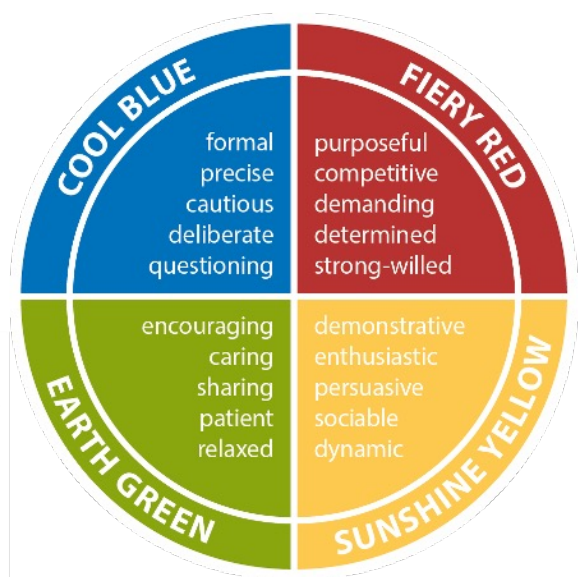# Using Insights Discovery

In our recent 'How to Successfully Lead Remote Teams' articles, we introduced you to the 3 core elements: Trust, Connection and Accountability.

In this next series of articles we will be exploring how to use some of the existing tools you have in your toolkit. We will kick off with the Insights Discovery profile ...

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Recognise Contributions

The Insights Discovery profile is a great tool to support leaders in exploring their personal leadership style and unique value.

By building on the foundational four-colour model it helps leaders to explore their leadership style and impact and is perfect for enhancing your impact when leading remote teams.

COOL BLUE
formal
precise
cautious
deliberate
questioning

FIERY RED
purposeful
competitive
demanding
determined
strong-willed

EARTH GREEN
encouraging
caring
sharing
patient
relaxed

SUNSHINE YELLOW
demonstrative
enthusiastic
persuasive
sociable
dynamic

What Makes a Great Virtual Leader?

The 'Four Manifestations of Leadership'

Centred Leadership

The leader who is centred and grounded in the here and now, demonstrates authenticity and integrity, born of self-knowledge, the nurturing of self-worth and a clear sense of purpose.

Visionary Leadership

The leader who envisions possibilities, applies creative foresight to generate options and be a pioneer, and evokes an enthusiastic following through the inspirational communication of a vision.

Relationship Leadership

The leader who fosters relationships, creates community, and cultivates collaboration to release the potential of individuals and groups.

Results Leadership

The leader who produces results, gets things done, and sustains commitment throughout a process of initiation, delivery and completion.

How do the Colour Energies Manifest?

We can here the 'The Four Manifestations of Leadership' on the Insights wheel along with typical behaviours we might see and experience.

Challenging
constructively
Determining direction
Delivering key results
Initiating key actions

Evaluating critical
processes
Ensuring consistency
and reliability
Establishing strategic
principles
Honouring and applying
personal and collective
wisdom

Establishing effective
relationships
Visioning new possibilities
Injecting energy
and optimism
Inspiring and motivating

Nurturing growth
Establishing trust
Serving others
Demonstrating loyalty and
commitment

ACTIVITY: What's my Virtual Leadership Style?

Look at the wheel above and capture:

- Which style do you feel you demonstrate?

- What behaviours are you using that work for you leading remotely just now?

- Which style are you not using?

- Of the style you are not using, which behaviours do you need to demonstrate to increase your remotely leadership impact?

How Powerful are you as a Virtual Leader?

ACTIVITY: How Powerful am I as a Virtual Leader?

Take a moment to plot yourself on the line and capture:

- What do you need to 'dial up' in your leadership behaviours to increase your impact?

- What might you need to 'dial up'?

- Is there anything you need to stop doing?

- What actions will you now take?
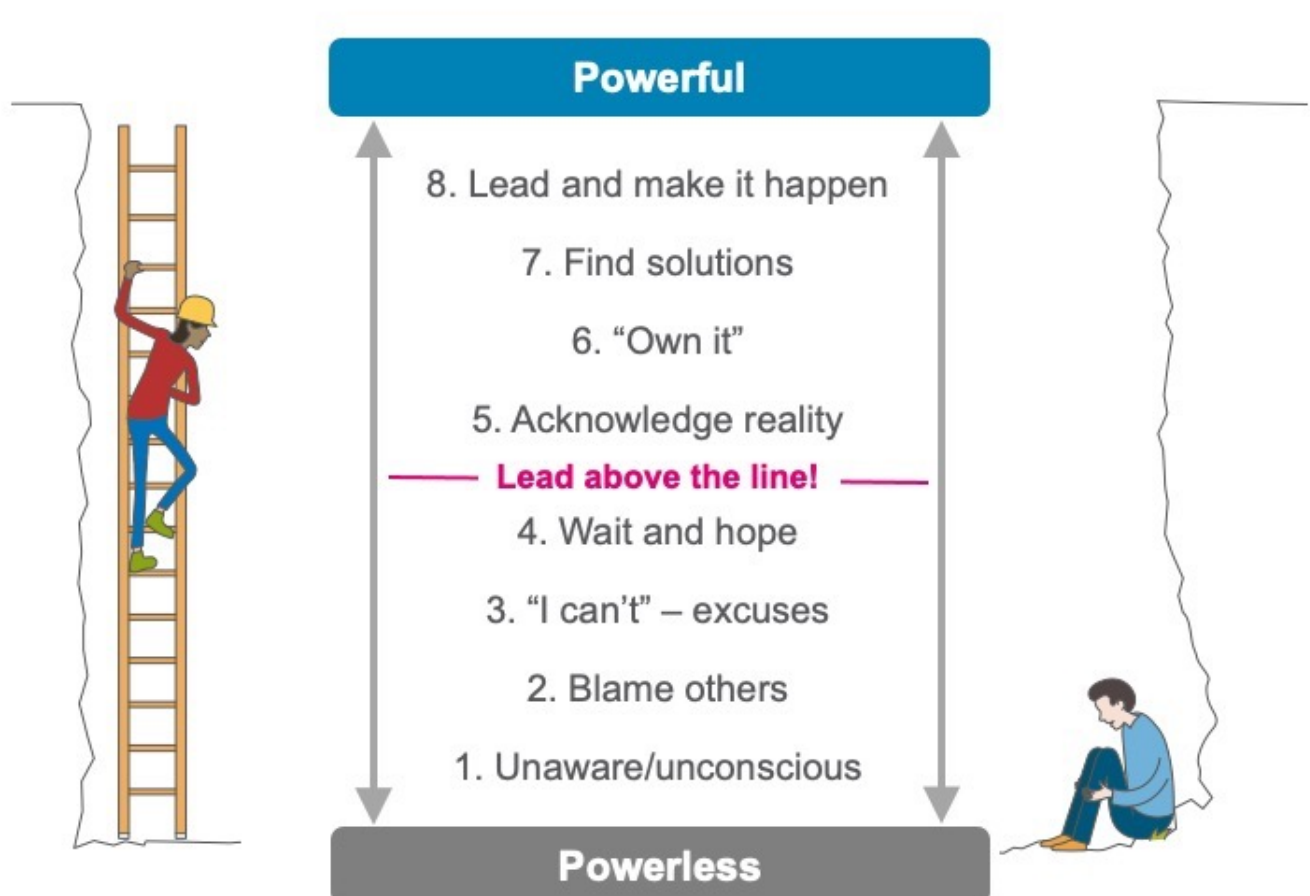
Find more practical tips on how to enhance your power as a Great Virtual Leader on the following pages

Bringing Cool Blue energy through your leadership

Smaller and more frequent check-in meetings with each of your people.

Regular daily stand-ups with the team where there is equal air time to share focus.

Bring structure in chaotic environments.

Honouring and applying personal and collective wisdom

Establishing strategic principles

Evaluating critical processes

COOL BLUE

formal
precise
cautious
deliberate
questioning

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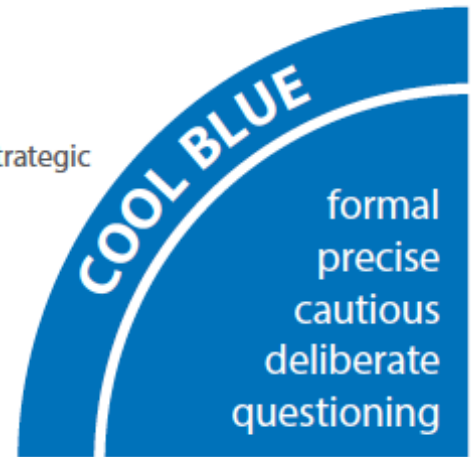
Bringing Earth Green energy through your leadership

Show care and support for the unprecedented situations your people are experiencing in working from home.

Encourage, empower and coach each day. Trust in your people.

Invest more time in listening to the challenges your people are facing.

Serving others

Nurturing growth

EARTH GREEN

encouraging
caring
sharing
patient
relaxed

Establishing trust

www.insights.com

Bringing **Fiery Red** energy through your leadership

Set rhythm and pace where your people are focused on top priorities and key deliverables for that day.

Much shorter and more punchy meetings addressing issues and blockers.

Highlight small achievements and create forward momentum.

Challenging constructively

FIERY RED

purposeful
competitive
demanding
determined
strong-willed

Delivering key results

Initiating key actions

Bringing **Sunshine Yellow** energy through your leadership

Creating a relaxed and fun environment.

Embracing the new situation, being playful and agile to the changing circumstances.

Explore new ways to connect and collaborate as a team through different technologies.

Visioning new possibilities

demonstrative
enthusiastic
persuasive
sociable
dynamic

SUNSHINE YELLOW
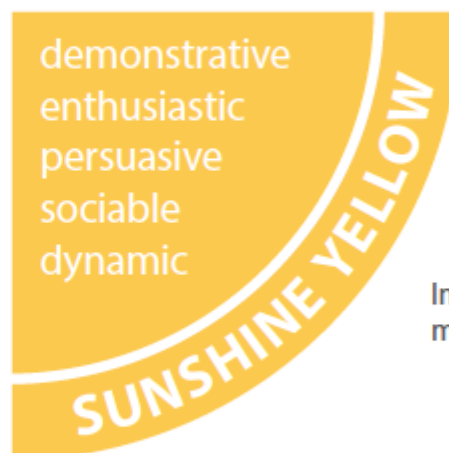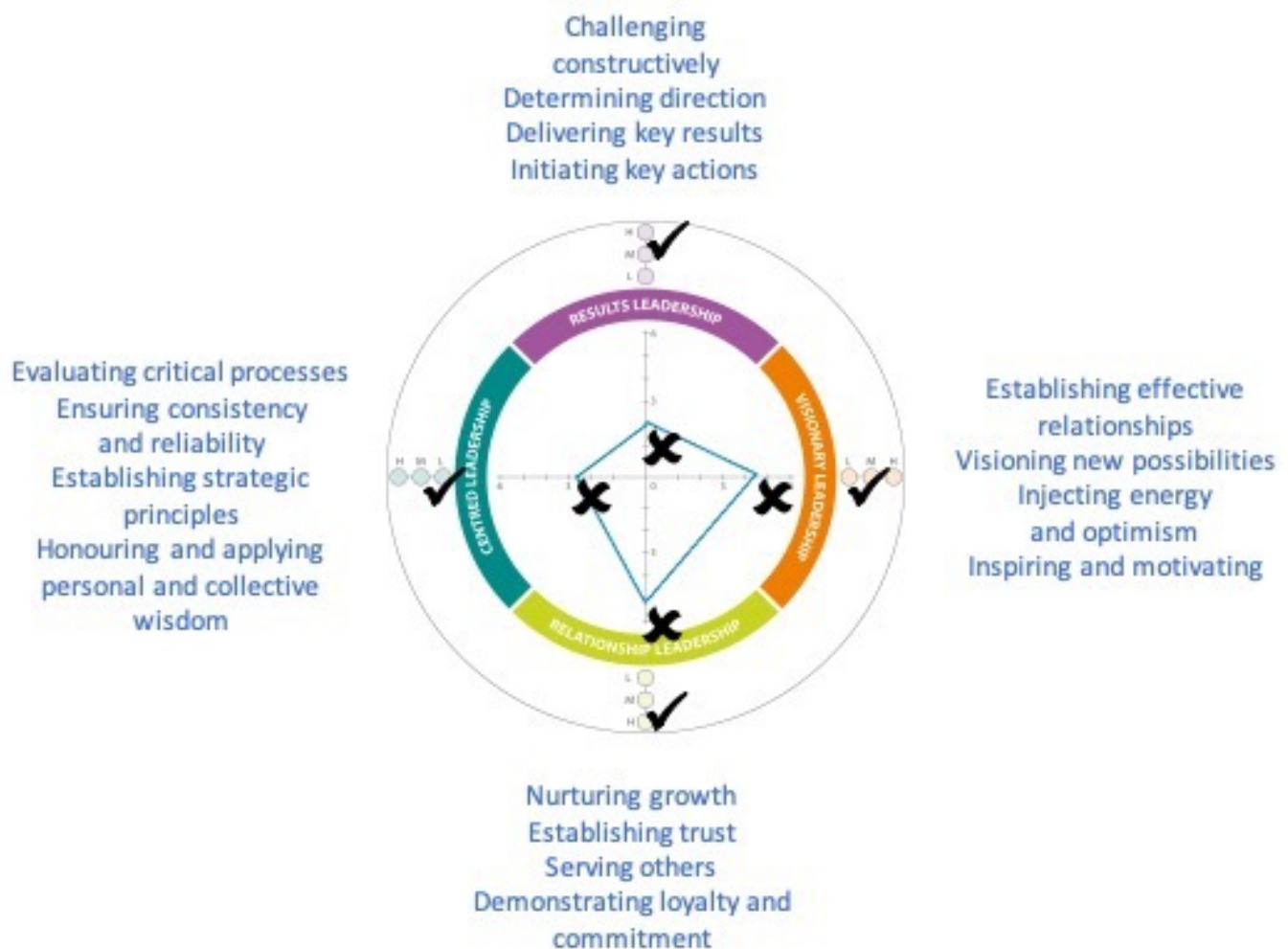
Inspiring and motivating

Establishing effective relationships

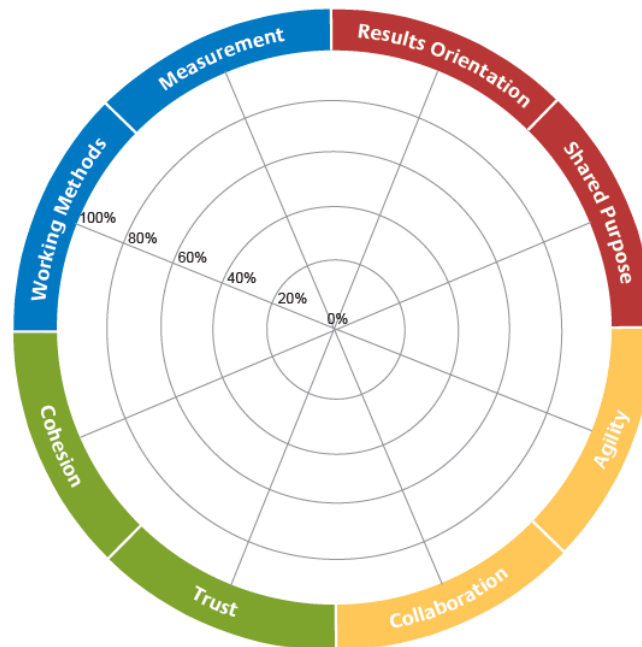# How Effective are your Team? and is your Leadership Style working?

We can here the 'The Four Manifestations of Leadership' on the Insights wheel along with typical behaviours we might see and experience.

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constructively
Determining direction
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Establishing effective
relationships
Visioning new possibilities
Injecting energy
and optimism
Inspiring and motivating

Nurturing growth
Establishing trust
Serving others
Demonstrating loyalty and
commitment

All of these styles have great strength and no one style is better than another. The important message here is to be self-aware of your style, how this shows up (good and bad days) and how does this impact how effective the team are right now.

So How Effective are your Team?

The Insights Discovery toolkit allows us to measure team effectiveness quite easily, you will see on this next image it breakdowns effectiveness into 8 key areas:


① Results Orientation
In a team that scores high on results orientation, the team members are focused on their desired results and they do everything possible to achieve them. They feel responsible for their work and are fully committed.

② Shared Purpose
A shared purpose ensures that all team members know exactly what they have to do. They share one vision, which is linked to a higher goal or mission. Additionally, the team is convinced of its own ability to achieve its mission, vision and objectives.

③ Agility
A team that's agile, reacts quickly and responds effortlessly to change. Team members are alert to what is happening around them and actively engage in feedback. They are also always looking for new and creative ways to tackle things even more effectively.

④ Collaboration
A team that works together effectively functions as a unit. Team members enter into dialogue to find solutions together. They learn from each other and consider the personal development of each individual team member as a positive contribution to the collective.

⑤ Trust
In a team with a high level of trust, people treat each other openly and honestly. They dare to be themselves, because they know that there is mutual respect and appreciation. They can count on each other for work commitments as well as personal support.

⑥ Cohesion
In a team with cohesion, all team members feel valued and involved. The working atmosphere is pleasant; even at difficult times team members support each other. They are confident when faced with conflict, because they know that the dialogue will be constructive.

⑦ Working Methods
In a team with effective working methods, it is clear who does what and how. Team members know how decisions are made and how their roles interact. The team also ensures that it has the right mix of knowledge and skills to complete all tasks.

⑧ Measurement
A team that excels in measurement monitors the performance the team as a whole. There is always clarity about where everyone stands in relation to the goals. Team members can check the consistency and quality of their performance and align their priorities.

By assessing each of these areas you create a powerful 'real time' visual of how you and the team perceive how effective the team is and where it's not.

So how does the Team Effectiveness map with your Virtual Leadership Style?

So how does the Team Effectiveness map with your Virtual Leadership Style?

By overlapping the 'Four Manifestations of Leadership' and 'Team effectiveness' wheels, this now allows you to see where your leadership style sits and the team effectiveness.
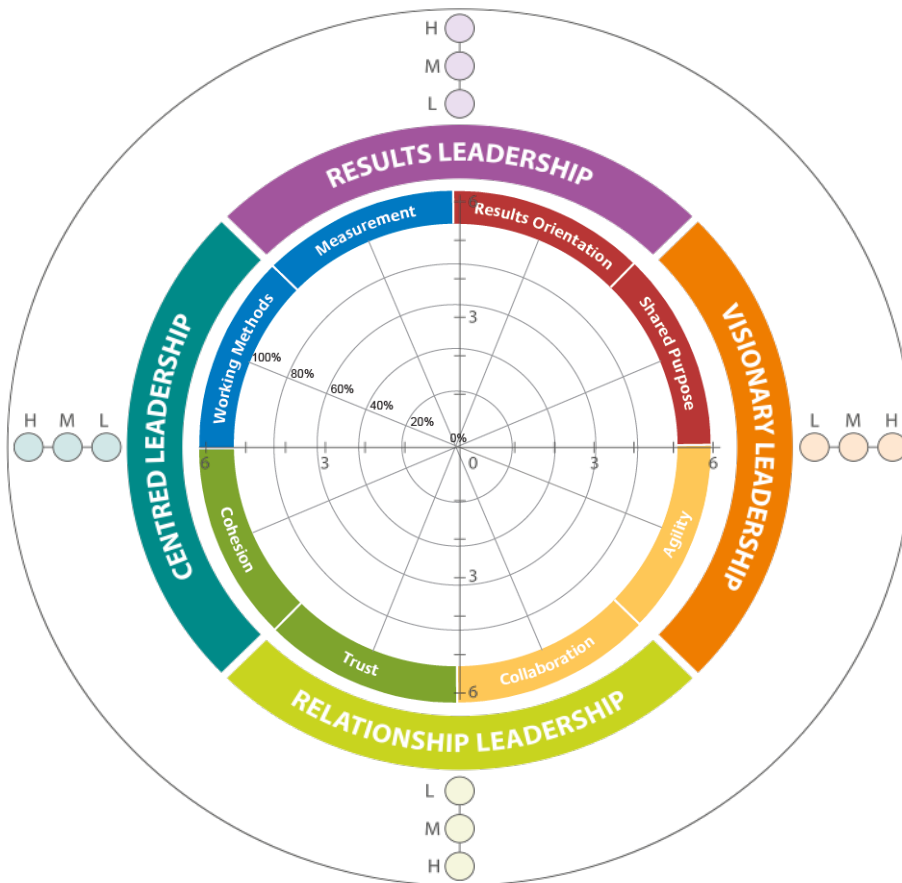
It might be the team effectiveness shows strength in results, purpose, working methods and measurement, however it's lacking impact in being collaborative when working together as a team and providing motivation to encourage and re-energise on long-term projects.

When you then map the leaders style, you might find the leaders strengths lie in 'Results and Centred Leadership', but they struggle with sustaining collaborative relationships and bringing energy and impact to motivate others i.e. Relationship Management

On reflection the leader might decide to 'dial up' their focus on relationships and inject more energy into how they communicate and motivate the team.

Take a moment to reflect and capture ..

- Where might your leadership style be aligned with the teams view? And not?

- What might you need to adapt in your leadership style? i.e. dial up or dial down

In our practical guide (link below) we have provided you with a copy of the 'Team Effectiveness' diagnostic, which you can distribute and collate to create your own team view.
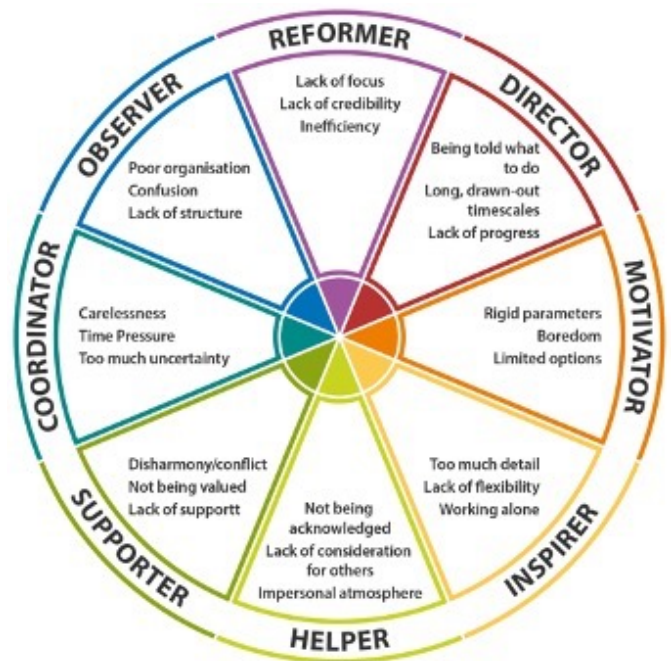
How can I make the team more effective?

One way you can focus on improving the team is by understanding what motivates them and what's getting in their way i.e. remove their blockers

Motivators

Blockers

Take a moment to reflect are there any of these motivators you are not using and should be? Are there any blockers you can identify that you could remove?

How motivated are you? And what's getting in your way?

We have also included a great diagnostic in our practical guide (link below) that helps you assess your own motivators and blockers and those of your team.

We hope you have enjoyed this article and to support you we have created a practical guide along with all the suggested activities.

Just click on the link to access.

Want to learn more about the Discovering Leadership Effectiveness using Insights Discovery? Or how I can support you to successfully lead your remote team?

Then please email me at suzanne@consciouspotential.co.uk, contact me via my website www.consciouspotentialltd.com or DM via LinkedIn.

How to Communicate Remotely with Impact

"The single biggest problem in communication is the illusion that it has taken place"

Quote: George Bernard Shaw

In this article we will be looking at communication and how to make an impact even when it's remote.

As the quote suggests we can often believe we have delivered a clear message

that has been received how we intended. But often it's our assumption or 'illusion' that it's happened that gets in our way. This is especially true and challenging when we are delivering that message remotely as we have less 'physical clues'.

So what can we do to communicate more effectively?

The **Insights Discovery®** tool provides us with a very accessible way of understanding individuals communication styles and preferences through the four colour energies. It provides us with a range of practical tools, that support you to adapt your style to become more impactful when communicating.

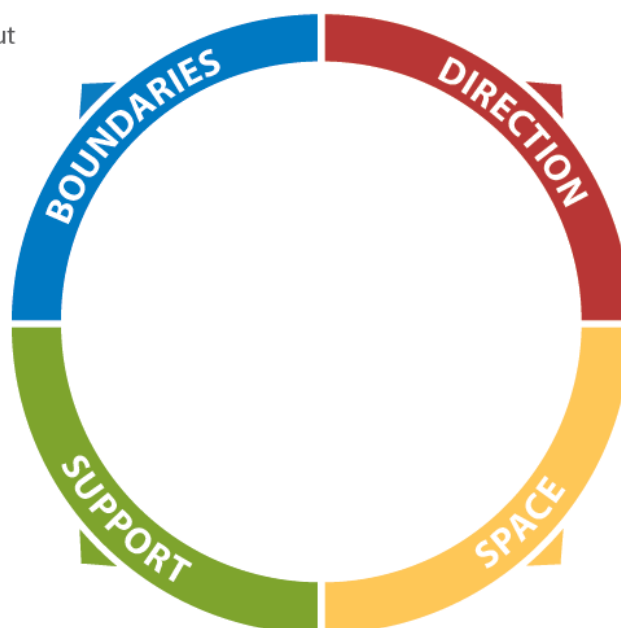When we are communicating with impact, consider Direction, Space, Support and Boundaries.

The **Communicating with Impact Model** below builds on these 4 areas with further guidance:

Communicating with impact

BOUNDARIES
- Be factual and clear about established processes
- Listen for understanding
- Establish givens and guidelines

DIRECTION
- Be clear about priorities and focus areas
- Share the vision and move towards it
- Link day-to-day activities to the future

SUPPORT
- Offer formal and informal support
- Acknowledge losses and celebrate the past
- Repeat key messages

SPACE
- Explore options for adapting to change
- Demonstrate confidence in ability to succeed
- Allow freedom to perform

Please see overleaf for a a suggested activity using this model, that allows you to identify how you and the team can communicate more effectively.

Communication radar

How can we communicate even more effectively
in a virtual environment?

1. Review this model and consider what the
    people you lead may need when working
    in a virtual environment.

2. If you asked them what they want,
    how would their response differ?

3. What are the things you need to
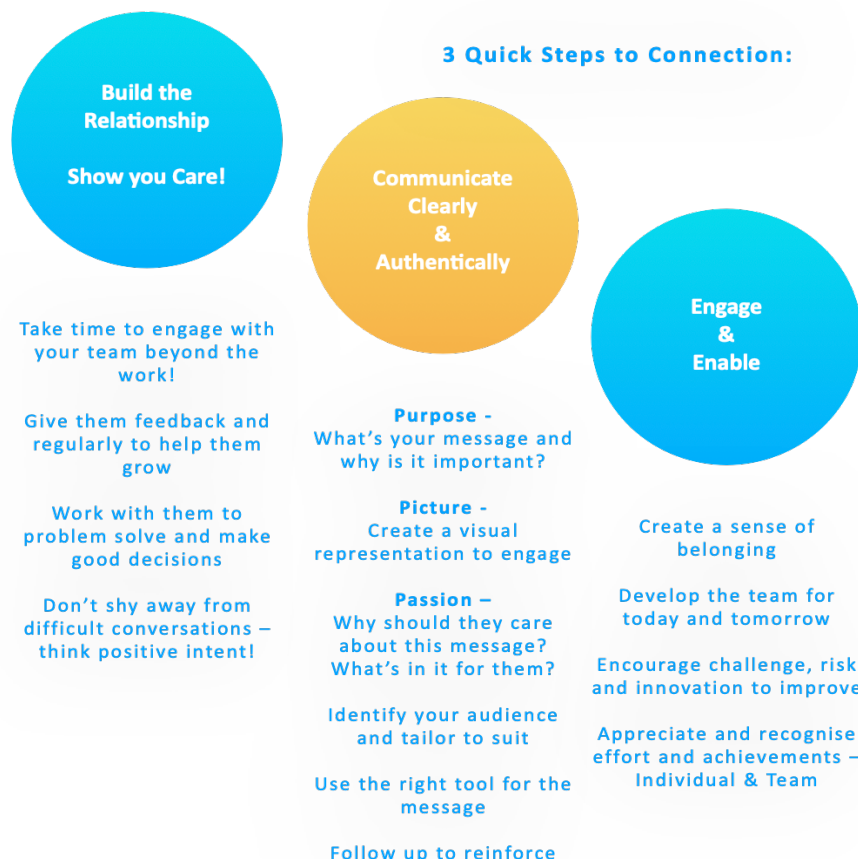   do more or less of?
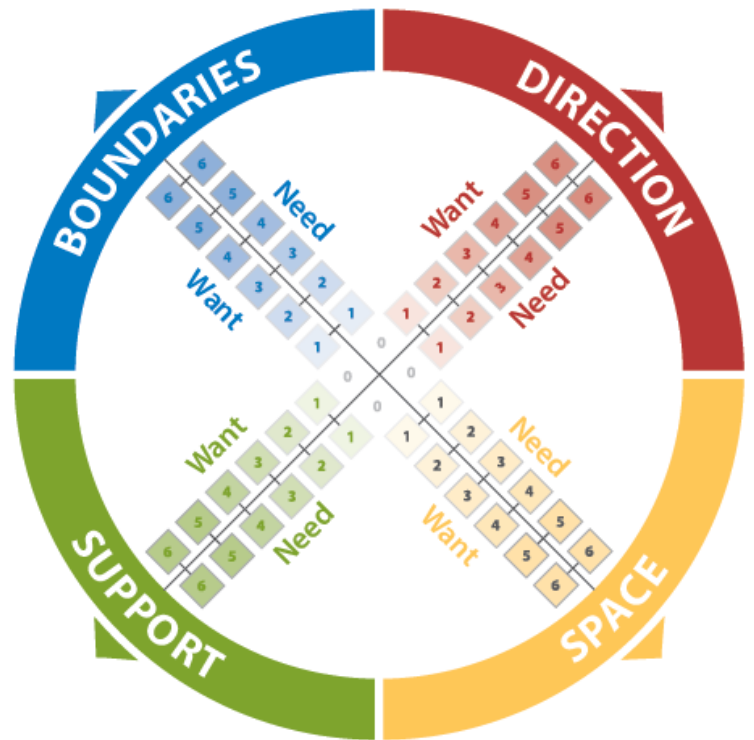
Notes:

How to Communicate more Effectively

Another aspect to consider is the 'do's' and 'don'ts' when communicating using the four colour energies:

Communicating effectively with Cool Blue
People with a preference for Cool Blue are objective, precise and analytical. Shortcomings include indecision and over-caution.

Don'ts:
- Don't overreact emotionally
- Don't treat serious matters light-heartedly
- Don't go off on a tangent

Dos:
- Be well prepared and thorough
- Put things down on paper
- Let them look at all the details

Communicating effectively with Earth Green
People with a preference for Earth Green are caring and strongly relationship-oriented. Shortcomings include fear of conflict and lack of initiative.

Don'ts:
- Don't take advantage of their good nature
- Don't force them to decide quickly
- Don't come up with last-minute surprises

Dos:
- Be patient and encouraging
- Adapt to their calm pace
- Ask for their opinion and give them time

Communicating effectively with Sunshine Yellow
People with this preference are optimistic, enthusiastic and expressive. Shortcomings include impatience and fear of rejection.

Don'ts:
- Don't bore them with the details
- Don't leave too many silences
- Don't be too serious

Dos:
- Be friendly and sociable
- Have an open and friendly attitude
- Be adaptable and flexible

Communicating effectively with Fiery Red
People with this preference go straight for their goal and are task-oriented. Shortcomings include lack of collaboration and a sometimes overbearing approach.

Don'ts:
- Don't be negative or speculate
- Don't focus on feelings
- Don't try to take over

Dos:
- Be direct and brief
- Focus on results and goals
- Show that you're confident and assertive

In our recent 'Connection' article we shared 3 key actions that can make a huge difference when we are remotely connecting and communicating with others, here is a reminder:

3 Quick Steps to Connection:

Build the Relationship

Show you Care!

Take time to engage with your team beyond the work!

Give them feedback and regularly to help them grow

Work with them to problem solve and make good decisions

Don't shy away from difficult conversations – think positive intent!

Communicate Clearly & Authentically

Purpose -
What's your message and why is it important?

Picture -
Create a visual representation to engage

Passion –
Why should they care about this message? What's in it for them?

Identify your audience and tailor to suit

Use the right tool for the message

Follow up to reinforce

Engage & Enable

Create a sense of belonging

Develop the team for today and tomorrow

Encourage challenge, risk and innovation to improve

Appreciate and recognise effort and achievements – Individual & Team

Create Mutual Trust

Trust as we have explored in our recent articles is the foundation to how all successful teams work well together and perform highly. The essence of trust is to provide support, safety and an environment that encourages challenging the status quo to continually improve.

We know in teams with high levels of mutual trust:

- People interact more openly and honestly with each other

- People are authentic as they know they are appreciated and respected

- People feel safe to try new things and make mistakes

- People can rely on each other at work and for personal support. They help each other and progress

- People dare to give each other (including their leader) feedback to benefit the individual and the team

So what can you do to foster trust:

1. Get to know each other – Take the time needed!

2. Pay Genuine Attention to Each Other

3. Appreciate Mutual Differences

4. Be Transparent

5. Tackle Challenges Together
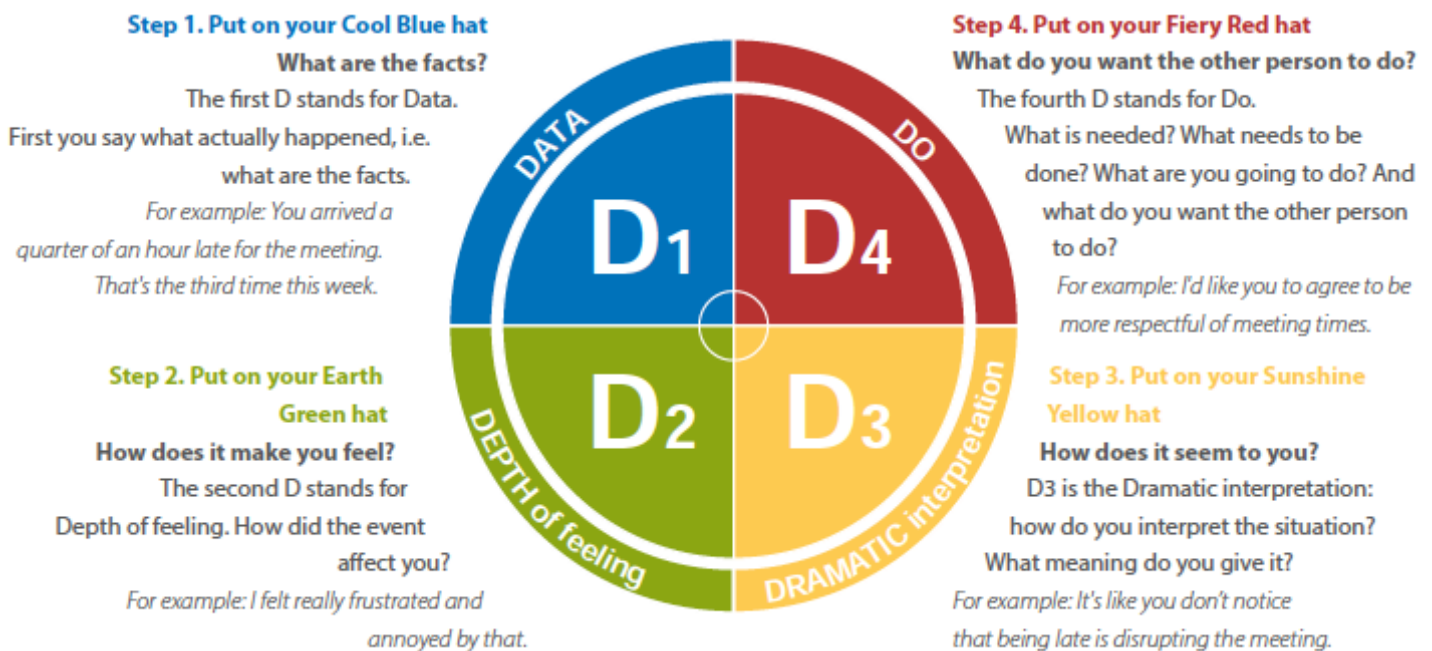
Delivering Colourful Feedback

When leading your teams to help them perform at their very best your communication style and impact is hugely important.

Giving and receiving feedback helps us to work more effectively together and how we deliver our feedback i.e. communicate determines how impactful that feedback is.

The D4 Feedback Model® allows us to give 'complete' and impactful feedback using the four colour energies.

The model is easy to use and above all its practical. You not only distinguish between the facts and emotions, but it also allows you to provide the individual with specific suggestions about how to do things differently next time.

The Insights Discovery D4 Feedback Model®

Step 1. Put on your Cool Blue hat
What are the facts?
The first D stands for Data.
First you say what actually happened, i.e. what are the facts.
For example: You arrived a quarter of an hour late for the meeting. That's the third time this week.

Step 2. Put on your Earth Green hat
How does it make you feel?
The second D stands for Depth of feeling. How did the event affect you?
For example: I felt really frustrated and annoyed by that.

Step 4. Put on your Fiery Red hat
What do you want the other person to do?
The fourth D stands for Do.
What is needed? What needs to be done? What are you going to do? And what do you want the other person to do?
For example: I'd like you to agree to be more respectful of meeting times.

Step 3. Put on your Sunshine Yellow hat
How does it seem to you?
D3 is the Dramatic interpretation: how do you interpret the situation? What meaning do you give it?
For example: It's like you don't notice that being late is disrupting the meeting.

DATA — D1
DO — D4
DEPTH of feeling — D2
DRAMATIC interpretation — D3

Activity: My Colourful Feedback

Using the Data Based (D4) Feedback Model Activity sheet (overleaf):

Identify one individual you need to give feedback to in the next while, then …

• On the sheet capture your notes in Data, Depth of Feeling, Dramatic Interpretation and Do

• Review your notes and capture any further reflections

• Use this approach to prepare feeding back to the individual

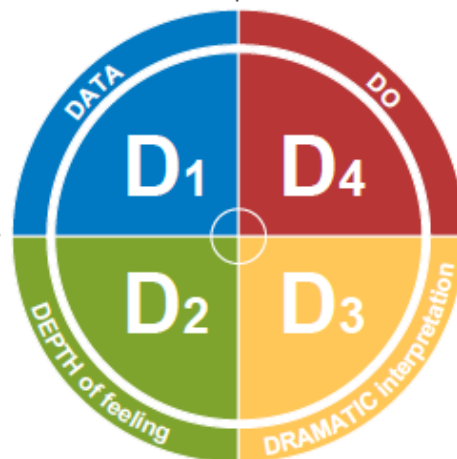# The D4 Data Based Feedback Model

Step 1 – DATA

When I had this experience ...

What are the facts?
What actually happened?
Be factual
Make irrefutable

Step 4 – DO

This is what I now choose to DO ...

What **do** you suggest they do?

What **did** you actually do?

How do you feel?
Focus on bodily sensations and emotions
Also irrefutable – it is what you feel

Step 2 – DEPTH OF FEELING

I felt ...

What thoughts are racing through your mind?
Go 'up your ladder' and share your inner talk

Step 3 – DRAMATIC INTERPRETATION

The possibilities I now see and what I learned from this are ...

Delivering Colourful Feedback

Finally Don't forget to remind yourself of the motivators and blockers as they might provide some helpful clues as to what's needed or might be getting in the way of your message being heard and understood. E.g. your communication might lack for some enough clarity or people focus.
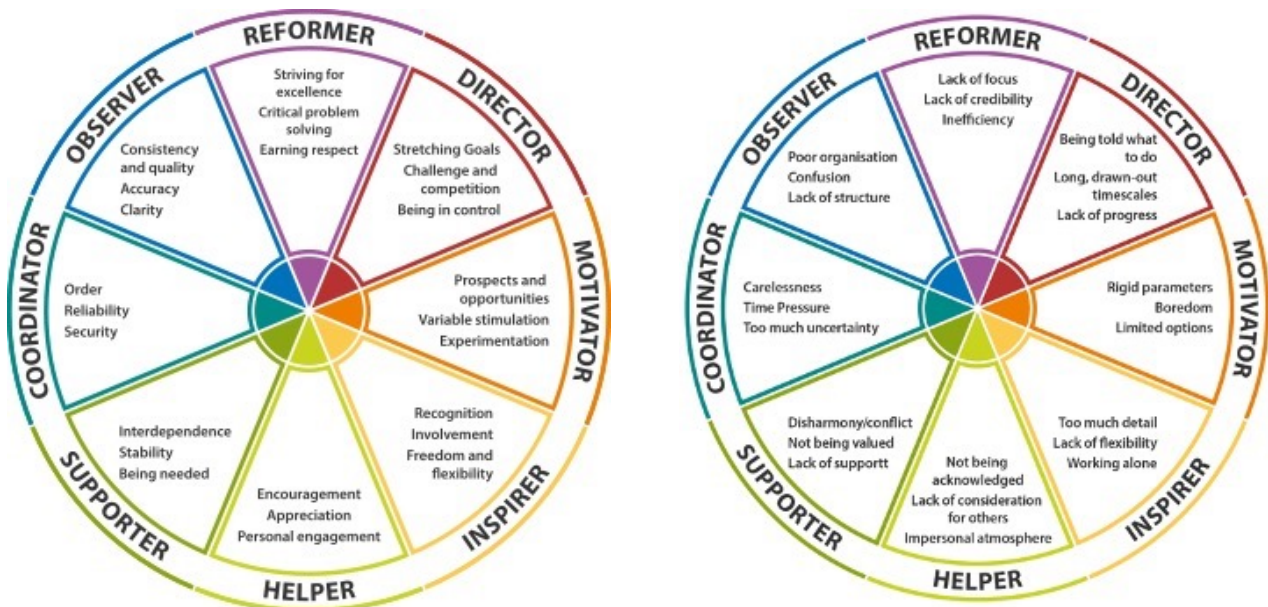
Activity: Communication Motivators & Blockers

Take a moment to reflect and capture:

• Which blockers might be getting in my way to communicate effectively right now?

• Are there any blockers I can identify that impact the team?

• Which motivators do I need to focus on when communicating more effectively with the team?

• What actions will I take now?

Want to learn more about the Discovering Leadership Effectiveness using Insights Discovery®? Or how I can support you to successfully lead your remote team.

Then please email me at suzanne@consciouspotential.co.uk , contact me via my website www.consciouspotentialltd.com or DM via LinkedIn.

Insights Discovery

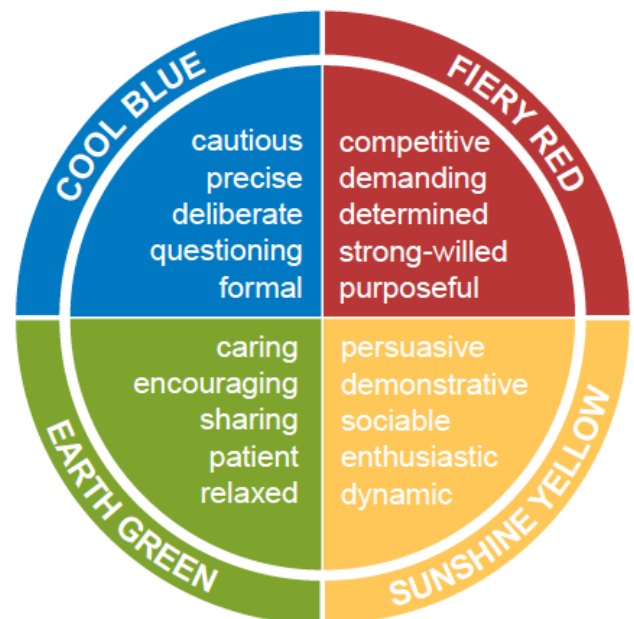The success of any business is built on the performance of its people.

We help people to perform at their highest level by improving their understanding of themselves. People can then easily adapt and connect with others, which leads to workplaces where innovation, creativity and productivity thrive.

Learning that sticks

Insights Discovery uses a language of colour that is simple to understand and remember. That means people can continue to use the Insights Discovery terminology on a daily basis, which is vital when conflicts arise, team dynamics change or there is a change in leadership.

How it works

Insights Discovery is a simple and accessible four colour model that helps us to understand ourselves and others. Every person has all four colour energies within them; it is the combination of these energies which creates each unique personality. Our colour energies refer to a set of characteristics that tend to be our most preferred or most natural way to be:

COOL BLUE
cautious
precise
deliberate
questioning
formal

FIERY RED
competitive
demanding
determined
strong-willed
purposeful

EARTH GREEN
caring
encouraging
sharing
patient
relaxed

SUNSHINE YELLOW
persuasive
demonstrative
sociable
enthusiastic
dynamic

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Fiery Red

Usually strong minded and focused on results, Fiery Red energy shows up as a strong determination that influences a person's interactions with others.

Sunshine Yellow

Radiating enthusiasm and encouraging participation, people with a lot of Sunshine Yellow energy tend to relish the company of others and desire to be involved.

Earth Green

Individuals with a high amount of Earth Green energy view the world through what they value and what is important to them, often seeking harmony and meaningful relationships.

Cool Blue

With a desire to know and understand the world around them, often those with a Cool Blue preference like information to be accurate and complete before making a decision.

When an organisation helps its people reveal their individual combination of colour energies, they are better equipped to stay motivated and engaged, whether working individually, in a team or as a leader.

Once our online evaluator is completed, each person receives an Insights Discovery Personal Profile. An extremely powerful tool, it can be used to resolve conflict, improve communication and help teams see the value of each other's contribution at work. Insights Discovery can be used in a workshop setting or in one-to-one coaching.

Solving real business problems

When you start your journey with Insights Discovery, you're investing in your people and giving them the tools to be able to work better together, forever.

Insights also offers other models, based on Insights Discovery, that are designed to further help teams, leaders and sales people.

Our models can be combined to create a solution for your team or organisation that helps solve a vast range of business problems, including managing change, creating a diverse and inclusive culture, and building successful customer service and sales teams. And these are just a few examples. Really, the possibilities are endless.

insights

Discovering Leadership Effectiveness

Great leaders inspire. They motivate not only the people they manage, but also their peers, their own leaders and the entire organisation.
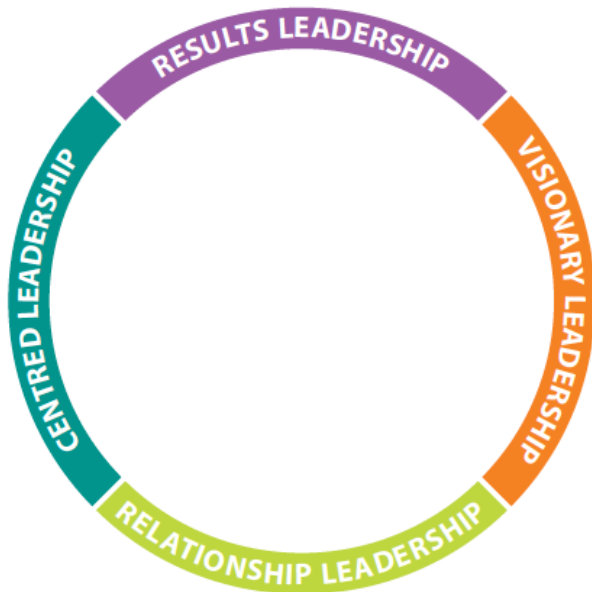
Good leadership is about mastering more than a set of management skills. Leaders should create a compelling vision, produce results, and maximise the effectiveness of their team through shared goals and values.

Discovering Leadership Effectiveness helps people become the best leaders they can be.

How it works

Building on our foundation model, Insights Discovery, we work with leaders to explore their personal leadership style and unique value. Through a series of workshops and/or coaching sessions, leaders learn how their individual style and preferences manifest themselves in their leadership. This enables the leader to examine their effectiveness in each of these areas.

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Centred Leadership

Excelling in Centred Leadership requires leaders to focus inward, reflecting on their thoughts, feelings, values and motivations. Centred Leaders are alert to what is going on in the moment, paying full attention to the task in hand.

The Discovering Leadership Effectiveness programme helps leaders find their balance and make an impact by understanding their strengths and areas for development. And when leaders are balanced, their people are more motivated, engaged, inspired and productive.

Results Leadership

Excelling in Results Leadership requires a strong task focus and superior prioritisation skills, enabling the leader to be objective and rigorous in rationalising problems and challenges.

Visionary Leadership

Excelling in Visionary Leadership requires leaders to look outwards to the environment, using their intuition to make connections and see possibilities that others miss.

Relationship Leadership

Excelling in Relationship Leadership requires a focus on nurturing relationships, building mutual respect and collaboration, and ensuring that consideration is central to all interactions.

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Want to learn more about our offerings?

Contact us:

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Creating space to develop potential