



# Dynamics of Leadership



A HR perspective

# Dynamic Leadership



- ☐ Managing Virtual teams
- ☐ Giving & receiving feedback
- ☐ Effective delegation
- ☐ Q & A

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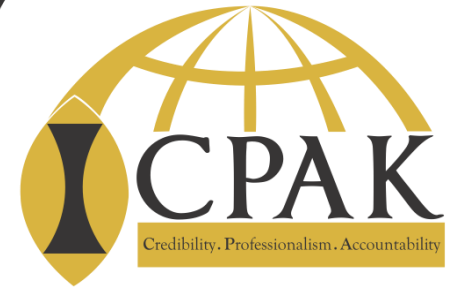
# Managing Virtual Teams



“When you meet your workmates by the water cooler or photocopier every day, you know instinctively who you can and cannot trust. In a geographically distributed team, trust is measured almost exclusively in terms of reliability.” – **Erin Meyer**

- ☐ Trust – You cannot manage virtual teams unless there is radical trust
- ☐ Communication – foster good communication (proactive & frequent communication is required)
- ☐ Right Employees – Having the right employees is key/Hire correctly
- ☐ Flexibility – Agree how the shifts should be organized (morning/afternoon/evening)
- ☐ Monitoring metrics & KPI's – Must have a robust Performance Management system
- ☐ Provision of right tools
- ☐ Safety/security of company data
- ☐ Be inclusive

# Giving/Receiving Feedback



- ☐ Why is giving/receiving feedback important for Leaders and those being led? You can type in the chat box ...

# Giving/Receiving Feedback



“Giving people feedback is an act of trust & confidence. It shows that you believe in their ability to change. That you believe they will use the information to become better and that you have faith in their potential”

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# Giving/Receiving Feedback



“We can’t just sit back and wait for feedback to be offered, particularly when we’re in a leadership role. If we want feedback to take root in the culture, we need to explicitly ask for it.”

– **Ed Batista**

- ☐ Credibility of the feedback provider
- ☐ Trustworthy feedback provider
- ☐ Feedback conveyed with good intentions
- ☐ Timing & circumstance of providing the feedback should be appropriate
- ☐ Interactive feedback
- ☐ Feedback should be clear & helpful to the recipient

# Effective Feedback



The SBI (Situation, Behaviour, Impact) Model works well with feedback provision.

**Situation:** Describe the situation where the observed behavior occurred.

*Eg: “Mark, today, during the meeting we had with Customer XYZ.*

**Behavior:** Describe the person’s behavior – physical, observable action.

*Eg: when you stood up and said we were there to help and wanted to hear their thoughts and ideas*

**Impact:** Share with the person the impact of their behavior on you and others present

*Eg. I was pleased with your response and how the Service was represented. It shows that we’re not there to dictate and the meeting ended well. This is a nice 1st step for us.”*

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# Effective Delegation



David Ogilvy also known as "The Father of Advertising. Said; " ***"Hire people who are better than you are, then leave them to get on with it . . . . Look for people who will aim for the remarkable, who will not settle for the routine."***

There is no other way of stretching your teams experiences than through effective delegation.

- ☐ Define task then select the individual/team
- ☐ Assess ability & training needs
- ☐ Explain the reasons
- ☐ State the required results
- ☐ Consider resources required
- ☐ Agree on the deadlines
- ☐ Support & communicate
- ☐ Give feedback on results

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# Q & A

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