

'This book is for you if you are a CEO, aspiring CEO or just want to boost your impact as a leader. Scott is a great communicator and this updated edition is both enjoyable and full of actionable insights for leading hybrid teams.'

NICK ABRAHAMS, Global Co-leader Digital Transformation Practice, Norton Rose Fulbright

STEIN

EXPANDED AND UPDATED SECOND EDITION
NOW INCLUDING NEW HYBRID HACKS

Hack your leadership and improve your approach

With rapid change and hybrid workplaces becoming the new way of working, leaders are struggling to achieve their outcomes. How do you stay ahead in the face of constantly shifting priorities, competitors, and deadlines? With this fully revised and updated edition of *Leadership Hacks*, you'll discover how to cut through the madness and get back to achieving results.

Author Scott Stein helps leaders—from CEOs to frontline managers to small business owners—identify ways to make a difference to the people they manage and the tasks they undertake. Here, he details proven hacks at every level: personal, one-on-one, team, hybrid and remote. With his tips, shortcuts and advice, you can rise above the daily deluge and make real progress. Learn how to:

- identify what distractions slow you down
- fast-track your productivity to do more in less time
- streamline delegation so your people perform faster
- learn the communication and technology shortcuts that get faster results
- create and lead a hybrid workforce that increases performance.

Leadership Hacks shows you how to hack your day, shift your approach and boost your communication so you can lead in a more effective and efficient way, no matter where your team is.



SCOTT STEIN, MA, CSP, has helped thousands of leaders implement fast-track strategies that improve results. He is a leading international speaker and an expert on leadership and influence who helps many of the world's best-known brands and government agencies to mobilise their leaders and their people.

LEADERSHIP
AU\$29.95/NZ\$31.99/US\$22.00/CAN\$26.00

ISBN 978-1-119-89289-2
52200

9 781119 892892

Cover Design: Paul McCarthy/Wiley
Cover Image: © MirageC/Getty Images

WILEY

e Also available
as an e-book

LEADERSHIP
HACKS
SECOND
EDITION

WILEY

LEADERSHIP HACKS



Clever Shortcuts to
Boost Your Impact and Results

SCOTT STEIN

WILEY

A major ‘silver lining’ to the terrible ‘pandemic period’ is that we have unexpectedly learned how to successfully operate far more flexibly—remotely, from ‘home’ wherever that may be learning new skills along the way. Scott has delivered again with valuable practical advice in the additional chapters on leading a hybrid workforce in this updated edition.

Ian Macoun,
founder and Managing Director,
Pinnacle Investment Management

The 2020 world pandemic was one of the largest shake-ups for businesses our generation has ever seen. In this second edition, Scott lays out ways leaders can make the best decisions going forward, for themselves, their businesses and their staff. I know I am a better leader from listening to Scott and our team are more connected and committed to the business

Jane Crowley,
CEO, Dirty Janes

A brilliant book, that sets the scene of an increasingly fast-paced and complex work environment then gives relatable and applicable real-world hacks. It’s a thought-provoking read that will leave you energised and toolled up to face into your leadership challenges with hybrid and remote teams.

Stephen Exinger,
Group Head of Science & Technology, Asahi Beverages

Just like in the first edition *Leadership Hacks*, Scott has presented some thought provoking, inspirational ideas for the ‘office of today’. The writing is concise, stimulating and practical in its content and tone; a perfect fit in considering all factors and options in making the ‘hybrid’ model work for all parties. A well researched easy to read format with an ‘easy to apply’, no fuss approach to business. Highly recommended!

Robynne Hall,
Head of Sales Training,
Hyundai Motor Company Australia

Leading in the decade of disruption requires agility. A speed born by shortcuts and measured by its effectiveness. *Leadership Hacks* is practical in its style and impactful in its message

Matt Church,
founder and Chairman,
Thought Leaders Global, author of *Rise Up*

Scott is an exceptional motivational speaker and leadership coach. This updated book will provide a wider audience with the opportunities to share Scott's clever insights and ambition for leaders to be the best they can be in these fast-changing times.

Simon Karlik, founder, Cheeki

The strategies 'Hacks' outlines for understanding, designing and successfully leading through a hybrid and remote world is certainly a key takeaway. Scott's ability to connect to the real life challenges that us leaders face day to day really aids for leading through a new era.

Susan Mardini,
Managing Director, Steelcase Australia

Being the managing director of a fast-paced advertising agency, I found *Leadership Hacks* the most practical and easy-read book I've read in years. If you are a CEO, manager or team leader, the updated edition is a must read, and an investment in your business's future providing hacks to lead remote teams

James Fitzgerald,
Managing Director, Media Merchants

Leadership Hacks, second edition offers new insights into the essence of successful leadership, essential in navigating a pathway through COVID. Scott demonstrated his deep wisdom on how business leaders and their workforce can embrace this new frontier to enhance future performance. His practical strategies for working in a hybrid world offer an opportunity for increased

flexibility, efficiency and collaboration to become cornerstones in a productive and resilient work environment.

**Jan Metcalfe,
founder and Executive Director Advocacy,
former Assistant Director General,
QLD Statewide Services, Department of Communities**

I have known Scott Stein for over 15 years. From his keynotes to books, Scott delivers insights with a passion and energy that challenge you to lead and motivate and build winning teams. This updated edition provides ideas, concepts and the tools to help you lead hybrid and remote teams. I encourage any leader to read Scott's book to boost the way you lead your people

**Michael Jackson,
CEO, NARTA**

Scott has been an exceptional coach who has provided great insights into helping us 'hack' our leadership, both within our company and within the brewing industry. This updated edition provides practical solutions to improve effectiveness that allow you to make things happen faster in hybrid and remote teams

**Jaideep Chandrasekharan,
Group Chief Brewer, Asahi Beverages**

Moving into a remote approach to my leadership, in such a turbulent time, this book has help me work through and create some hybrid strategies (especially in dealing with a public facing face-to-face team). The 3 R's were a very effective reminder for me as a leader to be relatable and responsive and not just reliable—have definitely enjoyed the ride! Great hacks that any leader can and should use!

**Dan Gay,
Academy Training Manager,
Australian Lifesaving Academy NSW**

What I love about Scott is his 'street wisdom'—he's low on jargon and BS and high on experience and practical strategy. In other

words, his stuff just works. I can think of fewer people better qualified to hack your leadership approach with hybrid and remote hacks in this new edition.

Dan Gregory,
co-founder, The Behavioural Report,
author of *Selfish Scared & Stupid* and *Forever Skills*

In a fast paced context where traditional approaches to performance and productivity manager are being challenged, Scott Stein's updated edition provides insights to a refreshed leadership approach empowering to any contemporary business or community leader—including remote teams.

John Percudani,
founder and Managing Director, Realmark

Scott Stein provides a practical guide to leadership that allows you to pick the 'Hacks' that fit your style, yet allows you to be effective with different audiences. I have chosen several techniques that I am able to use every day making me a better leader. Thank you Scott!

Randy Wells,
Director of Human Resources,
Habitat for Humanity Tucson

Scott delivers a series of practical hacks for founders, CEOs and team leaders to put into practice today. I've already put some of Scott's practical hacks into practice with quick returns. As a founder of several tech businesses, I'm always looking for ways to do more with less and this book provides a series of shortcuts to increase the impact I'm having on my businesses.

Ben Webster,
founder, Insured by Us

Life and leadership has changed. I love Scott's practical approach. His wisdom is wonderful and this book is the perfect resource for leaders who want to achieve more in less time. This book is a gem!

Lisa O'Neill,
CEO, Thought Leaders Business School



LEADERSHIP HACKS







LEADERSHIP HACKS

Clever Shortcuts to
Boost Your Impact and Results

SCOTT STEIN

EXPANDED AND UPDATED SECOND EDITION

WILEY

First published in 2022 by John Wiley & Sons Australia, Ltd
42 McDougall St, Milton Qld 4064

Office also in Melbourne

Typeset in ITC Berkeley Oldstyle Std 11pt/14pt

© John Wiley & Sons Australia, Ltd 2022

The moral rights of the author have been asserted.

ISBN: 978-1-119-89289-2



NATIONAL
LIBRARY
OF AUSTRALIA

A catalogue record for this
book is available from the
National Library of Australia

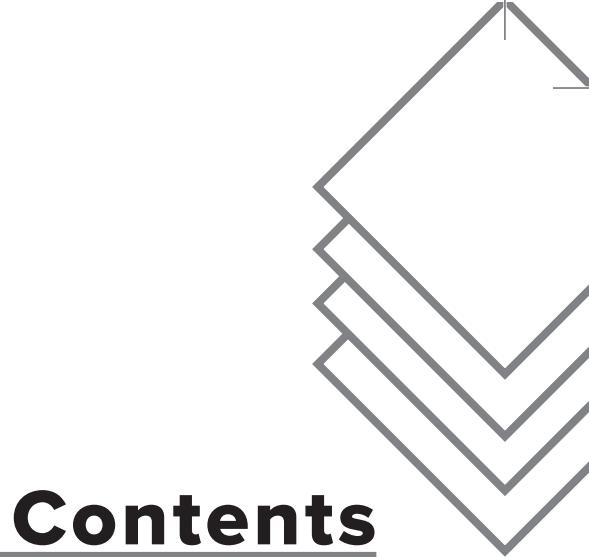
All rights reserved. Except as permitted under the *Australian Copyright Act 1968* (for example, a fair dealing for the purposes of study, research, criticism or review), no part of this book may be reproduced, stored in a retrieval system, communicated or transmitted in any form or by any means without prior written permission. All inquiries should be made to the publisher at the address above.

Cover design: Paul McCarthy/Wiley

Cover image: © miragec / Getty Images

Disclaimer

The material in this publication is of the nature of general comment only, and does not represent professional advice. It is not intended to provide specific guidance for particular circumstances and it should not be relied on as the basis for any decision to take action or not take action on any matter which it covers. Readers should obtain professional advice where appropriate, before making any such decision. To the maximum extent permitted by law, the author and publisher disclaim all responsibility and liability to any person, arising directly or indirectly from any person taking or not taking action based on the information in this publication.



Contents

<i>About the author</i>	xi
<i>Acknowledgements</i>	xiii
<i>Introduction: The leadership dilemma—too much to do in too little time</i>	xv
PART I: PERSONAL HACKS	1
1 Distractions and productivity	3
2 Technology and email	31
PART II: ONE-ON-ONE HACKS	57
3 Communication	59
4 Delegation	79
5 Coaching	105
PART III: TEAM HACKS	129
6 Team meetings	131
7 Team mobilisation	159
PART IV: HYBRID AND REMOTE HACKS	181
8 Understanding hybrid	183
9 Designing hybrid	211
10 Hybrid Success	247
<i>Final words</i>	291
<i>Join the Leadership Hacks community</i>	293
<i>References</i>	295
<i>Index</i>	305





About the author

Scott Stein has worked with thousands of leaders from around the world, helping them to become better leaders by fast-tracking their thinking and their approach with their people, in person and virtually. Scott is a highly sought after international speaker and mentor who has worked with a range of global and Australian businesses including American Express, Carlton & United Breweries, McDonald's, REA Group, City of Sydney, Westpac, Link Group, Toyota and Habitat for Humanity, to name a few.

He is based in Sydney, Australia, and travels the globe to help leaders identify and implement strategies that inspire their people to do the things that matter in less time to achieve greater success. This includes face-to-face events as well as delivering online across the globe. (During the pandemic he delivered over 100 virtual presentations!) As the CEO of an international learning and development company, Scott understands the challenges that leaders face when trying to juggle multiple projects and multiple people across multiple time zones. In addition he is a Thought Leaders Global Mentor, assisting the community to help clever people become commercially smart by improving the capturing and communication of their ideas.

His previous roles included National Operations Manager for a leadership development company based out of Atlanta, Georgia, that used the outdoors to accelerate learning. He was also the Learning & Development Manager for five manufacturing plants

in Detroit, Michigan. Both of these roles gave him an opportunity to hone his practical business skills as he assisted in turning leaders and businesses around by improving communication and lifting performance.

Scott has a Master's Degree in Communication and taught Communication and Public Speaking at Central Michigan University. He has also received the Certified Speaking Professional (CSP) designation from the Professional Speakers Association, which recognises him as one of the top speakers across the globe.

He is an author of four books including *The Order: Doing the right things at the right time, in the right way*, which blends his Native American training with how leaders can learn from ancient wisdom.

Scott believes successful leaders need to build community and give back. He is a founding board member of Hands Across the Water, an Australian charity established after the 2004 Boxing Day Tsunami that has raised over \$25 million and cares for more than 600 children across seven homes in Thailand. Supporting Scott's philosophy of hacking ways to boost impact, donations the charity receives go directly to the Thai projects without funds being spent on administration staff or marketing in Australia.



Acknowledgements

When writing a second edition of a book it gets a bit tricky on who to acknowledge from the initial manuscript to the new and improved version. Over the years before and during the global pandemic I have been fortunate enough to work with amazing clients and colleagues, who have inspired me and allowed me to see firsthand how leadership hacks can boost results for leaders and their people. Thank you.

To my wonderful wife, Natalie: I want to thank you for all your support and encouragement. You continue to be the amazing person I met many years ago—full of life and energy that you unselfishly give to so many people and the community.

To my incredible children: Jazzy, your wonderful smile always lights up a room and your quiet determination continues to impress me; Bella, your passion and commitment to push yourself to new heights inspire me; Luca, your cheeky laughter and can-do approach remind me to appreciate the important things in life. I would also like to thank my parents, Larry and Lorene, for inspiring me and telling me that I could do or be anything.

To Helen Macdonald for being a wonderful business partner and friend and to The Learning Difference team for helping us lift performance for so many people and organisations for over 20 years.

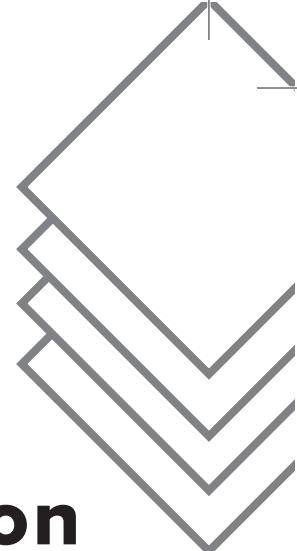
To Matt Church, thanks for being a true friend and mentor and helping me stick to my path. To the TL Mentors, Black Belts and the rest of the Thought Leaders Global tribe, thank you for your support and brilliance.

I would also like to thank each of the case study leaders: Leanne Coddington, Tricia Velthuizen, Matt Church, Kay Spencer, Paul Sadler, Mike Azbell, Peter Baines, Ben Day-Roche, Greg Barnett and Amit Chanan. It is incredible to have such wonderful leaders willing to share their updated insights and hacks with others.

In addition, I would like to thank the team at Wiley, including Lucy Raymond for her belief in this book, Chris Shorten, Leigh McLennan and Ali Hiew for her incredible editing skills, which improved the overall flow of the book in this new edition.

Once again, my awesome business manager, Katrina Welch, also needs to be recognised. Year after year you keep me organised, make incredible things happen behind the scenes (through lots of hacks pre and post pandemic!) and can switch directions at a moment's notice. Thank you for your patience, friendship and commitment.

I would also like to thank you, the reader, for following your intuition and picking up this second edition of my book. My wish for you is that you can use these leadership hacks to boost your impact and results, working in person or remotely.



Introduction

The leadership dilemma — too much to do in too little time

When I wrote the first edition of this book, the key question I started with was ‘Are leaders born or are they made?’ This is an age-old question many academics and researchers have struggled with. It’s a question that has wasted millions of dollars—not to mention the millions of days lost sending sceptical employees to old-school leadership-development programs. CEOs, managing directors, divisional directors, vice-presidents and frontline managers can all repeat the theories that have been crammed down their throats by their HR departments. Many leaders I have worked with shared with me their frustration over the latest complex leadership competency model created to show them how they and their leadership teams are screwing things up—regardless of how their business is performing or how challenging the competitive environment is.

When the global pandemic hit the world, leaders had no choice but to change the way their people operated. With lockdowns being used to reduce the impact of COVID-19 many people had to quickly shift to working remotely. This created an

entirely new way of working, with kitchen tables becoming the new desk and back-to-back Zoom meetings becoming the new norm. Leaders had to deal with isolation, staff mental health challenges and a massive amount of uncertainty that stretched them beyond typical business practices, and most had to make it up along the way.

Leaders do not want to be perfect; they want to motivate their staff to do the best job possible in the shortest time possible. They're looking for practical approaches or techniques that they can use to improve their performance. They don't have time to attend intensive leadership programs that regurgitate leadership theory from the 1980s or 1990s and don't address the challenges of some people working remotely and some in the office. Much of what has been written about leadership tends to be overly complicated and so confusing that you need a PhD to understand it. Many people—particularly university lecturers—are good at theory.

Yet when I was working as an instructor at a university, I was amazed at how few of the professors had real-life experiences in what they were teaching. Many of them had never been in the 'real world' because they had spent their time collecting degrees and completing reviews of other researchers' articles.

Leadership has changed. In the past, the pace of life and business was very different from today. Leaders used to have time. They had the luxury of spending their evenings and weekends thinking, and recharging their batteries, knowing that the rest of the business world was also on hold until the next business day. They didn't have competitors leveraging new forms of technology to disrupt traditional markets. They had the security of knowing that they could work face to face with their people in the office. Now they are leading remote teams with their workforce spread out. Leaders are now playing a different game and some of them aren't even aware of it, instead thinking things will return to normal overnight! Gone are the days of

five to 10-year strategic plans, predictable operations and long-term employee loyalty. These are being replaced by short-horizon strategies, flexible operations that adapt based on the changing competitive landscape, and fighting to attract and keep the top talent. Some leaders are winning, while others are not.

Over the past 25 years, I have observed and worked with a range of business leaders in the United States, Asia-Pacific and Europe across corporate industries, the government and the military, as well as frontline managers and small-business owners looking for strategies for improving their performance. Some have created incredible cultures and attained amazing results; others have stumbled. I've watched as businesses and governments wasted millions and millions of dollars trying to get their leaders and staff to lift their performance using engagement surveys, statistical analyses, competency metrics and complex models.

I'm constantly looking for leadership approaches that work and can be used in multiple environments and businesses. So what is the secret formula—the silver bullet—to achieving more as a leader? I don't think there's one simple answer to this question. In fact, I often think this is the wrong question to be asking. We should be asking, 'What are the leaders who are achieving more doing?' and, more, importantly, 'How do they do it?' That is the purpose of this book. My goal is to share with you the strategies and pathways that actual leaders are using to achieve increased results in less time, whether they are in the office or leading remotely.

The leadership dilemma is having too much to do in too little time. This challenge is not new to leaders. What is new is the speed with which they have to accomplish things—they need to get many more things done in much less time in an environment that includes more remote workers. They need to 'hack' their approach: to find methods and processes they can use to fast-track their approach to thinking, communicating and delegating.

Leadership hacks: a faster approach for a faster world

The amount of information available nowadays for planning, executing and tracking tasks is mind-boggling. It's difficult to keep up with the speed at which information and business are moving in our technology-driven world. Let's have a look at just some of the changes that have affected businesses, employees and traditional players. As you read through these scenarios, consider the difficulties CEOs face when trying to create and execute a traditional business plan in these fast-paced environments.

The business environment has changed ...

- In 1910, the 10 largest businesses in the world were involved in constructing and selling products large enough for human beings to stand on (cars, airplanes and the like). In 2020, the largest businesses were predominantly associated with the creation and sale of invisible, intangible and handheld products.
- Prior to the pandemic, technology allowed many people to work from home, but few actually did. According to the Productivity Commission, in 2019 around 8 per cent of employees had a formal work-from-home arrangement and worked a median of one day per week from home. This has increased to around 40 per cent of the workforce working remotely, and, during the height of the pandemic, many organisations had 90 per cent of their workforce working from home.
- Hybrid work is inevitable with leaders having to make major changes to accommodate what employees want. The Microsoft 2021 Work Trend Index shows that 73 per cent of employees want flexible remote work options to stay. At the same time, 67 per cent of employees want more in-person work or collaboration post-pandemic!

- Organisations are struggling to keep their people skilled and effective for the future. The 2020 Deloitte Insights Global Human Capital Trends survey shows that 53 per cent of businesses say that between half and all of their workforce will need to change their skills and capabilities in the next three years.

Employee dynamics have shifted ...

- Employees are looking at their next employment options; The Microsoft 2021 World Trend Index shows that 41 per cent of the global workforce is likely to consider leaving their current employer within the next year.
- Employees continue to be disillusioned at work, with 80 per cent of employees worldwide either not engaged or actively disengaged at work according to Gallup's 2021 State of the Global Workforce Report. To keep this in perspective, this trend has continued since Gallup started its engagement surveys in 1997, showing that leaders continue to struggle with how to motivate and retain their workforce.
- Because of employees' desire to have more control over where they work, a 2021 Steelcase Global Report found 87 per cent of leaders agree they will have to offer more choice for employees to work from home or elsewhere.
- In 2013, *Forbes* magazine published the results of a survey about who wastes the most time at work. It found that 64 per cent of employees visit non-work related websites each day. It also reported that more than 60 per cent of these employees admitted to wasting at least one hour per day on these websites—with Facebook contributing to over 50 per cent of this time loss. Even more surprising was the feedback received about the reasons for wasting time, which ranged from not being challenged enough to being unsatisfied or bored at work.

- Younger generation employees continue to struggle, with 60 per cent of those 18–25 saying they are merely surviving or struggling from the pandemic. This follows on from the 2015 Future Leaders Index telling us that the next generation entering the workforce is already showing early signs of burnout, with 82 per cent reporting they suffer from one or more physical health issues when they get busy and 76 per cent reporting one or more mental or emotional health issues when they feel overworked. This is leading to increased amounts of employee stress leave, resulting in millions of dollars in medical support being spent, as well as lost productivity and fewer people available to complete departmental tasks.

Technological advances are disrupting traditional players ...

- When Google was started in 1998 it could search 10 000 queries per day. At the time of Google's 2004 IPO announcement, it was registering over 200 million queries per day. Now Google processes over 5.6 billion searches every day—or more than 63 000 searches per second. This has massively disrupted traditional print publishers, as well as anyone else who used to sell information. (When was the last time you saw an encyclopedia? An entire industry gone.)
- Although ride-sharing company Uber was only started in 2010, it's estimated that today it's worth US\$91 billion—and it has very few employees and doesn't own the vehicles that the drivers use. More importantly, the owners and leaders of traditional taxi companies didn't see them coming until it was too late. During the pandemic, UberEATS created a massive income stream delivering takeaway food to people's homes.
- Airbnb uses a technology platform that offers accommodation at over 5.6 million locations in 100 000 cities in 200 countries—all managed through its user-friendly website, and all without owning a

single property, hotel room or any of the overheads that come with them. Not bad for a company started in 2007 and now worth US\$86 billion! This has changed the marketplace, with a 2017 Morgan Stanley report estimating that Airbnb will take 191 million hotel stays away from traditional hotels. This has changed the game for leaders in the hotel and leisure industries.

- According to the November 2021 Ericsson Mobility Report, 69 per cent of all traffic on mobile devices is in video format. They estimate that this will increase to 79 per cent by 2027 as a result of increased consumer demand. How many businesses are ready to move their content and communications to mobile video format in a quick time frame at low cost?
- Morgan Stanley's recent 2017 Rise of the Machines report analysed the automation of tasks across industries. The results led them to estimate that 45 per cent of workforce positions have at least a 70 per cent chance of being automated using robotics. This means shifts in business processes, technology platforms and the way staff operate. The report also estimates a cost savings of as much as 30–50 per cent once these computer programs or robots develop more cognitive abilities and perform more complex tasks. Which industries or tasks could this affect? Almost every industry, including data entry, customer service interaction, process improvement and back office tasks in industries such as manufacturing, IT, finance, insurance, legal, health care, government and utilities/energy. The better question is which industries will it not affect?

This is just a small glimpse at how things have changed. The tsunami of information and new technology is flowing in 24 hours a day, seven days a week. And, as research shows, it's getting faster and faster. Leaders need to re-wire and hack their approach to leading their teams in order to keep up with this new world.

Gone are the days when leaders had the time to analyse a year's worth of data and spend six months preparing a five-year strategic plan. The days of slow thinking and slow execution are gone.

So what is a leadership hack?

The word 'hack' has changed meaning over time. Initially, the *Oxford Dictionary* defined the verb 'hack' as 'to cut with rough or heavy blows'. According to Ben Yagoda of *The New Yorker* magazine, the noun 'hack' was first used at MIT in the 1950s to describe the act of adjusting machines (primarily electrical systems) in ways that were not common. This morphed into a sense of working on a tech problem in a unique or creative way. In the 1980s the word 'hacker' had a negative connotation, describing computer programmers who illegally gained access to early computer systems. Steven Levy's book *Hackers* described the positive and negative activity of these innovators in the field of technology. This promoted the term 'hacker' and brought it into more common language.

It wasn't long before the meaning of 'hacker' started to gain more positive connotations. Before the launch of Facebook's 2012 IPO, Mark Zuckerberg published a manifesto titled 'The Hacker Way', which provided a unique insight into the meaning of hacking. In this document he says, 'In reality, hacking just means building something quickly or testing the boundaries of what can be done'. He added more around his belief that The Hacker Way is about continuous improvement and finding ways to get things done better and faster—often by moving projects around people who are too comfortable with the status quo and unwilling to change.

More recently, the word 'hack' morphed even further when technology writer Danny O'Brien coined the term 'life hack' to describe how computer programmers were creating shortcuts

to make their lives easier. This, combined with the explosion of videos on YouTube, enabled anyone with a smartphone to share their hacks or shortcuts with others who could benefit from them. This has led to the sharing of a plethora of hacks, including life hacks, parent hacks, game hacks, political hacks, happiness hacks and—my personal favourite—a potato hack (which is actually based on a diet from 1849 that focuses on eating mostly potatoes to lose weight!).

Dictionary.com defines a hack as ‘a tip, trick or efficient method for doing or managing something’. It adds the expanded definition ‘to handle or cope with a situation or an assignment adequately and calmly’.

A leadership hack is anything that helps you accomplish more in less time. This can include:

- shortcuts that may not be commonly known
- simplified steps that make a task easier to do
- fast-tracked processes that speed things up
- any approach that simplifies and speeds up a task.

Simply put, leadership hacks are about identifying ways leaders can make a difference to the people around them and the tasks they’re confronted with. They are about being a leader who is admired by other leaders because of their ability to work smarter and more efficiently and to inspire and empower others.

Critical keys to hacking your leadership

So what does it take to be a leader admired by other leaders? What do incredible leaders do that inspires and motivates others to take action? And by ‘inspire’ I don’t mean getting people to do things because they have to because of the organisational chart, but making them want to follow you because of who you are and your leadership approach.

As you can see in figure 1, to become the leader of leaders, the ultimate hack involves three main keys: mindset, approach and impact.

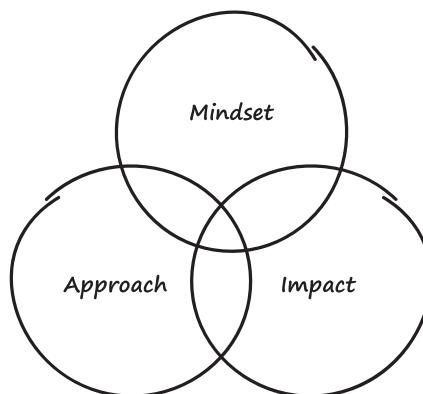


Figure 1: the keys to hacking leadership

Mindset

Your mindset is how you view yourself and the world around you. It's also about your beliefs and the values that guide you on a daily basis. This is your internal monologue and the moral compass that guides you as a leader and will influence your ability to hack your current leadership.

Now more than ever, leaders need to be very clear and intentional about their mindset. In the past, leaders had plenty of time to think through different approaches to ensure they had a clear mindset on what needed to happen and how it should or shouldn't be done. Today this process has become more challenging.

In *Mindset: The new psychology of success*, Carol Dweck provides a brilliant insight into the importance of mindset. Her research has found that the views people adopt for themselves profoundly affect the way they lead their life. She identified two distinct mindsets that determine whether or not people are

successful in adapting to the world around them. The first is the fixed mindset: the belief that your traits are set for life. This includes the idea that people are born with a certain amount of intellect, personality and character that doesn't change. Dweck found these people felt the need to constantly prove their ability. The alternative is the growth mindset, which is based on the belief that your basic qualities are things you can cultivate through your efforts. This is all about learning from your mistakes and using those insights to grow to the next level. Dweck's research shows that people (especially leaders) who have a growth mindset are generally more fulfilled than those who don't because they are able to learn to fulfil their potential.

By examining your mindset (and sometimes challenging it) you can start to identify what may be limiting your ability to complete things that you want to achieve. In essence, you may need to hack your mindset to enable you to move forward and improve your effectiveness as a leader.

Approach

Approach is about what you actually do. It's about the steps you take as a leader to make things happen. This may include the action you take to improve your own productivity and save yourself time, or it may include the approach you take with your team to achieve business objectives.

As a leader you need to be proactive in your approach and the methods you use to achieve an objective. Imagine if we filmed you for a full week at work. The filming only focused on you: what you said, what you did and the tasks you completed. This would clearly show us the approaches you're taking—both positive and negative.

Leaders need to hack their approach. They need to identify the shortcuts and strategies they can use to do more things in less time.

Impact

A leader's impact on the people around them is what separates the typical leader from the great leader. Anyone in a position of authority and power can boss around employees in an attempt to achieve results. However, incredible leaders have the ability to motivate and inspire their staff in a way that truly mobilises them.

The trick is to identify ways to hack your impact on people. It's about adapting your leadership to create a culture where your staff want to make things happen—not for money, but because they believe they're making a difference and that their contribution matters. Regardless of the organisation, a good culture creates this feeling of unification. In looking at the research, it's clear that it's the leaders who set the tone of an organisation or office and the impact that this has on the staff. By hacking your impact on others you can become a leader others admire and will follow.



I have yet to work with the perfect leader. Nobody is perfect. However, from years and years of working with leaders, I have observed that when they get their mindset, approach and impact in perfect alignment, amazing things start to happen. The purpose of this book is to help you hack your leadership so you can achieve greater things in less time. This book is full of ideas and practical tasks that you can use to make things happen more quickly and easily. On reading this book, some leaders will realise they need to hack their mindset. Others will realise that it's about hacking their approach or their impact on others. Regardless of where you as a leader find yourself, there will be a number of practical strategies or hacks you can take to improve your impact and your results.

To keep things simple, I've divided the book into four types of leadership hacks.

Part I reveals personal hacks that you can use to boost your leadership as an individual. This includes hacking your productivity, use of technology and communication platforms.

Part II discusses one-on-one hacks that you can use to increase your leadership performance when working with individual staff members. These include communication, delegation and coaching hacks.

Part III identifies a number of team hacks that you can use to increase your leadership performance with others, most commonly in an organisation, department or team. These include hacking team meetings and a range of team mobilisation shortcuts.

Part IV is the update in this edition of *Leadership Hacks* and identifies a number of critical hacks that you can use when leading a remote or hybrid workforce. These include how to set up hybrid working and hacks for leaders to motivate and connect in a virtual world.

Spread throughout these four parts I have included a range of case studies on various incredible leaders. I have worked with many of these leaders and had the pleasure of seeing firsthand the brilliance in their approach and how they deal with their people.

I have also included self-hack exercises that you can use to help integrate the concepts and hacks described in the chapters.

The way you adapt your leadership will open up new realms of opportunity. Use this book as a fast-track guide to help you identify smarter ways to improve your impact and your results by hacking your leadership.

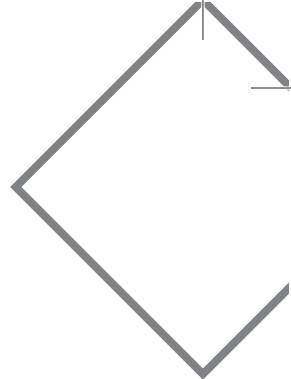


PART I

PERSONAL HACKS

Part I is filled with strategies you can use to improve your individual performance as a leader. The information is designed to assist you in hacking your leadership and the personal approach you adopt to get things done in less time, whether you are working in an office or remotely.

But first, in chapter 1 we're going to explore some of the distractions that could prevent leaders from using hacks to become more efficient.



Chapter 1

Distractions and productivity

Before jumping into examining leadership hacks, it's important to talk about the distractions that slow leaders down or stop them from looking for ways to hack their leadership approach. Over the 25 years I've been working with leaders, I've noticed a number of emerging patterns and trends that stop leaders from being more efficient.

By understanding these trends and patterns you can make a conscious choice to start changing the traditional way you operate in relation to your mindset, approach or impact. This will enable you to be more effective and to have a more positive impact on your work and the people you work with in an office or remote environment.

There are five common distractions, or obstacles, you need to overcome to ensure you don't get sidetracked from using shortcuts and hacks that can benefit you. Three of these are internal—that is, they're within your control—and two are external—that is, they're environmental and harder to control.

Internal distractions

Internal distractions are fully within your control to manage. If you have self-awareness, you have the ability to do something to reduce or eliminate these internal distractions. If you don't have this higher level of operating you may lose traction and not have enough energy or time to achieve as much as you could if you removed or controlled these distractions.

Lack of energy

With business moving as fast as it does today, most leaders have a very busy schedule. Many of my CEO and director clients spend their days on tasks that fit into a number of critical categories. I worked with the CEO of a large multinational who was so busy that he had to have two full-time personal assistants just to keep up with all of the activities, events and communications he was required to stay across in his role. This also meant that most of the time his calendar was filled with activities as varied as role tasks, organisational activities, board and stakeholder events, government and industry events, innovation and R&D events. In addition, he was travelling all the time and spending nights in hotels after dinners or other events to continue positioning himself as an accessible leader. I worked with another CEO who hadn't slept in his own bed for 55 days in a row due to global travel commitments and activities. When I checked in with him on how he was feeling, the only word that came to his mind was 'exhausted'.

Before the pandemic I can remember spending over 100 nights in hotels myself in a very busy year of work. I was in the top per cent of flyers for Qantas (earning almost 400 000 frequent flyer miles in a year) and achieved top loyalty status at a number of hotels. As a road warrior I had reached a new level of rhythm—travelling quickly and being very focused with my time in the air and on the ground. The challenge was, of course, maintaining this pace. After so much time in the air and on the road, and being exposed to many different people in closed

conditions, my immune system crashed. I ended up getting a terrible cough that went into my chest and turned into walking pneumonia, forcing me to stay in bed. It took me almost a week to get back on my feet and a couple of weeks to get my energy back to where it needed to be. The only way to maintain a faster pace is by finding a way to sustain your energy and health.

The flurry of constant activity and the need to be switched on all the time takes a lot of energy—and this is what limits many leaders from achieving as much as they could. When you're constantly physically and mentally taxed, your energy drains and your effectiveness diminishes.

The Huffington Post's Anne Loehr reported in 2014 that the Johnson & Johnson Human Performance Institute (HPI) had been researching what leaders can do to gain an edge. Over the past 30 years HPI has identified strategies for improving the performance of leaders based on how they manage their energy. They viewed and compared today's leaders to elite professional athletes. A professional athlete may have a career span of seven to 10 years, work four to six hours a day and spend 90 per cent of their time training before a game. In contrast, the HPI views a 'corporate athlete' as having a career span of 30 years, typically working eight to 12 hours a day and spending 10 per cent of their time training, which means they have very little time to recover and revitalise their energy. The HPI looked at a framework for developing the physical, emotional, mental and spiritual dimensions of leaders in order to maintain optimum performance. Without having a method for maintaining their energy, they believed many leaders were starting to lose their edge.

There is no set way to maintain or recharge your energy because it's a personal thing. I know of one CEO who schedules fortnightly massages to help her relax and recharge. When I asked her how she makes this happen she said that she has her executive assistant block out the time as if it were any other meeting. She finds taking this time for herself allows her to recharge and maintain her energy.

Former Apple CEO Steve Jobs was almost obsessive with walking. He used this as a form of stress management and he often held meetings while going for a long walk. Personally, I enjoy going to the cinema to help me recharge. I started using this as a hack when I spent a lot of time travelling. After a full day of work with a client and then continuing to work at my hotel for two or three hours afterwards, I needed a break—and going to watch a movie really helps me. When the lights are turned down and mobile phones switched off, I can escape the pressures and constant communication. When I emerge two hours later, my energy is often much more positive than it was when I went in.

You have to reclaim energy and time to ensure you don't burn out because without energy, everything else begins to falter. So any hacks that give you more time to recharge your batteries will assist you in maintaining higher performance levels.

Wrong mindset and self-doubt

As we've seen in the introduction, it's essential to be aware of your mindset (and it's something that continually needs to be hacked). Being in a growth mindset is important because it ensures you recognise the need to be flexible and to keep learning even when you make mistakes.

Too often, self-doubt gets in the way and starts to stall your progress. This can show up as an inner dialogue guiding you when you're in your leadership role. If these voices start creating doubt, it's easy to start second-guessing what needs to be done. This in itself creates a distraction that can take you off track. Rather than making decisions that are the best for the business, you may allow fear to get in the way, and this can delay important actions that should be taken.

There's a famous quote commonly attributed to Henry Ford that helps me be more aware of the thoughts that are going through my mind—both positive and negative: 'Whether you

believe you can do a thing or not, you are right.' This quote succinctly defines what can happen internally when you get distracted by the opposing voices in your head.

I remember working with a young manager who was struggling with her sense of self-worth and value. She was one of the most talented and gifted experts in media and communications and some of the projects she had worked on and coordinated from start to finish were very impressive given her young age. While she was in the midst of a role reassignment, we worked together to help her start looking at what her future career prospects might be. In one of our first coaching sessions, I remember her struggling to identify the value and benefit that her leadership was providing to her team as well as the rest of the financial services company that she was marketing communications manager of at the time.

She could not see the amazing talent she had because the voices in her head were questioning her abilities. We created a list of the successful projects she had initiated over the past six months. As she started recalling all of the initiatives she'd created, coordinated, executed or managed, the list started to spill over two full pages. I was even surprised by some of the new projects she was overseeing, which were cutting-edge for her industry and country at the time.

In discussing where these doubts were coming from, we started identifying some common themes. Unfortunately, one of them was the lack of support from her boss, who was too busy with his entire division to give her any direction or feedback. After a few one-on-one coaching sessions she was off and flying at even greater speed and started to get noticed by the CEO as well as visiting executives from other regions. This led to her being headhunted and transferred to the company's world headquarters in Europe to oversee the global marketing and communications strategy... all from a moment in time where she took control of her mindset and stopped letting it control her.

This is a common trend among many CEOs I work with. When you reach a senior level it can be a very isolating and lonely place because everyone is looking to you to have all the answers and make the right decisions. If your mindset isn't kept in check it can start distracting you from the great things you can accomplish.

Time fillers and the biological need to be busy

We seem to be wired to believe that if we're not constantly doing something we're wasting our time. We've become so highly strung that we need to be busy all the time. And worse still, leaders get caught on a treadmill where it doesn't matter what they're doing—as long as they're busy at it.

This is the 'busy syndrome', a widely held belief that by being overly mentally and physically active we're moving in the right direction and accomplishing more.

In the 1970s and 1980s many people had a bucket list—a list of things they wanted to do before they died. Often, it would include three or four big items they hoped they'd be able to do one day. This may have included a big overseas trip to somewhere they always wanted to visit, seeing their children married, or finally paying off their mortgage and being debt free.

Over the past 20-odd years the number of items on the bucket list has changed. It's no longer enough to have three or four items—many people have up to 100 items on their list. This rush to experience what life has to offer is linked to the psyche of human beings, who feel they need to get busy or they'll miss out.

Across the physical and virtual workplace, both leaders and staff will tell you they're 'very busy'. The list of tasks to be accomplished continues to grow and people feel the pressure to keep up. The 2015 Australian Future Leaders Index created by BDO and the Co-op identifies this new culture of busyness.

It describes it as a modern-day phenomenon within developed societies whereby individuals have a sense of having too much to do, being overcommitted, constantly rushed and possibly overwhelmed as a result.

Their research shows that 65 per cent of future leaders aged 18–29 feel busy either all the time, very often or quite often. Even more interesting is that 61 per cent of those surveyed like being very busy. This report also brings in social commentator Tim Kreider's views that busyness is a personal choice and that many people are addicted to busyness because they dread what they may have to face in its absence.

As human beings, we have natural psychological and biological habits or addictions, and being busy can be one of them. We get a buzz out of getting things done, regardless of the importance of the activity—and this can become an addictive response that leaders crave.

Every time we complete a task such as sending an email, we naturally feel a sense of accomplishment. However, we know there's more to this. As human beings, our brains are wired to stay focused and active. The challenge can be when dopamine, one of our key neurotransmitters that is released when we complete a task, starts leading to addiction. This can lead to us compulsively pursuing any activity that gives us a hit of dopamine, without regard for whether it achieves anything productive.

In a way, doing trivial tasks becomes a way of self-medicating, allowing us to feel a sense of accomplishment. In a famous experiment completed in the mid 1950s, brain researchers James Olds and Peter Milner placed small electrodes in the brains of rats to stimulate the part of the brain that releases dopamine whenever the rats pressed a lever in their cage. The rats became so addicted to this stimulation that they eventually ignored everything else—including food. They continued to press the lever—up to 700 times an hour—until many of them collapsed or died from exhaustion or starvation.

Essentially, we—as human beings—are wired the same way. So, leaders need to ensure they don’t fall into a pattern of just being busy at completely random tasks that are actually distracting them from important activities. Regardless of your level as a leader within an organisation, a key skill is the ability to manage your time and productivity on the necessary activities at the right time.

External distractions

External distractions are ones that you can’t control. For many leaders this is a fact of life. Part of the role of any leader is to deal with internal and external situations and be able to effectively assess them to identify a successful way forward.

Technology and how it overwhelms

Focusing on what’s important is becoming harder due to the constant barrage of digital information and technological overload. Leaders are being distracted by things that are not relevant or important. It’s estimated that, on average, we have 4000 thoughts per day flying in and out of our minds. This makes it extremely challenging to focus on any one thought for a period of time before technology introduces another random thought to distract you.

In his book *Focus: The hidden driver of excellence*, Daniel Goleman calls this the era of unstoppable distractions and argues that we must learn to sharpen our focus if we’re to contend with, let alone thrive in, a complex world. The revolutions in the internet world—both physical and digital—aren’t the real distraction. The real distraction for leaders is the unending access to multiple choices that these platforms offer. The human mind works best when it has a manageable number of decisions to make at any given time.

When we're provided with too many choices—too many options at the same time—it starts to overwhelm our brain. Multiple choices become multiple distractions and make it harder to focus on what's important.

Neuroscientists agree that the decision-making network in our brain is not always effective and doesn't prioritise when overloaded. This means we're even more open to distractions as new interruptions and information start overloading our brain. Human brains do have the ability to process this information—it just makes it more challenging to sort the trivial from the important, which takes energy and can increase frustration.

In *The Organized Mind: Thinking straight in the age of information overload*, Daniel Levitin looks at the processing capability of the conscious mind. It's believed that, physiologically, we have the ability to process 120 bits of information per second. It takes 60 bits of information per second for us to understand a person talking to us. This makes it very challenging for our brains to process information if another person is talking to us at the same time. As Levitin describes it, the challenge is that the bandwidth in our mind limits the amount of information we can pay conscious attention to.

So how can we get our brain to cope with this digital overload of distraction? We either have to find a way to limit or reduce the interference, or we need to find a way to increase our effectiveness. We need hacks to shortcut and manage technological distractions.

Interruptions that steal your time

Another common distraction is interruptions because they take away precious time. Normally these include interruptions from staff and work colleagues, as well as suppliers, customers and any other area that may distract your flow and use of time and slow

you down as a leader. In a work-from-home environment, this can add further distractions.

In the 1970s and 1980s, leaders had closed-door offices so they were able to reduce any interruptions and external interference that may have stopped them from getting things done. This changed in the 1990s when companies started moving to the open-plan office. Suddenly, everyone was sitting next to and across from numerous other people who were also busily completing their tasks, or trying to have a discussion with you, or bringing their burnt lunch back to their desk to fill the air with annoying smells, or apologising for pushing their numerous three-ring binders off their half-wall shelf only to land on your keyboard while you're typing.

Working from home adds an entirely new dimension of interruptions. During the pandemic lockdowns, many staff had to juggle working remotely as well as overseeing children who were learning online. To make things more challenging, the temptation to put on another load of laundry or wash the dishes also provided plenty of distraction.

If you analyse these external distractions, they fall into the common categories of what we can see, what we can hear and what we can touch—or, more accurately, how the surrounding environment can affect a leader's focus.

The most obvious external distraction is what we can see. When a staff member walks into your office space or someone rushes past you and it catches your eye, you subconsciously take a look to see what or who they are. This can be useful if it's your boss and they want to have a conversation with you; however, activities and movement in other parts of the open-plan office can have a negative impact on some people's ability to concentrate. For those working from home, this includes children or other housemates going about their normal routines that affect your concentration—especially if you do not have a home office to escape to!

What we hear can also be a distraction. The ringing of a phone, the slamming of the photocopier drawer or the loud conversation of the person in the next cubicle can all make it difficult to think critically and work efficiently. When working from home, this can include the dog barking or the garbage truck picking up the rubbish outside.

The third external distraction involves how we touch or feel the environment around us. I once had a co-worker who was always cold because her desk was not located near any windows and was positioned directly under the air-conditioning vent. To compensate, she constantly turned the office thermostat to a warmer setting to feel more comfortable. This resulted in most of her colleagues sweating and having to constantly drink water because they were seated next to the windows, which let warm sunlight flood across their desks. Depending on where we work from home, this can also affect us—one of the biggest complaints is uncomfortable or non-ergonomic chairs impeding concentration.

Any of these external distractions, although quite trivial, can slow you down and start to create issues.



With the faster pace of business, any distractions—including the simple ones—can combine to magnify their effect. And all of these trends are taking leaders off track. Overwhelming distractions limit your ability to get things done. But there are practices that can be implemented to change this pattern. The key for any leader is to be aware of these common distractions and to develop strategies for eliminating or managing them. Once the distractions are out of the way, it's time to hack your productivity.

Productivity hacks

In order to accomplish more in less time you'll need to work on your productivity. There are numerous books and resources

available that provide techniques for increasing your productivity and improving your time management.

Dr Stephen Covey is one of the founding fathers of the personal productivity movement. His book *The 7 Habits of Highly Effective People* was revolutionary: it offers people a way of becoming more effective by identifying and following seven simple practices. Dr Covey emphasises that this can be achieved by using desire, skills and knowledge to change your behavioural patterns.

Ken Blanchard's bestseller *The One Minute Manager* also offers a range of easy strategies that managers can use to be more productive with their staff. It received a very strong following because it identified three simple secrets managers can use to be more effective:

- *one-minute goals*: these are goals that you write down so they are clear and memorable; they should take only one minute to read
- *one-minute praising*: this is about praising a staff member when you 'catch them doing something right'; the aim is to praise them, in one minute, at the moment when what they do meets your expectations
- *one-minute reprimands*: these involve managers letting staff know immediately when they make mistakes—focusing any criticism on the work, not the doer—and within the same minute telling them that you value their skills.

These are very powerful strategies for improving productivity among your staff.

Analysing your approach to time management

Many leaders ask me how they can improve the management of their diary or calendar. Often, there's no one-size-fits-all approach.

In my years of working with leaders I've found that how you manage your time and productivity depends on whether you have a left-brain or right-brain dominance. 'Brain dominance' refers to the fact that people have a natural preference for processing information on one side of the brain.

LEFT-BRAIN DOMINANCE

People with a left-brain dominance are logical and linear. They write lists and prioritise their time using diaries and other resources.

One of the leading left-brain time-management strategies to gain worldwide recognition was the Franklin Planner. Initially based on the advice of Benjamin Franklin and developed by Hyrum Smith, the Franklin Planner focuses around using planners to manage day-to-day activities and scheduling.

The Franklin Planner is a very simple, yet effective, way to help people organise their day. It originally consisted of drilled, loose-leaf pages in different sizes—but, of course, these days there are apps for it. First, you list the number of tasks you have to accomplish, to ensure that nothing is forgotten. Next, you prioritise these tasks using a ranking system. The ranking system divides tasks into categories depending on their importance. The most important tasks are labelled 'A' tasks. The next category is labelled 'B' tasks, and the final category is labelled 'C' tasks. Within these three categories, it is also recommended that you prioritise individual tasks numerically. So, you organise the A category of tasks by number one, then number two, and so on, in the order you should complete the tasks.

This is a good system if you're a left-brain, analytical leader who is organised and functions around lists and linear tasks.

RIGHT-BRAIN DOMINANCE

The alternative approach to time management is using more of a right-brain or creative approach. This approach is used by

individuals who are more flexible about how to get things done. I find that these leaders will quite often leave blocks of time open for creatively thinking about new trends, solutions and initiatives, or to catch up on projects or tasks they need to complete, without using a formalised list and prioritisation process.

In fact, I know of a number of managers who have tried using lists and more formal prioritisation methods only to find that they frustrated them and reduced their effectiveness. Instead, these managers use their intuition or instincts to stay abreast of the tasks to be completed and keep track of them in their head or they use their diary to block out time to assist them. Although this is not as structured as making lists, I have found that managers use this method very effectively.



Selecting which bias you have can assist you in identifying which productivity methods you should use to increase your efficiency.

Improving your productivity

Leading productivity expert Dermot Crowley wrote one of the best books on productivity I have come across: *Smart Work*. In this excellent book he looks at how to improve your productivity by managing your inputs—your incoming work; your actions—what you spend your time on each working day; and your outcomes—what you want to achieve. To be more productive, he suggests a range of activities that you can use to centralise your actions (which generally involves an electronic calendar and a task system), organise your inputs (which looks at how work arrives at your desk and how you can allocate your time and attention) and realise your outcomes (which ensures you're keeping your activity in alignment with the bigger goals and objectives). If you'd like specific strategies on how

to increase your productivity from a time-effectiveness lens, I highly recommend the methodologies that Dermot provides.

As we have already seen, one of the most important methods for becoming more productive involves monitoring your use of time and ensuring you're not getting led astray by distractions. One of the best methods for examining your effectiveness is to look at your current leadership approach.

Mind mapping

Mind mapping is a technique that can be used to capture the thoughts in your mind and transfer them onto paper so the information can be easily seen. This enables you to start identifying patterns and hierarchies that you can use to help organise your thoughts.

Tony Buzan is credited as the inventor of mind mapping and is an expert on the brain and memory. He is the author of over 100 books including *Use Your Head: Innovative learning and thinking techniques to fulfil your mental potential* and *The Power of Creative Intelligence*. Buzan believes that this process accurately mirrors how the brain shifts from one idea to the next. I'm now going to show you how you can use mind mapping to help you hack your productivity, using the example of a young executive I coached.

Hacking your activity

I once worked with an up-and-coming young executive, Jan, who was being groomed for a future role as CEO. In one of our regular coaching sessions she mentioned how she was starting to feel overwhelmed in her new role, and that the tasks that were coming across her desk were starting to slip away from her. I remember the look on her face when I asked her about her current use of time. 'I'm not someone who wastes time. That's why I'm in this role and have received praise over the past six months—because of my ability to get things done.' She was clearly not impressed with me asking about her use of time!

HACKING PRODUCTIVITY USING AN ACTIVITY MIND MAP

With the use of a mind map, I took Jan through the steps that would help her hack her productivity.

1. Map your current activity

I started by asking Jan to share with me the activities and tasks she had focused on over the past week. I then wrote a description of her current role on a sheet of paper and circled it. Next, I drew lines radiating out from the circle and labelled them with the main activities and tasks she had identified (see figure 1.1). It was immediately clear that she was incredibly busy and was taking the new role very seriously.

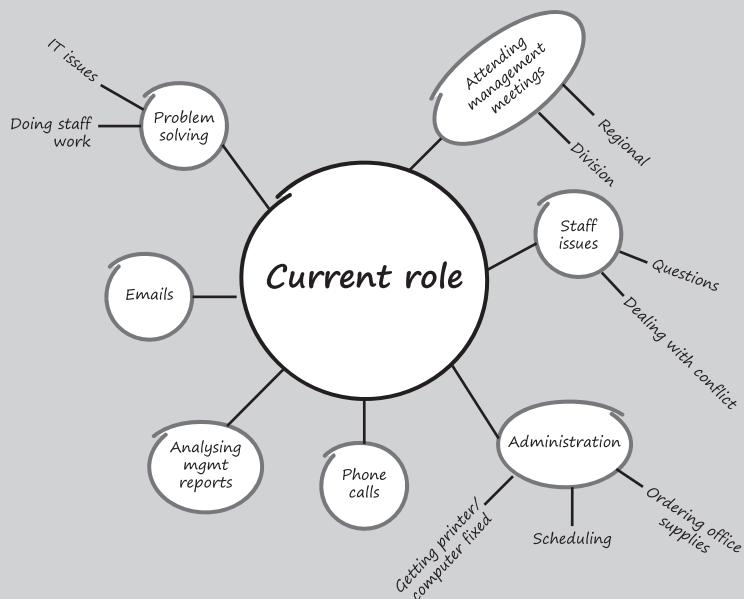


Figure 1.1: a sample activity mind map

Some of the activities were subtasks of other main tasks, so we grouped them into common areas. Other activities

were spread out a bit more broadly and included items such as ensuring more office supplies were ordered, as well as organising and attending various team meetings with her staff. (I find that the more senior the leader, the broader the activities tend to be.)

2. Estimate the amount of time spent on each activity

I asked Jan to estimate the amount of time she had spent on each activity or task over the past week (shown in figure 1.2 as percentages). This was a bit of a challenge for her because she was unsure how long she had spent on each activity—which was part of the problem!

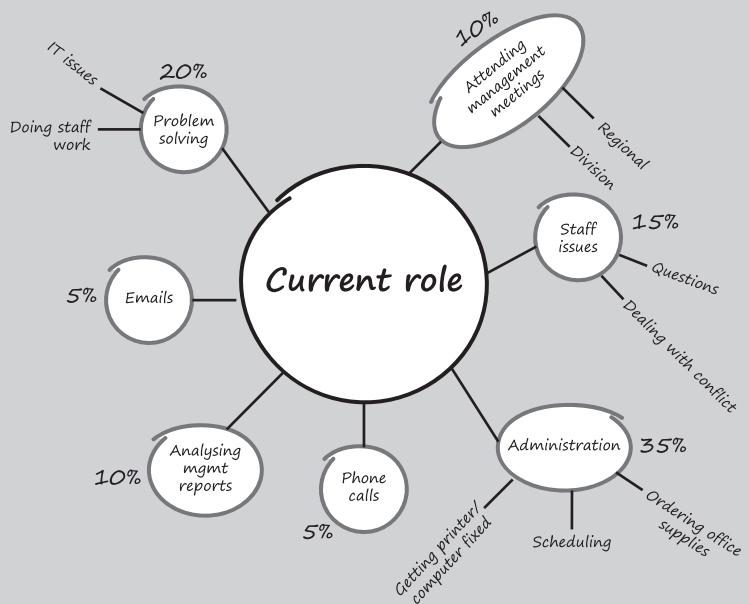


Figure 1.2: activity mind map with times shown in percentages

(continued)

3. Identify the amount of time you work ‘on the business’ versus ‘in the business’

The next step was to get Jan to categorise the areas of current activity. Rather than just grouping them under her main responsibilities, we used a smarter approach that looked at the types of activity based on a concept from Michael Gerber’s best-selling book, *The E-Myth Revisited*. The concept that Gerber made popular—and that has been embedded into the psyche of many people in business—is, ‘You need to work on your business, not just in your business’.

Simply put, ‘working in the business’ includes activities and tasks that relate to the everyday operations and function of any business. These are the things that need to be done on a regular basis to ensure things are running properly. They include the day-to-day firefighting and problem solving required to keep a business operating—such as answering customer phone calls, processing orders and ensuring that stock on the shelves of a retail store is organised in an easy way for customers to find.

‘Working on the business’ involves the strategic activities that need to be performed. These are activities that help set you and your staff up for future success and they can include having one-on-one coaching sessions to help develop your staff’s skills, working with your staff to develop a strategic plan, and anything else that will benefit you and your organisation in the future, as well as predicting future market or consumer trends, and research and development of new products.

To help Jan understand the tasks she had performed over the past week even better, I asked her to add the label ‘on’ or ‘in’ next to each task, depending on whether it was something that needed to be attended to immediately or something related to setting up her department and her staff for success in the future (see figure 1.3).

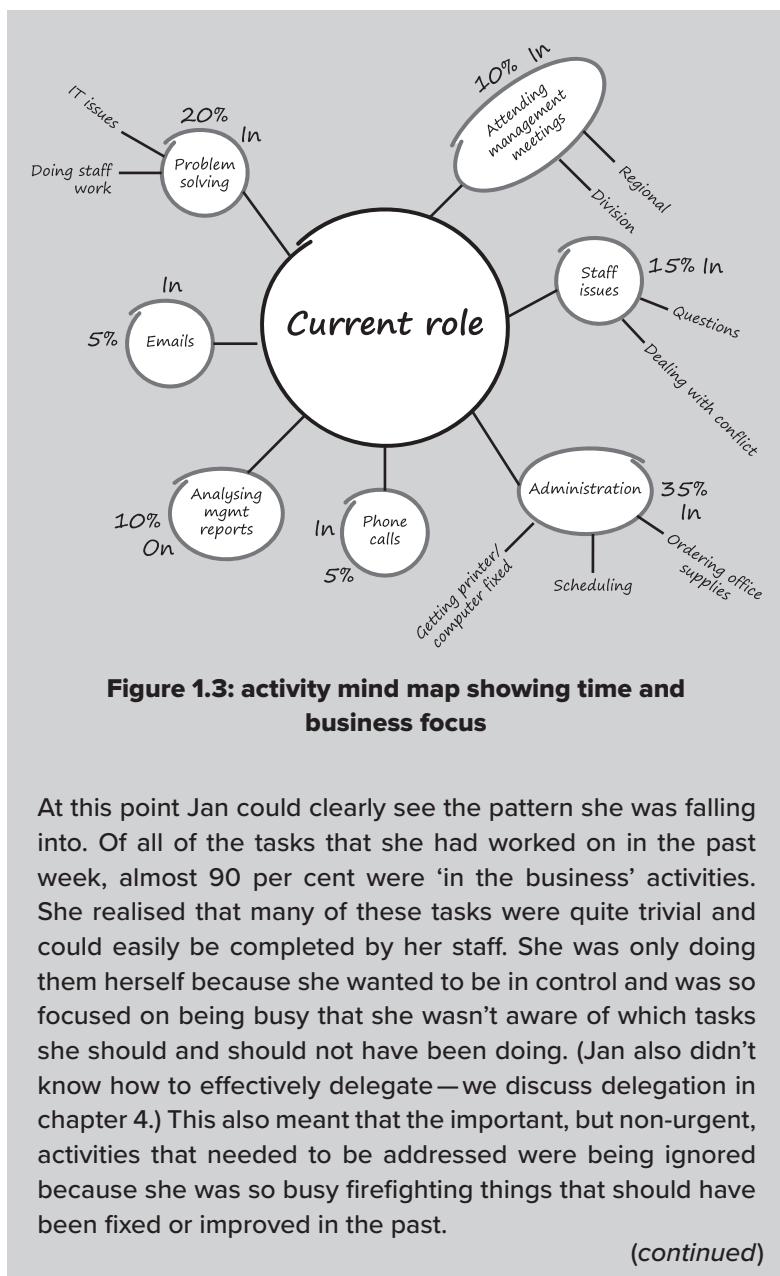


Figure 1.3: activity mind map showing time and business focus

At this point Jan could clearly see the pattern she was falling into. Of all of the tasks that she had worked on in the past week, almost 90 per cent were 'in the business' activities. She realised that many of these tasks were quite trivial and could easily be completed by her staff. She was only doing them herself because she wanted to be in control and was so focused on being busy that she wasn't aware of which tasks she should and should not have been doing. (Jan also didn't know how to effectively delegate—we discuss delegation in chapter 4.) This also meant that the important, but non-urgent, activities that needed to be addressed were being ignored because she was so busy firefighting things that should have been fixed or improved in the past.

(continued)

4. Map your ideal activity

To refocus on the activities Jan should be focusing on, we mapped her ideal role activity on another piece of paper. She identified a number of areas she had not focused on recently that she believed were critical to her role, and we added these. We also removed several trivial tasks she was currently doing. This time Jan estimated the percentage of time that she should be focusing on each task to be more effective in her role. She also reallocated the percentage of time that she wanted to spend working on the business, with most of the related activities involving the coaching and development of her staff, as shown in figure 1.4.

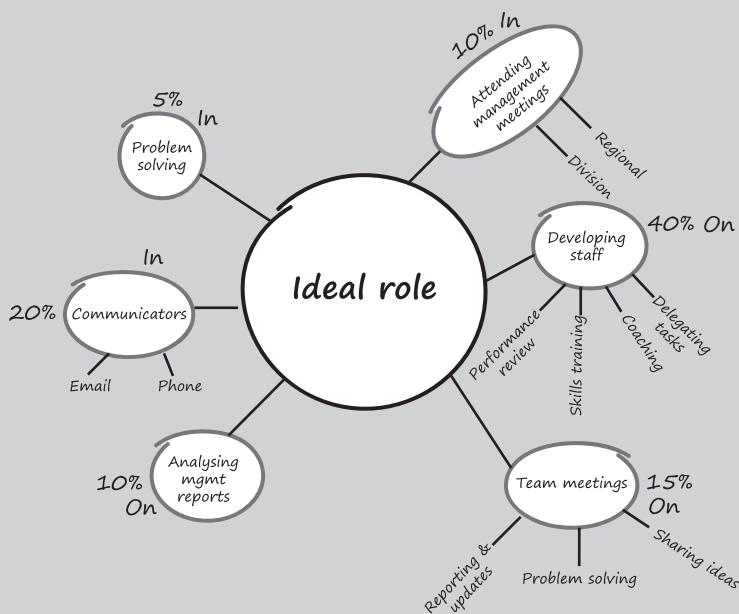


Figure 1.4: an ideal activity mind map showing time and focus

Often, the activities relating to your current and your ideal roles will be the same and only the ideal percentage or

amount of time spent on each activity needs to change. This is often a good reminder that you need to dedicate more or less time to certain activities to start hacking your approach. By double checking the amount of time you as a leader are spending on the business, you ensure that your focus is in the right area. As a general rule of thumb the more senior the leader, the more time should be spent ‘working on the business’. It’s not uncommon for a CEO to spend 75 per cent of their time in this area, given the largest part of their role is generally about setting things up for growth and opportunity in the future, and trusting their leadership team to oversee the ‘working in the business’ activities.

5. Create a transition plan

The final step in understanding where Jan was losing time was to place the current activity role map and the ideal activity role map side by side to identify the areas that needed change. This made it very easy for her to see what she needed to do. To complete the experience, we created a transition plan (as shown in table 1.1) that included a list of the tasks she was going to delegate to staff as well as how she was going to allocate time in her diary to ensure she started working on the tasks she needed to attend to.

Table 1.1: transition strategy table

Task	How	Who	When
Ordering office supplies	1. Create supplier list 2. Create process 3. Delegate	John	1 May
Fixing IT equipment	1. Identify internal IT fix process 2. Clarify how to communicate 3. Delegate	Sue	5 May
Scheduling	1. Write process 2. Train 3. Assist for three weeks	Bruce	1 June

(continued)

This plan also included the steps Jan would take to ensure that her staff would pick up these responsibilities and were provided with the skills to complete them.

Over the next couple of weeks of working her transition strategy, Jan started to achieve a new work rhythm and to feel on top of her role. She had just completed a big step in ‘hacking’ her time—being aware of where she was losing time and using a process to reallocate her focus.

At first glance, mapping your activity and use of time seems very simple. Taking the time to map the activities that you should be doing and the time allocation is also straightforward. The challenge for most leaders is that they don’t take the time to step back from their day-to-day activities to look objectively at whether they are being as efficient with their time as they could be.

CASE STUDY

LEANNE CODDINGTON

CEO, Tourism and Events Queensland

After finishing high school, Leanne Coddington decided that she wanted to get into the world of hospitality. The opportunity to travel and work across a range of hotels was so appealing that she went to university to earn a degree in Hospitality Management and started her career with a small hotel in Canberra that went on to be the first of the Rydges Hotel Group. After completing her traineeship, she moved to

the pre-opening team of the Hyatt Hotel group in Canberra, commencing in the role of Materials Manager—the first woman ever to hold that position in the company.

After a time in Canberra, Leanne was intrigued by Human Resource Management and moved into a junior role at the Hyatt on Collins. This allowed her to start learning strategies that she could use to help work with staff as well as starting to motivate and lift the performance of others—a skill that has proved vital throughout her career. She was also fortunate to be involved in the transformation of Melbourne's Hyatt on Collins to the Grand Hyatt, which was a major redevelopment and tested her skills and abilities to manage a workforce that was going through change.

Shortly after completing this major hotel transformation, Leanne decided to start a family and moved back to Queensland. Very quickly she yearned to continue her involvement in hospitality and she was hired as Hospitality Instructor at a private training college helping to prepare the workforce of the future.

Leanne then joined Tourism and Events Queensland (formerly Queensland Tourist and Travel Corporation and Tourism Queensland), which is a state government body and its lead marketing, destination and experience development and major events agency. It is responsible for developing marketing strategy and brand, supporting and marketing events, growing high-quality experiences and building partnerships with industry operators to showcase and deliver Queensland experiences, packages and products to key target markets across Queensland, Australia and the world.

It is also known for its worldwide 'Best Job in the World' campaign, which it launched in 2009. This is widely regarded as one of the most successful tourism campaigns of its kind. It broke new ground for social media and offered one lucky

CASE STUDY

candidate a six-month dream job as a caretaker for the islands of the Great Barrier Reef. It was so successful that it generated 35 000 applications from over 200 different countries and is estimated to have generated more than A\$430 million in global public relations value. The campaign put Queensland's islands and Great Barrier Reef in the international spotlight and showcased the state as a desirable holiday location for people around the world. It generated 8.6 million website visits with over 55 million pages visited—and more than 200 000 website hits within the first 24 hours!

During this time Leanne was overseeing partnerships with industry and was one of the judges for this hugely successful campaign. This role required her to rapidly help industry operators identify what they could do to make the most of the campaign, as well as build new industry relationships to help support the strength of the campaign. Her ability to lead the industry and build strong partnerships ultimately led to Leanne being appointed as CEO in 2013.

Fast forward to 2020 and, fortunately, Leanne and her team had started using Microsoft Teams before the pandemic lockdowns occurred. This allowed them to fast-track streamlining the way they operated and continue to be productive, including reorganising her team into five hubs: Australia/NZ, Japan/Korea, Greater China, SE Asia and Western Markets.

With international and state borders closed in 2020 and 2021, Leanne and her team focused on encouraging local travel, with the very successful 'Good to Go' and 'Days Like This' campaigns that encouraged Australians to travel in their backyard. This resulted in many Queenslanders travelling to new parts of the state that they had not visited in the past—and helping local tourism businesses while the

international borders were closed, as well as encouraging people in other states to visit Queensland.

She also delivered a series of personal industry briefings and YouTube videos to help inform both tourism and event operators and provide them with information, updates and details on government assistance. As a support partner to the Queensland Department of Tourism, Innovation and Sport, Leanne's team also supported the Work in Paradise Tourism and Hospitality Jobs Site that promoted jobs to Australians looking for a 'gap' year experience, helping provide desperately needed staff to Queensland tourism operators.

To enable Tourism and Events Queensland to remain proactive in numerous markets, they have over 130 staff located in Australia as well as around the world. This requires Leanne to be productive and efficient with her time as she spends quite a lot of time meeting on video calls or travelling to support these partnerships in numerous locations. To enable her to get more done, when she does travel, she stacks her trips back to back to allow her to concentrate this time away in one time frame. She also has a solid philosophy of trusting her people on the ground in the different markets to understand and plan the events. When she visits, she always ensures that there's a 'cheap and cheerful' local dinner event with her team for her to reconnect and touch base in person and also to acclimatise to different environments before the scheduled events and partnership meetings begin.

When she is not leading, Leanne tries to find ways to unwind and relax by taking time for herself (and her family) in simple ways that recharge her energy. This often includes some family time on the verandah having quality conversations as well as walking to help manage stress and the pressure from some of the uncertainty that has occurred over the past couple years. Regardless of her busy schedule, Leanne has found a range of productivity hacks that she uses to keep her feet firmly on the ground.

SELF-HACK

ACTIVITY MAPPING TO INCREASE PRODUCTIVITY

To stay effective and efficient, leaders need to regularly 'self-hack' their approach to their work in order to ensure that they're focusing on the things they should be doing, rather than being distracted. Here's a summary of the hacks you can use to achieve this.

Hack 1: Map your current activity

- ▶ Write your current activity in the middle of a piece of paper and draw a circle around it.
- ▶ Write down the activities you've been focusing on over the past week (or two weeks if that's easier). Don't simply write a list of tasks from the top of the page to the bottom—this can tempt you to think linearly and not fully visualise the range of activities. Create a mind map by drawing lines away from the circle containing your job title and writing one task or activity at the end of each line in a circle.
- ▶ As you draw your activity mind map, you'll find that some tasks are subsets of a category. For example, these activities could all be combined under the heading 'Departmental meetings':
 - » meeting with sales
 - » meeting with marketing
 - » meeting with operations.

Hack 2: Estimate the amount of time spent on each activity

- ▶ Estimate how much time you spent on each activity or task by either counting the hours or working out the percentage of time you spent on it. Remember: you can only have 100 per cent of time or 40–50 hours per week (or more depending on your role!).

Hack 3: Identify the amount of time you work ‘on the business’ versus ‘in the business’

- ▶ Label each activity as ‘in’ for ‘working in the business’ or ‘on’ for ‘working on the business’.

Hack 4: Map your ideal activity

- ▶ On another piece of paper, write your ideal activity in the centre and draw a circle around it. Next, draw a mind map with lines radiating outwards from the circle and write the activities that you should be focusing on. Make sure you remember to capture the ‘working on the business’ activities. If possible, try not to look at the mind map of your current activities. You want to be able to step away from what you’ve been doing and be objective about where your focus should be.
- ▶ Now estimate the amount of time you should ideally be spending on each activity.

Hack 5: Create a transition plan

- ▶ Now that you have identified what needs hacking, you need to establish how you’re going to do it and who can help you. Write down all the activities and tasks you’re currently doing but shouldn’t be and identify who you can delegate these tasks to.
- ▶ Make sure you use a process to effectively delegate. Take the time to communicate what’s needed, how to perform the task and how you can assist your staff member to complete it. If you find you have a large number of tasks that need to be handed off, don’t give all of them to the same person at once as this could overwhelm them. Map when you’re going to delegate each task using a transition strategy like the one in table 1.1.
- ▶ Hacking your activity is something you should do at least a couple of times per year to ensure you’re being as productive as possible. For senior leaders this is also a good exercise to do with your direct reports to help ensure they’re focusing on the important aspects of their role.





Chapter 2

Technology and email

Throughout history, society has evolved from one level to the next. Major shifts in eras are generally connected to a significant advancement in technology. The global pandemic showed leaders need to be across these shifts and identify ways to leverage technology to work in offices and remotely.

Many civilisations (and businesses) have risen and fallen based on their use—or misuse—of technology and the new forms it has taken. One of the first advancements in technology on a global scale was the printing press. According to *Live Science*, it was initially credited as being pioneered around 1440 by Johannes Gutenberg, who created adjustable metal letters (or movable type). However, there are examples from Chinese monks up to 600 years earlier who used carved wooden blocks pressed onto sheets of paper. This allowed information to be captured and shared with the masses so people could be informed of current events (and opinions).

The next big advancement in technology was the Industrial Revolution, which took place between 1760 and 1840. Instead of being made individually, goods could now be mass produced using new manufacturing processes in a much faster time frame.

This led to an explosion of new products and machines that could be used across all walks of life.

The next main technological advancement was the Information Revolution. Using computers, we're able to capture information and manipulate it as we choose. We can use a computer program to run a statistical analysis or a word processor to quickly and easily create, modify and share electronic documents. In addition, this started a shift in globalisation that Thomas Friedman captured in his ground-breaking book *The World Is Flat: The globalized world in the twenty-first century*, which shares how these new advancements in technology have enabled people from around the world to easily connect and do business together across geographical boundaries. He identified 10 forces that he believes have made the world seem a much smaller place, including computer software, uploading, outsourcing, offshoring and supply chaining. Friedman more specifically predicted that the real change occurred in the convergence of three specific events. The first was the creation of technology, which allowed for communication and collaboration across geographical borders. The second was the use of new technological products that allowed for the integration of hardware and software. And the third was the opening of new, previously communist, markets, which resulted in access to a massive, enthusiastic workforce of more than three billion people ready to embrace these new technologies to achieve benefits similar to the US free market economy. Further expanding on Friedman's work you could add a fourth event—the global pandemic. This once-in-a-lifetime phenomenon forced governments and businesses to rethink how people worked and leverage technology even further during lockdowns, creating a truly remote workforce.

How the mobile device changed everything

When Apple launched the iPhone in 2007 it did more than bring a new product to the market. It completely transformed and revolutionised the entire mobile platform and put most

of its competitors out of the mobile phone market within 10 years. Before Apple entered the market, Nokia, BlackBerry and Motorola dominated the mobile phone industry and were considered untouchable giants. Their phones were also starting to allow emails to be sent, although this was at a slow speed and with a non-graphic interface.

The iPhone was a breakthrough internet communications and connection device—a true ‘smart’ phone. Its touchscreen immediately responded to provide multiple items at once with an easy-to-use graphic interface. It’s hard to imagine what life was like before Google Maps, integrated calendars, FaceTime (for free), web browsers and the App Store, which provides every type of software program imaginable.

When this revolutionary tool was first released, it provided a tremendous number of hacks that leaders could use to save time. It also drove the entire industry to start looking at smarter ways of using this technology so people could do more in less time across multiple platforms and opened the door to more remote work opportunities.

The five types of technology programs

Table 2.1 (overleaf) shows a range of different technology software programs that leaders can use to help them hack their performance and time. They range from computer-based programs, to smartphone applications, to real-time internet tools (they’re not your standard 1990s Microsoft Office programs). Although I’m not a technology expert—and it’s challenging to zero in on the ones that offer the best hacks for leaders because they’re forever evolving—I have organised them into five areas: organisation, communication, collaboration, tracking and project management, and video conferencing. In the following section I’ll provide a description of the tools

Leadership Hacks

as well as a number of examples of these technology software programs that you may want to explore further to help you leverage your effectiveness. One note of caution: these new technology programs are changing so rapidly that they will very quickly be out of date, so ensure you do a Google search to identify the most current ones.

Table 2.1: five types of software programs

Organisation	OneNote Evernote Calendar 5 by Readdle SimpleMind
Communication	Slack Basecamp Google Chat Memo Mailer
Collaboration	Dropbox Google Workspace Office 365 MURAL Miro
Tracking and project management	Microsoft Project Asana Trello Shoeboxed / Squirrel Street
Video conferencing	Zoom Microsoft Teams Teamflow GoToMeeting CiscoWebex

Organisation

These technology software tools assist you in organising things. Most commonly they are calendars or applications that help organise your time and your meetings by fast-tracking these processes. Some of the current organisation platforms for a computer or smartphone are:

- *OneNote*. This is a Microsoft Office program that captures notes, agendas and ideas in a range of notebook folders that can be shared with others.
- *Evernote*. With this app you can capture notes and tag relevant files for quick and easy access later on. It enables all of this data to be synched across multiple devices and you can share notes with others.
- *Calendar 5 by Readdle*. This app is designed for mobile phones and allows you to view, complete or reschedule tasks on the run. It also shows your meeting workload and your task workload across the week and syncs across your calendar and reminders.
- *SimpleMind*. This is a mind-mapping program that you can use to brainstorm your ideas and organise them into mind maps with colours and pictures, as well as export them for presentations.

Communication

Given that many leaders need to communicate to specific groups of people, a number of communication platforms can be used to help streamline this process and allow conversations to be easily followed. Some currently available and popular communication programs are:

- *Slack*. This is a collaboration tool. You can use it to send direct messages and files to individuals or groups of people and to organise conversations into different

channels as well as create a Google Hangout video meeting from within a chat room.

- *Basecamp*. This is a go-to program for team communication. It makes it easy for teams to stay in touch on projects and clients.
- *Google Chat*. This is a built in app in Gmail that allows users to have ad-hoc conversations and audio or video chats.
- *Memo Mailer*. This app allows you to touch one button and record a verbal message that you can instantly email to yourself or to your PA. This is a great time-saving tool.

Collaboration

With the shift from individual computers to closed networks to the World Wide Web, there's been an explosion of collaboration technology platforms that can assist you in working collectively with people in other parts of the world. Current collaboration programs include:

- *Dropbox*. This is an in-the-cloud storage platform for keeping files, documents, photos and videos in one place. You can also use it to share access to these files with other people and create a copy of each of these items on your device that mirrors the cloud so you always have access.
- *Google Workspace*. This is a collection of cloud computing, productivity and collaboration tools produced by Google that enable sharing of documents, worksheets, slides, meetings and more.
- *Office 365*. Microsoft blends their traditional office programs into an online collaboration platform that allows you to collaborate and connect with others. It provides all the functionality including Word, Excel, PowerPoint and Outlook in addition to Teams.
- *MURAL*. This collaboration program enables teams to think, share ideas and collaborate visually when working

in hybrid or remote teams. It consists of an easy-to-use digital canvas that allows people to add sticky notes, icons, shapes, connectors, comments and more. Currently over 90 per cent of the Fortune 100 companies use it.

- *Miro*. Similar to MURAL, this online collaborative whiteboard platform also allows teams from any location to work together. It also allows people to work together regardless of location and uses a visual platform for people to share ideas and work together.

Tracking and project management

These technology programs allow you to track and measure any number of items. This can include the tracking of time, activity or information. The majority are for tracking time and you can use them to improve your productivity or project management. Some current programs are:

- *Microsoft Project*. This is a traditional software program for complex projects.
- *Asana*. This tool is used by Intel, Uber and Pinterest and has been designed to achieve the best results by tracking employees' work and setting deadline reminders, establishing ongoing projects, and automating requests to colleagues.
- *Trello*. This platform offers shared boards or lists that can be organised by team or task. You can also delegate tasks to staff and assign comments to cards.
- *Shoeboxed/Squirrel Street*. With this app you can use your smartphone camera to take photos of receipts and store digital copies of them for printing at a later date if a physical copy is required. The app also integrates these receipts into the leading accounting software packages.

Video conferencing

Before the global pandemic, video conferencing was limited in use because it was not mainstream and many leaders and staff avoided it. With the shift to more employees working remotely, this has increased the need for simple and effective video conferencing technology. Now there is a broad range of platforms available, and many people have experience on many of them. Some current video conferencing programs are:

- *Zoom*. With the global pandemic Zoom became one of the most common video conferencing platforms in the world because of how easy and stable it is. It offers web-based screen sharing, whiteboarding breakout rooms, SSL encryption, recording, and can work with groups up to 1000 in size.
- *Microsoft Teams*. Teams is part of Office 365 and integrates with Office applications like Word, Excel, PowerPoint and Outlook and is very interactive. Although not as functional as Zoom, it does offer screen sharing, whiteboarding, break out rooms, recording and can work with groups of up to 250 in size. Microsoft has also launched Teams Rooms to assist in bridging hybrid meetings with people in office and remote spaces.
- *Teamflow*. This program allows you to create virtual offices complete with desks, meeting rooms and whiteboards that can be used for video meetings. User faces appear as bubbles and can be easily dragged around the virtual office, allowing for collaboration. It is being used by many tech companies including Netflix, Atlassian and Uber.
- *GoToMeeting*. This was one of the popular pre-pandemic video conferencing providers that offers HD video as well as screen sharing and messaging that allows meetings for 10 to 2000 participants. Unfortunately, it will only show

videos for 25 participants and does not have breakout room functionality.

- *CiscoWebex.* Webex was also established before the pandemic as a common software for presentations and webinars. It also offers Transport Layer Security (TLD), encryption and firewall compatibility secure options and supports up to 1000 participants. However, many users say the log on security process is more complex and takes more time to access than other platforms.



There's a range of apps you can use to help you hack your leadership in various areas. My advice is to explore these and see which ones will work for you and to keep a look out for new ones that other leaders are using.

Email

There has been a significant increase in digital communication and email since the beginning of the new millennium, creating a drastic impact on leaders and their productivity. Many leaders I've worked with over the years have made the observation that they can't keep up with their email communications. Inboxes are constantly full of new information: as you're reading one email, a new one is already coming in. For many leaders there's not enough time to manage their email.

I remember talking to a director of sales and marketing for a large international automotive company about how busy he was trying to respond to all the emails he was receiving. When we looked at them, we found he had a team of 12 direct reports, with many of them spread around the country; over 100 dealerships with dealer principals (owners) regularly asking him questions; numerous suppliers and strategic partnerships; and international

affiliates and global headquarters that were also asking questions and sharing information with him. He was easily averaging more than 200 emails per day, with many of these requiring a response from him. As soon as he cleared a handful of emails, the next batch came in. To add to his frustration, he was receiving emails around the clock because the company was pushing its global businesses to increase its share of good or creative ideas across geographic markets.

How did we go from a business world with manageable information and communication levels to one that bombards us with so much information that we can't keep up? In a word: email. We'll look at how to hack your inbox shortly. First let's look at how emails have crept into our lives and then identify the email challenges we face.

Why emails overload leaders

In the past an employee would automatically follow the orders of leaders or managers of a company. With the title of CEO or director came instant authority, and maintaining this power involved enforcing rigid communication structures. The traditional pyramid hierarchy mandated that people communicated directly to their supervisor when they needed some information or resources. It was considered a career-limiting move to go outside the 'chain of command' and try to communicate directly with other departments.

Internal computer servers and email quickly tore down these traditional lines of communication and the hierarchical power they embodied. In the early days of this technology, it was not uncommon for an employee who was not familiar with the email system to accidentally copy in the entire staff list. This mistake could not be taken back, resulting in many private communications accidentally being broadcast across entire companies.

In the past, a leader's power lay in the information that they may have kept tightly controlled. Nowadays, everyone can access information from numerous sources and can quickly and easily share it with others.

Initially, the internet was set up to allow access to, and sharing of, information. The concept and initial design of the internet was led by the Defense Advanced Research Projects Agency (DARPA) in the United States in the 1960s with the creation of the Advanced Research Projects Agency Network (ARPANET). The first public demonstration of email took place at the International Computer Communications Conference (ICCC) in 1972. Over time this loosely connected network was enhanced until the World Wide Web was created to standardise protocols by MIT's Laboratory for Computer Science professors, Tim Berners-Lee and Al Vezza.

Initially, the speed of the internet was slow, with a processing speed of 50 kbps via phone lines in 1993. To put this in perspective, it would take 10 minutes to download a single song (or 30 minutes at slow speed!). A full-length movie took 28 hours at full speed (or up to three days at slow speed) to download. This is much slower than the new 5G (fifth generation) technology that has the capability to reach speeds of up to 20 000 mps—which can download a full-length movie in under half a minute!

What does this all mean? It means that leaders need to find new hacks for dealing with the large volumes of communication that come their way. The primary tool for sending and receiving specific communications is still email. The challenge is that the increase in internet speeds has led to an increase in the number of emails sent and received every day.

The Radicati Group is a marketing research company that has been tracking email and digital communications since the early days of the internet. Their Email Statistics Report, 2021–2025, shows that email will continue to grow to more than 4.5 billion email users by the end of 2025. The business world consumes

the majority of these emails, with more than 319 billion sent and received each day. On average, business users will send 376 emails a day by 2025—significantly above the volume of 121 emails per day in 2019. This figure only includes the number of emails that make it into your inbox, not the additional emails caught in your spam filter! No wonder leaders are having a more challenging time of keeping up with their inboxes.

Identifying the challenges

There are three main challenges that need to be managed to deal more efficiently with emails:

- *The volume of emails received.* Leaders tend to receive more emails than many frontline or middle-level managers. This is because they're often copied in to 'keep them in the loop'. This also creates a distraction if you're working on a task and new, unrelated emails come in.
- *Time to read through emails received—and when to check for new emails.* Once the emails come in it takes time to read through them and identify what it is you need to know. This in itself creates a challenge because unnecessarily reading through some emails can take up time that could be better spent reading and actioning other, more important emails.
- *What to do with emails once you've read them.* It may be that you've been copied in to receive ongoing information or updates, in which case you don't need to do anything with the email. Alternatively, you may need to respond with a decision or answer, or take further action. Regardless, viewing emails only takes up a portion of time—the majority of time is generally spent analysing and responding to the emails.

A 2018 *Harvard Business Review* study found CEOs spent an average of 24 per cent of their time checking email. This equates to a potential loss of over 10–20 hours per week. During the

global pandemic, Microsoft reported that email had increased by 40.6 billion emails between February 2020 and February 2021. This is a massive amount of time that needs to be hacked! In looking at ways to improve your approach to email communications, there are two hack areas you should consider:

- ‘inbox’ email hacks
- ‘sending’ email hacks.

Given this prediction of email numbers increasing year after year, it’s important to have a number of strategies for hacking your inbox.

HACKING YOUR INBOX

How often do you check your email inbox per day? If you’re not sure, play a little game: every time you look for new email write it down. Once you’ve done this for a full day, total up the number of times you checked for new messages. I’m sure the result is alarming so let’s look at some ways of hacking this time-consuming task.

1. The 321-Zero approach

As human beings we’re wired for constant gratification and satisfaction. We also look for ways to distract ourselves from doing challenging or difficult tasks. *New York Times* best-selling author Kevin Kruse, in his book *15 Secrets Successful People Know about Time Management*, studied the time-management habits of billionaires, entrepreneurs and Olympic athletes. Kruse recommends checking your email inbox using what he calls the 321-Zero system. He advocates scheduling three times per day to check your email (morning, noon and night) and setting your phone timer to 21 minutes as a game to get your inbox to zero. Although this will usually not be enough time to get through all your emails, this approach is designed to keep you focused because you won’t have time for distractions. This will reduce the amount of time you

(continued)

spend checking and rechecking to see if an email has come in, which can ultimately distract you even further.

2. The four-step email inbox hack

There are many complex systems and methods for staying on top of your inbox, but there are some simple approaches that will save you time. One of the most effective hacks is the four-step process shown in figure 2.1: scan, delete, sort and respond.

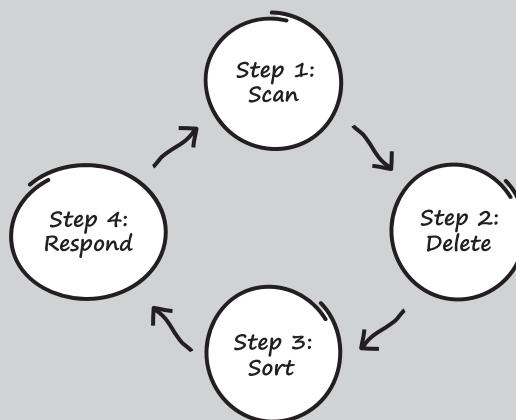


Figure 2.1: four-step email inbox hack model

Step 1: scan

Rather than taking the time to read through and respond to each individual email, start by scanning your inbox. Take a quick look through the emails that you haven't read and get a sense of what they involve, who they're from and whether or not you need them. This will help you get a quick overview of the task ahead—and get your mindset focused in a short period of time.

Step 2: delete

Delete emails that have no benefit or are irrelevant. This way you eliminate the visual clutter in your inbox, which will allow

you to more easily identify and deal with the remaining, more important emails. This step helps make the final two steps faster, saving you more time in the long run.

Step 3: sort

Once you've deleted irrelevant emails, the next step is to sort the remaining emails based on their level of importance. Most email programs will automatically display your emails according to the time they were sent. They can also be sorted in the following ways:

- by header. One of the easiest ways to quickly organise your emails is by sorting them based on who sent them (From) or by subject. If you're a Gmail user, you simply type the name of the person or the subject of the email into the 'Search' bar and a list will automatically be generated showing the most recently dated emails first. In Outlook you can do the same by clicking on the header categories (From, Subject, Date).
- by folder. Another strategy is to create folders—with labels—that you can drag emails into. You can reconfigure Outlook using 'Rules & Alerts' settings to automatically move specific incoming emails into particular folders. Outlook also has a function that will allow you to flag the priority status of each email. It can be useful to create folders labelled 'Action today', 'Inform', 'Waiting for', and 'Done'.
- using Automatic Sort. Email programs such as Gmail enable you to automatically split emails into three categories when they arrive: Primary, Social and Promotions. You can also add folders and split them further.

For specific steps on how to set up these functions, do a quick Google search. There are a number of different ways to sort your inbox—try a couple of approaches to see which one works for you.

(continued)

Step 4: respond

The final step is to respond. Rather than just hit ‘reply’ and start typing, if you want to hack your approach you need to know what the main message of your response will be. Specifically, this is what you want the receiver to do with your email response. Generally, when you respond to an email it will fall into one of five categories: FYI, share/gather information, decide, take action or meet.

To make it easier for the people you are responding to, make sure you let them know which of these categories your email is offering or requesting. This will help save them time and reduce the clutter of emails that results when people just hit ‘reply’ without being specific about what they want others to do.

When you start hacking your inbox you’ll notice how much time you save. Rather than rechecking your inbox and glancing over the emails that are still there, you’ll have a simple process you can use to quickly stay in front.

Sending emails

One of the biggest challenges of sending emails is ensuring that other people understand what it is you’re trying to say and what you want them to do. Have a look through the emails that are in your inbox right now. How many of them clearly identify what action you need to take? The vast majority probably don’t spell this out.

Email communication can be confusing because very few people know how to send an effective email—many just blindly type a message without thinking much about it and then click ‘send’.

By using these five simple hacks when sending emails you’re making it easier for other people to understand the information you’re sharing, and you’re clarifying what they need to do with it and by when. If you can get more of your staff to use these same

techniques, everyone can save time reading through the random emails that get sent and quickly take the necessary action. In addition, as a leader, your communication will become easier to comprehend and will have more impact because it stands out and offers value.

FIVE EMAIL ‘SEND’ HACKS THAT GET FAST RESULTS

Here are five hacks you can use to ensure others understand your emails and can take action quickly.

1. Subject line

One of the most important things is to have a succinct subject line. This is what other people will look at when scanning their messages to determine what do with them. Make your subject line relevant and clear. One leader I worked with adds a few code words into his subject line. For example, he ends the subject line with ‘decision’, ‘action’, ‘FYI’ or ‘thoughts’. These simple words help give the receiver a quick clue about the importance of the email before they start reading it.

2. Message length

I can remember receiving an email from a staff member that was more than five pages long. After reading through the first five paragraphs, I gave up (mainly because I was reading it on my smartphone)! If you want your emails to be read and responded to quickly you need to keep them brief and to the point (think: user-friendly). It’s estimated that more people access their email on their mobile device than on a laptop or desktop computer—another reason to aim for ‘short and sweet’.

3. Visual texture and impact

One of the issues with email is that visually, on the screen of someone’s computer, they look very bland and plain. When people receive hundreds of emails per day this makes all of

(continued)

them look the same. Blocks of text that are listed without any formatting can be difficult to read, as shown in figure 2.2.

Subject: New Market Analysis

Greetings

I wanted to bring your attention to a number of issues that we may be having in the way that we are entering into a new market. This could create an issue for us due to a number of emerging issues and trends that we need to be aware of.

The first is that we need to find out more about one of our competitor's new products and the product specifications as well as the pricing that they are planning. This could create a range of issues for a number of our products. In addition we have had a large turnover of employees in our sales force in this market. We will need to adjust our current plan to take this into consideration. We believe that we will be able to have the new people recruited and selected in the next thirty days with another thirty days to get them trained.

I am also aware that we need to make a decision on the pricing structure and strategy for this new market, and that we also need to discuss and identify how to make this new launch successful. I recommend that we get the Executive Team together for a meeting to discuss further.

Regards,

John

Figure 2.2: typical bland email

To make your email message stand out and have more impact, alter the visual texture. For example, if you have a number of points to make, use bullets to visually shift the text on the screen. In addition, make any headers bold so the receiver can immediately identify them. See figure 2.3.

Subject: Exec Team Meeting — New Market, Staffing & Pricing Decision

Greetings

I recommend that we get the Executive Team together for a meeting to discuss entering the new market due to a number of emerging issues and trends including:

New Competitor Product — Unknown impact

The first is that we need to find out more about one of our competitor's new products and the product specifications as well as the pricing that they are planning. This could create a range of issues for a number of our products.

Potential Delay by 60 Days Due to Employee Turnover

In addition we have had a large turnover of employees in our sales force in this market.

- We will need to adjust our current plan to take this into consideration.
- To recruit new staff and train them will take 60 days (30 R&S and 30 training).

Pricing Strategy — To Be Clarified & Decided

In this meeting we will need to make a decision on the pricing structure and strategy for this new market that will allow the launch to be successful.

Regards,

John

Figure 2.3: email with better visual texture and impact

Why do you think newspapers and web pages are designed the way they are? It's because the mind doesn't just work in a linear, left-to-right, top-to-bottom, orderly fashion. When you read a newspaper, the first features your eyes go to are the pictures or main headlines. Then they go to the bolded section headlines and then to the actual article text.

(continued)

By giving your emails visual texture you will make it easier for people to understand the information you're sharing as well as establish yourself as a leader who's different from everyone else—one who captures their ideas in a way that's more effective and efficient.

4. Specific outcome

Emails are usually sent for a particular reason. The trick is to identify your desired outcome within your email so that recipients can easily come up with a relevant response.

Most emails are written with one of these five outcomes in mind:

- **FYI.** You want them to be aware of some information—which often is an FYI (for your information) message. It may or may not be directly in their area of responsibility; however, it's beneficial for them to be across it.
- **Share/gather information.** You want them to read through the information, think about what's being shared and share or gather additional insights or details. Often, you're looking for their thoughts or opinions on a particular issue.
- **Decide.** You want them to choose from a number of alternatives.
- **Act.** You want them to take specific action based on the message communicated in the email.
- **Meet.** You'd like to meet to discuss a topic further (often because using email is not the most effective method of communication and being face to face can cover more ground).

Effective leaders will be clear with others about what they want them to do with their email message. By including an outcome you can save time and achieve what you both want effectively. It's a good idea to type the outcome that you're looking for at the very beginning of the email so your recipient can immediately see exactly what you want them to do.

5. Time frames

Another important and simple detail to include in emails is a time frame. If you're setting up a meeting it's easy, in most email programs, to add in a meeting request. If you need a decision, some information or some action to be taken, put in a requested time frame. This allows the receiver to understand your expectation and will also help them prioritise their activity based on the multiple tasks they're focusing on at the time.

CASE STUDY

TRICIA VELTHUIZEN CEO, Churchill Education

Tricia Velthuizen had a modest upbringing by parents who valued education. This, combined with an extraordinary teacher who inspired her to reach for new heights, encouraged her to be the first person in her family to go to university. While she was studying law, she decided to take the Queensland State Public Service exam—for which she achieved a score of just under 100 per cent—and started working in data entry while studying.

Shortly after earning her law degree, Tricia became Crown Prosecutor with the Office of the Director of Public Prosecutions in Queensland. For the next 10 years she was involved in state-wide circuiting, which saw her travel to numerous cities, primarily to prosecute child sex offences. Although this was a very challenging role, prosecuting sex offenders and dealing on a daily basis with child abuse cases forced her to learn new ways of asking questions and investigate at an entirely different level. She also learned that she could achieve more by asking people questions to create

CASE STUDY

a connection and common understanding—something that she would use in her next role as a business leader.

After 10 years of prosecuting cases, Tricia was ready for a change. In 2006, she co-founded Churchill Education with her husband, Randall, when he resigned from the police force after 16 years due to post-traumatic stress disorder. Although Randall's experience was substantial, he realised that other industries would not recognise them without any formal qualifications. When Randall set about obtaining qualifications through Recognition of Prior Learning (RPL) he found it a very frustrating and time-consuming process. Tricia and Randall started Churchill Education to assist people in taking their work experience and turning it into governmentally recognised qualifications. Their goal has always been to help people improve their career prospects and future opportunities. Their vision remains 'Educating to change lives for the better'.

As Churchill Education grew, Tricia and Randall focused on learning as much as they could about business and leading, including studying at the Disney Institute to identify how they could build and develop their staff. They also leveraged technology to streamline operations and hired staff in Australia and the Philippines.

Since opening its doors, Churchill Education has assisted thousands of students in studying and attaining further accreditation, with almost 2000 qualifications awarded each year. They offer over 60 different courses across a range of fields and industries from youth work to accounting and everywhere in between.

In recognition of her leadership, Tricia was awarded the Churchill Fellowship by the Winston Churchill Memorial Trust and in 2016 she was honoured with the Achieve Forum Australia HR Champion CEO of the Year Award in recognition of her innovation and inspiring leadership philosophy and practice as CEO of Churchill Education.

Not one to rest on her laurels, Tricia continues to grow and use technology and new processes to find ways to be more efficient. With the increase in success, the number of external email communications started to become a bigger challenge. To stay on top of these she created a process that allows her to reduce or hack the time needed to respond. First, she started sorting the emails in her inbox by sender. This was so she could easily identify the important emails she needed to respond to and save time. Next, she deleted irrelevant emails and then responded to the important remaining ones. This hack has allowed her to stay on top of her external emails and be more effective in her use of time.

When the pandemic first hit, Tricia and her team were fortunate to have converted from Slack for internal emails to Microsoft Teams. They were looking for a way to streamline the way they communicated and reduce the number of internal emails that they sent one another. On the Microsoft Teams software, they created a range of ‘channels’ that they could use to have chats or conversations with different working groups. One channel is called ‘on the line at 9’ and all staff join the video call daily at 9 am to catch up and share their thoughts for the day. Another channel is ‘Success Stories’, which allows staff to post images and short stories of some of the great things that Churchill Education has been doing with students and staff. They also found that staff felt a strong sense of belonging because people would have random chats and send messages about things that were not always about work tasks—simulating what happens in a normal office environment.

**CASE
STUDY**

Because of the efficiencies that they have found through technology, Tricia and the team now work a hybrid model with most of the team working remotely four days per week. One of the keys that has enabled them to successfully navigate is the focus on ensuring a good work–life balance for all. Tricia believes that as a leader she now has more time to focus on the important things.

SELF-HACK

HACKING YOUR EMAIL

Every leader is bombarded with numerous emails on a daily basis. It's important to take time to assess whether you could be hacking your email to enable you to spend more time on other leadership tasks.

Inbox hacks

Use the following hacks to start looking at ways to conquer your inbox.

Hack 1: The 321-Zero approach

- ▶ For one day, commit to only checking your emails once in the morning, once in the middle of the day and once in the late afternoon.
- ▶ When you start checking your emails, set your phone timer to 21 minutes and see if you can get through all of your email messages. Remember, the aim is to get your inbox to zero within this time frame. It can be a fun game to play—but if you find it impossible to win at this game, you'll definitely want to use the next inbox hack.

Hack 2: The four-step email inbox hack

Step 1: scan

Quickly glance through all the emails in your inbox to identify which ones are important and which ones are junk. The goal is to get through your inbox quickly to gain a sense of how many emails require a response.

Step 2: delete

While you're scanning your emails, delete the irrelevant ones to de-clutter your inbox. And no, you don't need to keep the Domino's Pizza deal of the day—you can always go to their website if you want to access these details later!

Step 3: sort

Organise the remaining emails in a way so you know the ones that are higher priority that you need to respond to immediately, with the others given a lower priority. You can use the settings in your email program to sort by sender, topic or keyword as well as move them into folders to allow for easy reference later.

Step 4: respond

Respond to the highest priority emails first. Because you scanned them earlier you have an idea of what you may need to do, which will save you time when you respond.

Send hacks

Hack 1: Subject line

- ▶ Ensure your subject line is succinct, relevant and clear.
- ▶ Use code words (e.g. 'decision', 'action', 'FYI') to give the receiver a quick clue about the importance of the email.

Hack 2: Message length

Keep your email messages brief and to the point.

Hack 3: Visual texture and impact

Alter the visual texture of your email message by making headers bold and inserting bullets for lists so that the important features stand out immediately.

Hack 4: Specific outcome

Identify your desired outcome within your email by making it clear to the recipient whether the purpose of the email:

- ▶ is FYI
- ▶ is for gathering information
- ▶ needs a decision
- ▶ needs an action
- ▶ is setting up a meeting.

Hack 5: Time frames

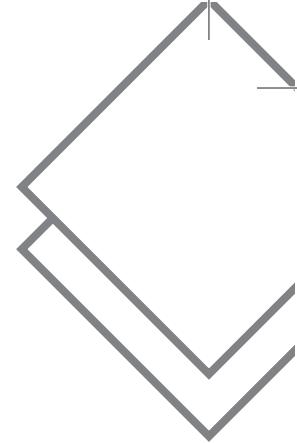
Make sure the recipient knows by when you need the email to be acted on.

PART II

ONE-ON- ONE HACKS

Part II is filled with strategies you can use to improve your performance and interactions with individuals, often in a one-on-one approach, both in person and remotely.

The information is designed to assist you in hacking your leadership approach and improving your impact with individuals.



Chapter 3

Communication

A leader's ability to communicate is critical to their success and that of their business. This is common sense: everyone knows that communication is a critical tool for anyone in business.

A number of years ago I worked with a leadership team for a large international franchise organisation. They had achieved fairly modest growth. However, it appeared that they had plateaued and the CEO wanted us to work with his leadership team to improve their impact on their employees to enable the organisation to reach the next level of strategic targets.

During the first session of the year-long leadership program, we looked at how the leadership team viewed an ideal leader versus a completely ineffective leader. Using the results of this session, we provided the leadership team with 360-degree feedback about the impact their leadership had on the people around them. When the CEO received his feedback he was a bit confused. It showed that his leadership style affected people in a very negative way, similar to what he and the leadership team had just identified as ineffective leadership.

While reflecting on his feedback, the CEO walked around the office and approached four of his direct reports individually. Looking them straight in the eye and holding up his feedback form, he said, 'This says I don't listen and I just bark orders

at people. I don't do that, do I?' The way he said it was a statement, not a question. Each of his direct reports responded in a similar way, saying, 'There are times when you are really direct and aggressive, and lose your temper, but I don't remember filling out the feedback that way'.

He then walked over to me and told me that the feedback was wrong—none of his people thought he was aggressive or bossy. I remember asking him if I could demonstrate the approach he had just taken with his individual reports. With his permission, I mimicked exactly how he had stood, looking down on each of them individually, and essentially bullied them into agreement. As he watched me, his face—which was previously red because of his frustration—turned white as he realised what he'd done: he'd demonstrated behaviour that was exactly what the leaders didn't want in their organisation. Rather than inspiring them to share ideas and motivating them, he'd used pressure to force them to agree with him and ignore their own ideas out of fear of retribution.

The problem with ineffective communication

The issue for many leaders is that their style of communication is confusing, sending mixed messages to their staff—especially when some of them are working remotely. Effective communication is imperative if you want to avoid your message having one or more of the following effects on your team.

Confusion about what action to take

Everyone has sat in meetings or video calls where a CEO or senior manager gives a disorganised, boring speech about goals and plans for the year ahead. Usually, people just walk out after the meeting or video call, go back to work and continue doing what they've always done. Why? Because the leader didn't clarify

what they wanted them to do. They provided no example of what needed to change or what this should look like, and most likely the way they delivered their message was uninspiring. When communication is not clear, people become confused about what they should or could be doing differently. This results in inactivity and waiting to be told the specifics, which means valuable time has been lost in getting people to take action.

Perception that you lack the ability to lead effectively

Poor communication can make people question your ability to lead. Ask anyone to describe how effective their manager is and they'll be quick to give you their opinion. Generally they'll respond in one of three ways:

- *that their manager is ineffective.* This is generally followed by a comment about their communication ability (or lack thereof), as well as the way they treat others
- *that their manager is 'okay'.* This generally means they're in the role and going through the motions; however, they're generally not doing it in a way that inspires others
- *that their manager is a great leader.* This is generally followed by a list of things they do that demonstrate clear communication and fair treatment that inspires their team.

If a leader can't communicate effectively, the perception of their entire ability to lead and motivate others is often questioned.

Resistance to the way forward

A number of years ago I was asked to work as a mentor for the leader of one of the top financial institutions in Australia. Before I started my one-on-one session I asked the senior executive why they wanted me to work with this particular leader. The response was, unfortunately, one that I've heard often: 'He's very smart and

knows the role inside and out. The issue is his inability to work with other people. He just doesn't know how to communicate with or treat people—in fact, more employees have left or requested transfers from his area than any other part of the bank'.

After further analysis, I found out that while the ideas and strategies he developed were fine, the way he delivered information to his team made them feel as if they were expendable and belittled them in front of others.

This resulted in a very proactive resistance against him and his department. To his face, his staff would say 'yes' when he asked them to do something and then they would go back to business as usual. When he confronted them about it at a later date, they would bring up the multiple tasks and competing deadlines that they were facing as the reason for not acting on his request. It even spread beyond his department, with other leaders actively going out of their way to avoid dealing with him because of the way he communicated to them. If a leader is creating resistance from their people and other departments then something is definitely wrong with their approach.



Regardless of whether they are in person or working remotely, the way a leader communicates determines whether or not people will want to take action. Unfortunately, the wrong approach often results in confusion and active resistance, which makes goals harder to achieve and can delay timelines. So how can leaders communicate in a way that's clear and inspires others?

The Tell-Show-Ask strategy

For over 20 years I have facilitated sessions that involve feedback processes to enable leaders to gain a better understanding of their approach and the way they affect their teams, both positively and negatively. Unfortunately, as we've seen, leaders regularly

receive honest feedback from their peers telling them they're not communicating in the most effective way possible. This generally leads to a range of emotions where some leaders deny they have a weakness (because taking that aggressive, intimidating and impersonal approach worked in the past) or blame the challenging business conditions for their method of approach. But there are better ways to communicate in any situation—it's simply a matter of adjusting your delivery style.

I was fortunate to work with thought leaders Matt Church and Michael Henderson, and together we wrote a book called *Thought Leaders: How to capture, package and deliver your ideas for greater commercial success*. In this book we looked at ways leaders can become thought leaders by effectively sharing ideas using their unique ability to identify and deliver them in a way that positions them as the 'go to' expert. When analysing communication techniques, we found they commonly fall into one of three key areas: tell, show or ask. A leader delivers their message using one of the three approaches shown in figure 3.1.

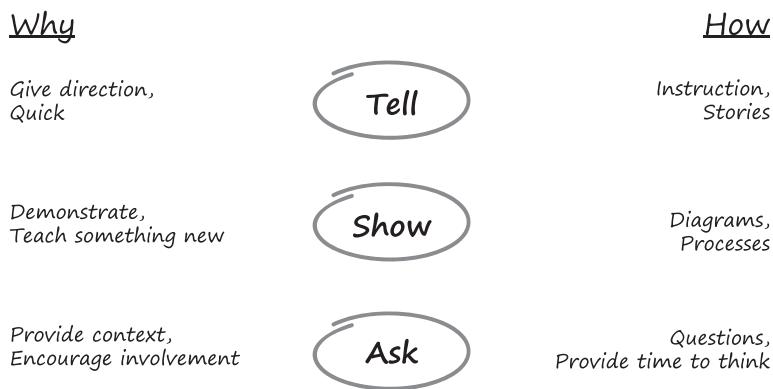


Figure 3.1: the Tell-Show-Ask model

Tell

The first communication technique is the Tell mode. This is the most common form of communication used by leaders. You tell

someone what to do by giving them a specific instruction or action to follow. The intention is to be clear in your communication so that others (generally subordinates) will do what you want them to do. It's generally a one-way communication method where the leader speaks and the other person listens, either in person or via a video call. This is one of the quickest ways to communicate what's on your mind to others.

The challenge for many leaders is that the way they deliver the message can be traditional and dictatorial, which makes people feel like objects rather than valued employees. This can often defeat the purpose of empowering people to want to go above and beyond to get the job done, which is what most leaders wish for!

Many leaders get stuck in the Tell mode—they go about their day telling people what to do:

'Get this done before the close of business today.'

'Fix this by doing x, y and z.'

'You need to get your team to perform at a higher level.'

'I don't care what you do—just make the project succeed on time and on budget.'

When you hear instructions such as these, what comes to mind? Do they tell you that your leader is there to support and encourage you, or do they tell you something else? This is one of the challenges of leaders defaulting to the Tell mode. If you look back through time, this was traditionally the preferred method of communicating to staff. One of the leading thinkers of the Industrial Revolution was Fredrick Taylor, who in 1911 wrote the book *The Principles of Scientific Management*. Taylor advocated training the workforce via detailed instruction and supervision of each worker. This became a leading management textbook and it shaped many businesses for the next 50 years, with managers doing the thinking and telling and workers doing the working.

To be clear, though, telling is an approach that leaders can use to effectively communicate. They just need to find a way to deliver their message so that it turns people on rather than off. To do this, there are five common hacks for using the Tell mode.

FIVE HACKS FOR EFFECTIVE TELLING

Here are a few shortcuts to help improve your approach to delivering messages using the Tell mode.

1. Tell, don't yell

When you're under pressure to perform, it's easy to yell instructions at people. Everyone knows this isn't the best approach; however, in stressful situations emotional energy can result in leaders raising their voice. Keep calm and don't let the stress you're feeling override the message you want to convey.

2. Telling is not interrogating

Saying something directly to someone can be like an interrogation. This is because the way the message is communicated may be supported by accusations that can make an individual feel defensive, which is the last thing you want if you're trying to get someone to take action. Make sure you tell in a way that motivates people.

3. Tell to save time

Of the three communication modes, Tell is generally the quickest. If you're in a situation where people need to clearly understand what to do in an urgent time frame, telling can be the best approach. Be careful not to fall into the habit of telling all the time by justifying that it saves time, because if used incorrectly it can damage relationships.

4. Tell from their perspective

When you're communicating a message that you want someone to understand and act on, make sure you're delivering it from their perspective. To do this, include practical examples from

(continued)

their current situation that they can understand and relate to. The goal is to tell them as if you were in their role, not talk down to them as someone who doesn't understand the challenges they're facing would. It's also a good idea to tell them the benefits of what they will be doing so they understand why you've asked them to do it. This helps gather a person's support because they can see how this action will assist them, rather than just being talked at.

5. Tell a story or your vision

A leader who can tell a story as a way of getting their message across can be inspirational. Sharing something personal before telling others what they need to do can inspire and motivate others into action.

WHEN SHOULD YOU TELL?

The Telling mode is an appropriate way to communicate with people, especially in a one-on-one situation. You should use the Tell mode when:

- you have very limited time and the individual you're communicating to already knows how to do what needs to be done
- you have an individual or a group of people who are inspired and motivated to act most effectively by hearing a relevant a story
- you're communicating a specific set of instructions that need to be followed in the face of disastrous consequences.

Show

Showing is the ideal way of communicating an instruction when you understand what needs to be done, but you want to communicate this visually to increase the other person's understanding, rather than just telling them what to do. This

can be a more gentle approach than telling someone what to do because you're seen as trying to teach them or working beside them and not just barking an order.

I once attended a board meeting where a CEO and one of his senior managers were having a heated discussion about a business matter. They both had strong but differing views and were verbally pleading their case in front of the other senior managers. To end the cycle, the CEO decided to pull rank and said something about having the final decision because the authority rested with him. Rather than just agreeing, his senior manager grabbed a whiteboard marker and took a few minutes to draw what he had tried to express verbally. Very quickly, everyone (including the CEO) understood the message he was trying to communicate. As soon as they saw it, it made sense. In addition, they quickly verbalised their own viewpoints, which were added to the diagram, allowing them to feel as if they were contributing. This shifted the entire energy of the meeting from one of debate and a dictatorial stand-off to one where everyone was quickly aligned because they could 'see' the message.

Showing is not just limited to communicating in person. One of the advantages of video conferencing and virtual whiteboards is that you can easily capture your ideas and show others who may be working remotely.

FIVE HACKS FOR EFFECTIVE SHOWING

Here are a few shortcuts to help improve your approach to delivering messages using the Show mode.

1. Visually map the step

When you want to show someone the steps or actions that can be taken, fast-track their understanding by visually mapping them down on a piece of paper, whiteboard or tablet. This will make it easier for them to see what to do and the action sequence you recommend.

(continued)

2. Map with colour and texture

To enhance your visual mapping of a concept or message, emphasise particular points by using different-coloured ink or text so others can visually identify things that are similar or different.

3. Create a model or diagram

A model is a visual representation of your key message and usually includes shapes such as squares, circles and triangles. The model can be labelled so others can follow the key points. Common models include pyramids, overlapping circles or two-box by two-box quadrants.

4. Demonstrate what you mean

Depending on the message and the situation, sometimes it's better to physically show people what you want them to do. Performing the task while they watch makes it easier for them to replicate it. An added benefit of rolling up your sleeves and demonstrating what to do is that it shows you're able to complete the task yourself and you don't mind doing it.

5. Observe someone else

Getting a third party to show how a specific task is done is a common method used in the workplace. Alternatively, you can access thousands of videos on the internet (or internal server).

'SHOWING' AND THE VAK LEARNING STYLE

When communicating using the Show mode, you enable people to engage their sight and hearing to obtain a bigger picture of the point you're trying to get across. Research shows that people have different learning and thinking strategies. Walter Barbe, Raymond Swassing and Michael Milone challenged traditional learning methods in their book *Teaching through Modality Strengths: Concepts and practices*. This is considered the precursor to what's now commonly referred to

as the VAK (Visual, Auditory, Kinaesthetic) method of learning or understanding:

- ‘visual’ involves the use of pictures, shapes, diagrams, images and colours
- ‘auditory’ uses listening, tone and rhythm
- ‘kinaesthetic’ uses body movement, tactile or touching experiences, and gestures.

While blending all three styles is the best way to increase understanding and comprehension, it’s believed that the largest percentage of the population has a bias towards learning and understanding visually. This is one of the reasons why using a Show approach can help increase the message you’re trying to get across.

WHEN SHOULD YOU SHOW?

The Show mode helps to improve communication through visual means and can occur remotely or in person. There are a number of instances when you should use the Show mode:

- when you’re teaching someone something new, showing them or drawing the steps helps them learn the process more easily
- when you demonstrate how to do something, it’s easier for people to understand it than only being told
- when you’re explaining something that’s difficult to understand or complex in nature, a visual explanation can help get the message across.

Ask

Using the Ask approach shifts the communication dynamics from you to the person you’re asking. This is a very different approach from telling or showing because the focus shifts from the leader to the individual they’re communicating with.

Asking enables a leader to engage the other person in a way that invites open discussion and the mutual sharing of ideas. It also demonstrates that the leader values the other person's ideas and perspective, which strengthens the relationship even further.

So how do you Ask? You simply shift the attention to the other person by first asking a question. There are two types of question that you can use to solicit an honest discussion: open and closed.

OPEN QUESTIONS

When you ask an open question, you're seeking information from the individual's perspective to allow them the opportunity to get involved. Open questions encourage people to respond from their point of view and to provide more of a response than a typical 'yes' or 'no' answer. Open questions generally start with one of the following words:

- *What*: 'What steps do you think we need to take to allow us to take advantage of the current situation?'
- *Who*: 'Who do you believe needs to be on the team to have the right mix of skills and experience to ensure the project is successful?'
- *Where*: 'Where do you believe we need to allocate the most resources to start fixing the decrease in market share?'
- *When*: 'When do you think we can start executing the plan?'
- *How*: 'How do you think we should increase our market share?'
- *Why*: 'Why do you think our competitors changed their strategy from value to price?'

Although it's a simple approach, asking someone any of these open questions—and getting them to think about their response and provide their thoughts and perspective—enables you to

identify the level of understanding that they currently have around a particular issue, which is another way to assess people's expertise and contextual capabilities.

CLOSED QUESTIONS

When you ask a closed question you're confirming an assumption. Most of the time this ends in a one-word response (typically 'yes' or 'no') and consequently ends the conversation. While this is still an Ask technique, it's generally limited in its effectiveness because it can result in someone feeling as if they're being interrogated. Closed questions generally start with one of the following words:

- *Do*: 'Do you think you used the right approach when you executed that plan?'
- *Could*: 'Could you do it better?'
- *Have*: 'Have you got it right?'
- *If*: 'If this doesn't work, your team is screwed, isn't it?'
- *Are*: 'Are you ready to do something differently?'

Closed questions can put people on the defence—and if you use the wrong tone of voice, they can feel like they're being attacked. There may be times when you need to ask a closed question to get confirmation of something. However, if you want to empower people it's best to ask more open questions than closed questions.

FIVE HACKS FOR EFFECTIVE ASKING

Here are a few shortcuts to help improve your approach to delivering messages using the Ask mode.

1. Ask without judgement

When asking someone for their viewpoint or thoughts, suspend judgement. As Stephen Covey states in his book *The 7 Habits of Highly Effective People*, 'Seek first to understand, then to

(continued)



be understood'. Avoid making a judgement (or comment) until you have allowed them to share their perspective. They may know something that you're not yet aware of.

2. Ask in a supportive way

It can be challenging for someone to share their ideas honestly if they feel they're being interrogated.

3. Ask open questions

Encourage people to share what they're thinking without fear of repercussions by using open questions. This demonstrates that you value their input and you don't feel you have to be doing all of the talking.

4. Share wisdom

When someone is asked an open question it provides them with an opportunity to share their perspective and their wisdom about something. This is also a chance for a leader to assess how well someone has grasped the full perspective of certain situations, as well as the depth of their problem-solving ability.

5. Demonstrate that you're willing to listen

When you ask an open question, it demonstrates that you're willing to listen and even learn. It shows that you don't have all of the answers and increases the sphere of influence by encouraging others to share.

WHEN SHOULD YOU ASK?

The Ask mode is one of the most effective approaches for encouraging and mentoring individuals. You should use the Ask mode when you:

- want to get an individual's perspective and demonstrate that you value their input
- need additional information that you may not be aware of



- want to assess the current capabilities of an individual. By asking them specific questions you can often identify whether they have any knowledge around the specific area.

Hacking your communication sequence

To be a truly effective leader you should use all three approaches when you communicate—and you need to know when to Tell, when to Show and when to Ask. Many leaders fall into the habit of just telling when things get challenging. Resist this temptation. Although telling can be viewed as easier and is often justified as being the most time efficient, it doesn't build or strengthen relationships or capabilities, which are requirements for longer term success and are critical when working with a team.

I worked with one leader who realised she wasn't starting off her conversations the correct way and often defaulted to telling her team what they needed to do. After becoming more aware of this default approach she started recording her conversations. Before the conversation she would start the record app on her iPhone. Afterwards she would listen to the recording and assess how she started the communication. Although this is a drastic step, she was quickly able to identify where she was going wrong, which made it easier for her to hear what she could do differently (she never shared the recordings and she deleted them afterwards). Given all video conferencing software programs allow for recording of meetings, this could also be used to review how we communicated with our people.

Many times we have a one-on-one conversation where we believe everything went well. However, in reviewing the interaction, many leaders realise they could have taken a slightly different approach that would have been more effective.

Take the time to hack your approach. When working with individuals, start with the Ask approach to get their perspective. Then shift to a Show approach where you can contribute your thoughts. You can finish by Telling them the specific way forward, which will incorporate a number of their ideas.

CASE STUDY

MATT CHURCH

Founder and Chairman,
Thought Leaders Global

In today's fast-paced world it can be difficult to stand out from the norm and be known as a thought leader. Matt Church is the exception. As a prolific author of ten books including *Amplifiers* and, more recently, *Rise Up*, Matt has an ability to inspire people to think by expertly delivering key messages and weaving them together in a way that motivates them to take action. Because of his unique ability to communicate with deep focus and commercial clarity, he has become known as the expert's expert, helping many of the best thinkers in the world become the best in the world.

Matt is the founder of Thought Leaders, which runs the extremely successful Thought Leaders Business School (TLBS), which includes both online and face-to-face touchpoints. Although they offer a range of educational programs, their most popular is a 12-month program that assists individual consultants from around the world to capture, package and deliver their unique ideas to their clients following a curriculum that Matt developed over the past 25 years. Essentially, Matt teaches experts how to be commercially smart. Over the years more than 1000 people have participated in the curriculum and the combined income of the current TLBS

students is more than \$100 million—and is projected to reach \$200 million in the near future.

Matt studied sports science at the University of New South Wales and in 1993 was voted Australian Fitness Leader of the Year and was the Asia-Pacific Master Trainer for Step Reebok—initiating the step aerobics global phenomenon. In 2000, ABC published his Chemistry of Success series and his book *Adrenalin Junkies* became a national bestseller and was published in five countries. Because of his innate ability to capture ideas and communicate them in unique ways, Matt moved from corporate wellness to conference speaking and quickly rose to the top of the profession. He is known for his ability to blend inspiration, education and entertainment to create world-class presentations.

Because of his success as a professional speaker and the large number of people who sought him out to teach them what he'd achieved, in 2001 Matt founded Thought Leaders. He views his role as being the leader of this tribe, which enables people to change the way they communicate so clients can understand their message and use it to improve their approach around the world.

In 2014 Matt was inducted into the Professional Speaker Hall of Fame and was globally recognised by the International Federation of Professional Speakers as one of the top 21 most influential people in the industry around the world. In addition, his teaching around communication and the delivery of ideas has created over 100 published authors who were influenced by Matt and the Thought Leaders tribe in providing insights into the way they communicate.

Matt challenges the traditional perspective of communication by turning typical methods on their head and offering a range of solutions that people can use to get their ideas communicated in an effective way. He has created a communication method

CASE STUDY

that captures the essence of an idea, which he calls an Intellectual Property (IP) Snapshot. A range of ideas are identified and captured, enabling leaders to ensure their message is understood.

The IP Snapshot has five key components that are used to craft a message:

1. a visual model that provides perspective
2. a metaphor that people can relate to
3. a key point or concept that is being made
4. a case study that provides content
5. a story that allows listeners to connect to the message.

This simple format allows leaders to take a message and deliver it in either a Tell, Show or Ask mode that Matt has expanded so it can be adapted and used by authors, trainers, mentors, facilitators and coaches. In addition, he teaches others how to craft keynote presentations that are full of stories and metaphors, develop visual models using geometric shapes, and find ways to ask questions to draw the best out of people and provide them with insights that they had not considered. Matt has found a way to hack communication to a new level—and to inspire thousands and thousands of others to do the same.

SELF-HACK **TELL, SHOW OR ASK?**

Use the Tell-Show-Ask strategy to hack how you communicate in the workplace so you ensure you're communicating to your team clearly.

Hack 1: Tell

- ▶ Tell, don't yell.
- ▶ Telling is not interrogating.
- ▶ Tell to save time.
- ▶ Tell from their perspective.
- ▶ Tell a story or your vision.

Hack 2: Show

- ▶ Visually map the steps.
- ▶ Map with colour and texture.
- ▶ Create a model or diagram.
- ▶ Demonstrate what you mean.
- ▶ Observe someone else.

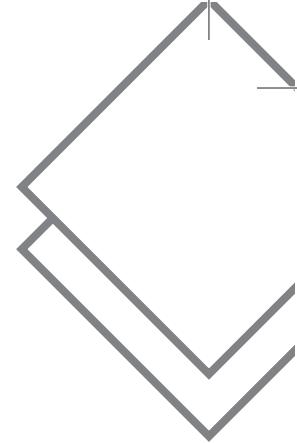
Hack 3: Ask

- ▶ Ask without judgement.
- ▶ Ask in a supportive way.
- ▶ Ask open questions.
- ▶ Share wisdom.
- ▶ Demonstrate that you're willing to listen.

Hack 4: Use the Tell-Show-Ask strategy

- ▶ Think about the most recent interactions you had with two or three workplace individuals where you asked them to do something. How did you start the conversation? Did you start by telling them, showing them or asking them what you needed?

- ▶ Reflect on their initial response. What did their facial expressions and body language say to you? Were they open and receptive or cautious and defensive?
- ▶ If I had interviewed these people afterwards, what would they have said about the way you approached them: that you empowered them to want to achieve even better results or that they felt you didn't trust them?
- ▶ If you realise you could have improved your communication with these people, take a few minutes to write down what you could have done differently and more effectively.
 - » If you'd started with a Show approach, what could you have mapped out with them?
 - » If you'd started with an Ask approach, identify the specific questions you could have asked to increase their understanding.
- ▶ Track the number of times you start directing someone to do something using a Tell approach. Compare this with the number of times you use the Show or Ask approach. Make it a game: see what your tally is at the end of one week. The goal for any leader who wants to be more effective is to have more asking and showing interactions and fewer telling interactions.
- ▶ If you want to truly build your leadership and strengthen your relationships with your direct reports, ask them about the interactions you have with them. Ask them how you could improve your approach and how they would like to interact with you. This can be another way to strengthen your bond.



Most leaders don't know how to delegate effectively. They think that telling someone to do something will achieve the results they're looking for, and as a result they're often disappointed. Have you ever delegated a specific task or project to someone and they didn't complete it? Or the result was so poor that you had to do it again yourself?

We've seen how previous generations of managers bought into Fredrick Taylor's philosophy that staff should not do any thinking, but wait to be told what to do and how to do it. This is completely out of step with the way things need to be done today.

In the digital age, with all information accessible to all staff at any time, the traditional authority of people in leadership positions is being questioned. In fact, many of the younger generation look at a person in a leadership role and ask the questions (in their head or directly): 'What are you going to do for me as my manager?'; 'What can you offer me to keep me motivated and excited to be here?'; and 'You are not one of those old-school leaders who thinks they still know everything and is going to micromanage me are you?'

They believe leaders should earn their title by demonstrating their skills and capabilities and the ability to teach and mentor staff to do the same. The traditional corporate ladder where

the next person in line for a leader's job was the one with the highest seniority is no longer accepted as an effective way to do business. And, when working with a hybrid remote workforce, a leader has to do more to be visible to add value to their people.

I remember working with a sales manager who was complaining about his younger sales consultants. 'They just don't want to follow instructions. When I was in their position, when my manager asked me to do something I didn't question him; I just did it.'

He was living in the past when a person's job title demanded blind respect. What he missed is that his sales staff wanted to know why they were doing what he wanted them to do. They wanted to understand the reasoning behind it and have a chance to be involved and actively contribute to the plan, rather than following orders in a robotic manner. They became de-motivated when he didn't provide this information.

His sales staff had lost all respect for him as their manager because what they experienced from him was a series of orders barked at them. The environment they walked into every morning put them face to face with a dictator who treated them as if they were dispensable. They didn't feel informed, included or valued by him. No wonder his staff turnover was almost 70 per cent and he couldn't keep a sales consultant for longer than four weeks. The unfortunate thing was that he was blaming all of the poor sales performance issues on his 'younger staff' rather than recognising that he was the problem. Because he couldn't delegate or connect with his staff, he wasn't a leader worth following and his sales staff let him know that by leaving.

Why leaders don't delegate

Everyone knows that a leader can't possibly complete all the tasks required of their department by themselves, but this doesn't

stop many from trying. A 2012 *Harvard Business Review* article on time management titled 'Why aren't you delegating?' found that almost 50 per cent of the 332 companies surveyed were concerned about their employees' delegation skills and most of them didn't offer any training on how to delegate. Too often, experienced leaders don't delegate to others for two main reasons:

- *time*: they falsely believe they can do the task more quickly themselves, rather than taking the time to explain to one of their staff what they want done and how they want it done. This may be true at first, but if the task needs to be repeated, the leader will again have to invest this time. When this happens, the staff member is also missing out on an opportunity to grow and be challenged with new initiatives, which would keep them fulfilled and engaged in their role
- *control*: many are afraid of putting their reputation, their KPIs and their performance objectives in the hands of someone else. This is especially true with leaders who have a tendency to be perfectionists and believe that no-one can do things as well as they can. This delusion often results in the leader being overwhelmed and isolated from their staff as they scramble to complete tasks they shouldn't be doing because they should be working on more important things.

The delegation model

So how do you ensure that when you delegate a task to someone they will fully commit and own it?

The delegation model shown in figure 4.1 (overleaf) provides a framework you can use to hack your approach so that you clearly and effectively delegate tasks and empower staff to achieve results in person or remotely.

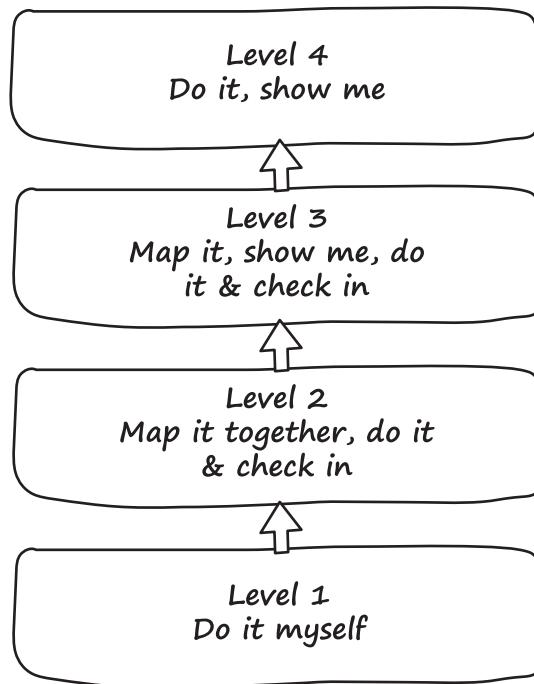


Figure 4.1: the delegation model

It's easy not to take the time to choose the right person to delegate a task to. Before you take any action you need to identify the task that you want to delegate and identify the best person to delegate the task to. You can select the candidate based on their knowledge, skills or experience. You can also make a selection based on their motivation and willingness to be challenged and stretched. Another advantage of using the delegation model is that you can use it from any location, regardless if you are face to face or working with remote staff.

The most common mistake

The most common mistake made when delegating a task is to start at the highest level of delegation, which is level 4: handing off a task, leaving it with the person you've delegated it to and waiting to see the results. This is what most leaders do, and it's

the reason why many of them end up taking more time and fixing more problems than they anticipated.

I worked with a young leader who was in one of her first management positions and had eight direct reports working for her, and a total team size of 50 staff. She was one of the top performers in her previous role and was extremely skilled at the team leader role; however, management was a big step up for her. Because she had previously been one of the team leaders, she wanted to make sure transitioned from peer to boss as smoothly as possible.

So when it came to a specific task that needed to be delegated, she went to one of her staff and asked them to complete it—classic level 4 delegation. Then she waited to see the results.

After waiting a couple of days she went back to the person she had delegated to and asked to see the result. The response was a common one: 'I haven't had time to complete it'. Given that she was new to the role she decided to give the person a second chance and asked him to make sure that he completed the task in the next two days. When she checked in with him again, he came up with another reason why he hadn't completed it. Given that she was now behind schedule to have this task completed, she took the task back from the staff member and spent the next two hours completing it herself in order to submit it to her leadership team—which meant the other tasks on her to-do list were pushed back.

When I started working with her she had given up on delegating anything to this staff member. When I asked her why, she replied that she couldn't risk her reputation on his inability to get things done. She also justified that she could have saved all of the headaches and hassle—not to mention the time lost—if she'd just chosen to complete the task herself instead of delegating it. She'd made the common mistake of going from level 4 to level 1 delegation. After spending time with me learning about the four levels of delegation, she discovered a better way of delegating—one that worked and was a win-win for her and her staff.

The four delegation levels

So exactly what are the four delegation levels?

Level 1: Do it myself

Level 1 delegation is about delegating the task to yourself as the leader, which at its core is not delegating the task at all. This is a common knee-jerk pattern that I see when a leader—especially one who is new in a management role—delegates at the wrong level and ends up taking the task back off the staff member. Generally they delegate the task with good intentions, often wanting to be seen as being on the same side as their staff and not wanting to come across as being overly pushy or micromanaging them. They commonly give a staff member one or two chances to complete a task, then they take it back from them. This is usually because they're not happy with the quality of the work or the time frame could not be met (or, if working remotely, they did not want to wait for the person to send it back to them).

The problem with this pattern is that it establishes a new norm or routine for the relationship. It sets up the dynamic that if a staff member is very busy, they can choose not to do the additional tasks requested because they know that their leader will complete the task anyway. So, in a way, the staff member starts to manage the manager. To be clear, level 1 delegation is the lowest level and should be avoided. It generally ends up with a leader who is resentful of their staff, or staff who feel the leader holds on to things so tightly that they never get the opportunity to be involved.

Level 2: Map it together, do it and check in

The first Australian business I owned was a conference and team-building company. Part of our strategy was to partner with a number of five-star resorts located in different regions around Sydney to develop an onsite team-building program that they could offer to their conference organisers. The aim was to break

up the typical ‘death by PowerPoint’ presentations—which are all too common at two- to three-day conferences and which put delegates to sleep with information overload. The main reason I wanted to partner with them was to quickly grow our sales force. When we started, the business consisted of me, my business partner and one other person, and we didn’t want to adopt the traditional approach of starting up a business by taking out a loan to pay for a number of staff salaries.

After a few months we had an expanded sales force of almost 25 conference sales staff selling our conference programs—none of which we had to pay salaries for because they were all resort staff! This was so successful that to keep up with demand we had to hire and train staff to run our conference programs at multiple locations.

One of these new staff members was a manager named Claire who had been running a number of small team-building programs at a site that was now one of our locations. Given she had experience running similar programs, after a brief orientation of our programs and operations I took a step back to allow her to take charge of her new role. Claire was an incredible, enthusiastic, can-do manager who would act quickly to make things happen. Her challenge was that she had never experienced working on so many team-building programs in such a tight time frame with so many different clients. Although her strength was in getting things done and charming the customers, her organisational skills and ability to plan were virtually nonexistent. We were starting to get comments from clients and staff that things were not as organised as they expected and, as the CEO, it was my responsibility to do something about it.

I remember setting up our first one-on-one meeting to discuss what needed to be rectified in relation to her approach. When Claire came into my office, before I could say anything, she started the conversation by informing me that she was struggling with the large number of programs being delivered, and with her staff, and was not sure how to turn things around. She was

completely committed to making it happen but she admitted that she wasn't sure what to do. Wow, was I happy (or lucky!) that I didn't have to raise the issue.

Rather than using the Tell approach, I asked her a question: 'Do you think we need to map a strategy to help you get back on top of everything?' To help capture her reply, I grabbed a piece of paper and a pen and began drawing a mind map of the areas she identified. I also added a couple of other ideas to the mind map (see figure 4.2) and we very quickly created a plan together. There was no debate, no moment of defensiveness, and afterwards we both felt even more committed to working together and to making the plan work.

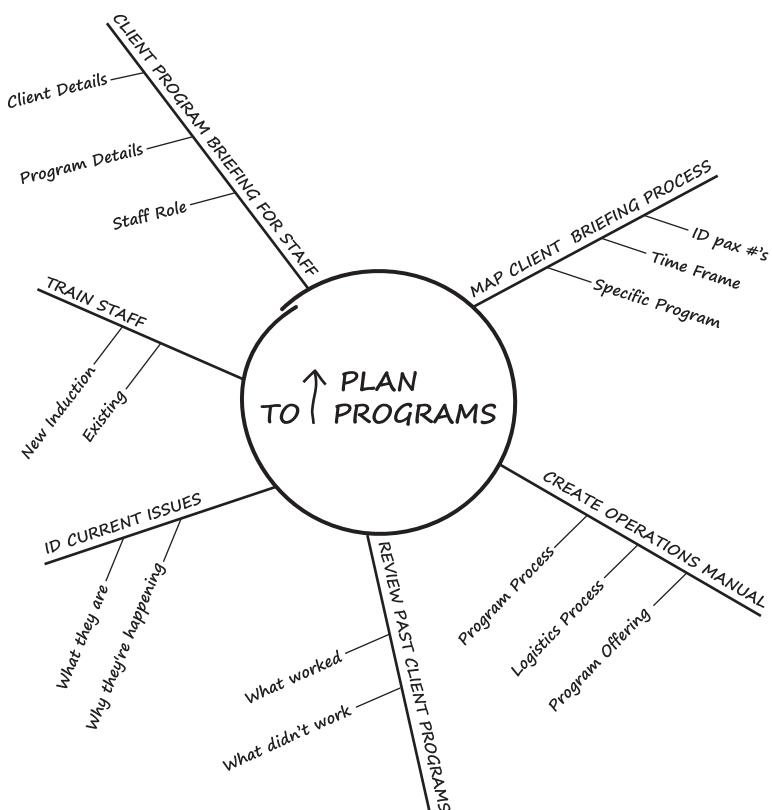


Figure 4.2: a level 2 mind map

A LEVEL 2 DELEGATION PROCEDURE

Here's a procedure you can follow during a level 2 delegation meeting.

1. Map the actions or ideas together

Level 2 delegation starts with mapping the actions together. It's not about you, the leader, telling a staff member to take notes and write down the actions you want them to follow. It's about grabbing a sheet of paper, a tablet or a virtual whiteboard and working together to identify actions that can be taken to complete the task or solve the problem. The best way to start this mapping is by asking the staff member to identify these steps. This empowers them to share their ideas and allows you to mentor or coach them along the way by adding actions that they may have overlooked.

2. Sequence the activities numerically

Once you've mapped out the actions or ideas that will help complete the task or project, you can identify together the most effective and efficient order in which these actions should be completed. The easiest way to do this is for you to ask the staff member what action they think they should take first, then second and so on. To make it clear, write the numbers next to each action on the mind map so both of you can see the way forward (see figure 4.3, overleaf). You can also guide them by sharing some of your insights and experience.

(continued)

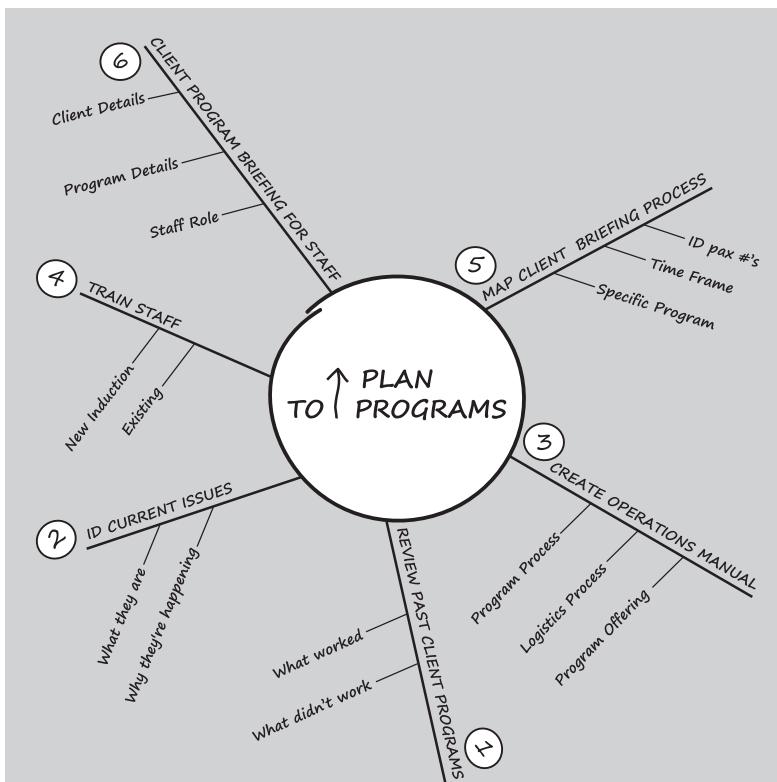


Figure 4.3: a level 2 mind map with numbered sequence

3. Identify the time frame and check-in dates

After you've identified the sequence and numbered the actions to be taken, discuss the time frames associated with the task. Generally, the simplest way is to start with the last action that needs to be taken and write the date deadline next to it. Then select one or two other actions as check-ins between yourself and your staff member. Write these check-in dates on the mind map as well (see figure 4.4). These dates are when you will get an update from your staff member as to where they are at. This is an important step to add because it allows you both to discuss any unforeseen circumstances or whether the time frame needs to be adjusted.

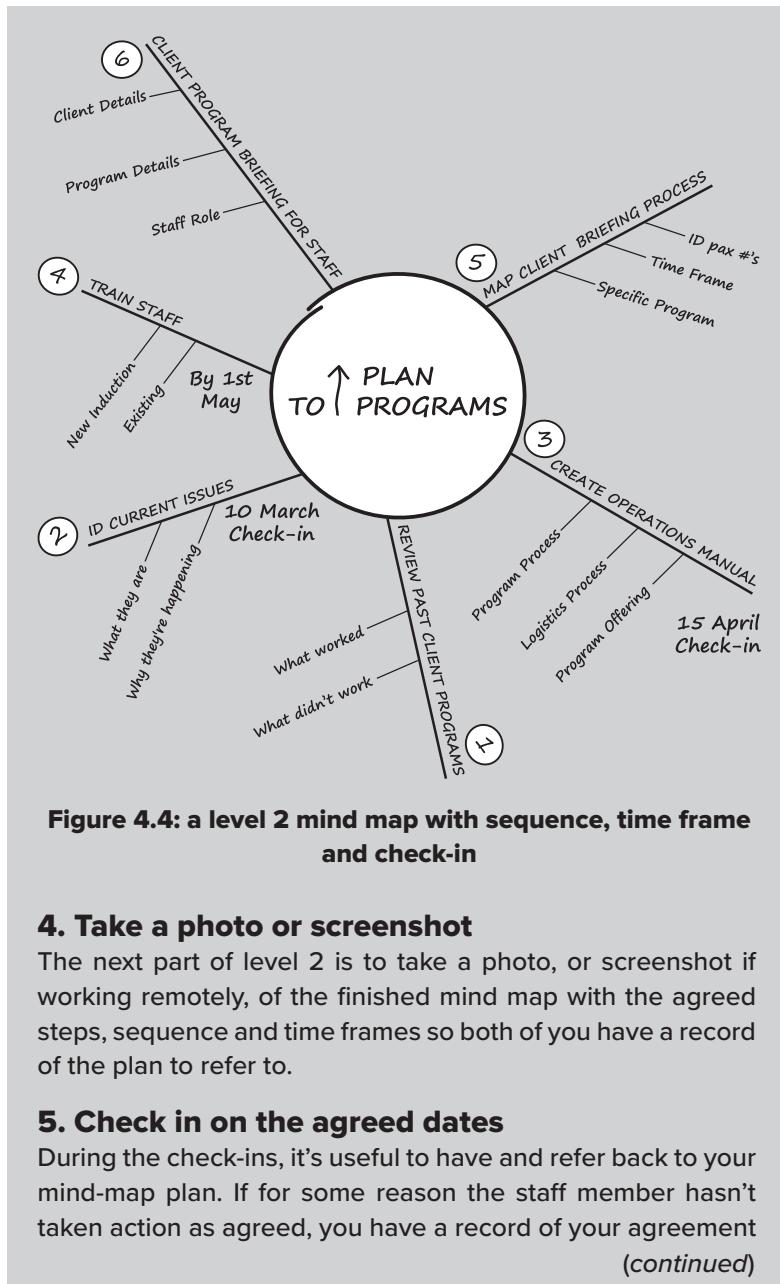


Figure 4.4: a level 2 mind map with sequence, time frame and check-in

4. Take a photo or screenshot

The next part of level 2 is to take a photo, or screenshot if working remotely, of the finished mind map with the agreed steps, sequence and time frames so both of you have a record of the plan to refer to.

5. Check in on the agreed dates

During the check-ins, it's useful to have and refer back to your mind-map plan. If for some reason the staff member hasn't taken action as agreed, you have a record of your agreement

(continued)

and can ask them why they're not on track. Your choice of words when asking them this question is important because it reminds them that you developed the plan together and they made a choice to not follow it. Suitable wording would be, 'Why did you choose to do something different from what we agreed to?' There may be a valid reason for them not following the plan. However, if there isn't one, this is an effective way to remind them of what they agreed to.

THE BENEFITS OF LEVEL 2 DELEGATION

There are several benefits of delegating tasks to staff at level 2.

- *Relationships are strengthened.* Level 2 delegation strengthens relationships. This is because rather than taking a typical top-down approach, you're working with and supporting your staff member to identify their plan. When you guide them, they respond in a positive way because it was a collaborative effort.
- *Skill gaps and capabilities are identified sooner.* I recommend you start delegating at level 2 regardless of how long your staff members have been in a role or industry. Many leaders have commented to me that their HR team hired someone with many years of experience who would be a great addition to their team. However, when these leaders worked with the new staff members and asked them to map a number of tasks or identify ways to solve problems, they realised that they didn't have experience in identifying activities for addressing issues. By spending time with their staff at level 2, these leaders were able to understand their capabilities sooner and then train them further. This is a much more effective approach than just handing off tasks at level 4 to an experienced person and being disappointed because you expected them to develop a plan similar to what you had in mind. More importantly, it allows you to

coach and develop them to identify activities and solve problems using a common process that can benefit an entire team.

- *Over time it will save you time.* One very experienced leader who started using level 2 delegation realised that it took more of his time than if he delegated at level 4 or did the task himself. However, over time he started noticing that by using level 2 delegation he improved the capabilities of his people and they started to problem solve a range of tasks and projects in a similar way. This led to an overall increase in efficiency and what he viewed as a reduction in the amount of time his staff needed to identify options and map a pathway to move forward.

When you reach level 3 delegation you'll save even more time.

Level 3: Map it, show me, do it and check in

This level of delegation is often a natural progression for a leader to use with an individual with whom they've been delegating at level 2. Rather than suggesting that the leader and the individual work on mapping the actions required to complete a task, the leader asks the individual to map the actions on their own. They still use a piece of paper, whiteboard or tablet; however, the individual takes the time to map out what they understand to be the actions, the sequence and a time frame that they can work to.

Once they have mapped out their actions, they show them to the leader. This allows the leader to add any new aspects or even updates that they may have just received that can assist the individual. This also ensures that both people are across the plan and agree to the sequence and time frames, with time frames often being a discussion point, depending on current workload. As with level 2 delegation, the leader takes a photo or screenshot of the plan for future reference, the staff member retains the original plan and they both check in to ensure things are on track and that there are no issues.

THE BENEFITS OF LEVEL 3 DELEGATION

Once a leader trains their staff to delegate at level 3, wonderful things start to happen. There are a number of benefits of level 3 delegation.

- *It encourages others to step up to be leaders.* One of the long-term goals of any leader is to develop their staff to step up and become leaders themselves. This is what starts happening when you use level 3 delegation. Individuals start feeling as if they are being trusted and empowered to use their own abilities to identify actions and solutions. They enjoy the opportunity to think at a higher level as well as contribute in a more meaningful way.
- *It saves you time.* When you get people to proactively map out tasks and solutions to everyday issues, things start to get easier. With level 3 delegation, a leader can see the activities and the process and still contribute, without having to take the time to sit down and guide the individual through the process as happens in level 2 delegation.
- *Individuals start using the process with others.* A middle-level leader I worked with who had developed her staff up to level 3 delegation noticed after a while that they started using the same delegation process with their direct reports. This resulted in an increase in efficiency as well as a more empowered culture because people felt they were contributing above and beyond their normal job tasks.

Level 4: Do it, show me

This is the highest level of delegation. It's usually where most leaders start and, as we've already seen, often fail in the way they delegate because they attempt this level too early. However, if a leader starts an individual at level 2, then develops them to level 3, the transition to level 4 delegation becomes easy. If you trained someone at levels 2 and 3, when they start taking action on their own at level 4 you will be familiar with how they are

planning and solving tasks and less concerned about their ability to identify, map, sequence and execute.

I have worked with a number of CEOs who have left one company and gone to another. Almost universally, they often take two to three staff members with them to this next posting. When I ask them why, one of the most common responses is that they can trust the staff to do the things that need to be done because they have worked together in the past at developing plans and getting others to execute them. In essence, these CEOs have spent enough time with these senior leaders that they can delegate at level 4 and know how their staff will approach the task, and they trust their ability to see it through.

When leaders get their staff to level 4, the highest level of delegation, everyone's lives become easier. This is especially true when working remotely because there is a higher level of trust around the outcome that they will achieve. More importantly, these leaders have more time to work 'on' the business and trust their staff to keep everything else on track.

More delegation hacks

There are a few variations to the delegation model that are important for a leader to be aware of. In sharing the delegation model, I've had the opportunity to hear firsthand how leaders have hacked this model to work in different situations.

Delegating to peers

A number of leaders have used the delegation model to delegate to peers. Because the model uses the Ask approach it can be used to create a collaborative method that can assist both of you. The leader will generally start by asking their peer if they can assist them in helping to solve an issue or fix a problem. This can also be a good strategy to help identify any issues that are occurring between departments, or if one department is not completing

tasks that are necessary for the other department to function. Working together and starting to map the issues at level 2 can be a more effective approach than telling others they need to fix or do something differently.

Together the leader and their peer identify the activities that need to be actioned and they also label who will take that action. Some actions will require both parties to be involved to solve the issue. Regardless of who needs to take the action, this approach allows a leader and their peer to work together towards a win-win outcome.

Delegating to a team

I've worked with leaders who adapted the delegation model with their teams. They used a similar approach to map out areas that needed to be overhauled and improved. They used either a physical or virtual whiteboard to capture everyone's ideas and allowed everyone a chance to add their ideas. Rather than having a typical group problem-solving debate, with the loudest person in the room taking control, they found by mapping the ideas and concepts onto the whiteboard they reached common ground in less time.

For the more complex issues, they would start with a new whiteboard and map that area in more detail. They also collectively identified the sequence of the actions they were going to take, who was going to take them, the time frames they would use to check in and how they would check in. Because they had mapped it together in a visual way, everyone could visualise the actions, which allowed the group to end with a sense of accomplishment because everyone could contribute and it was the team's plan, not an individual manager's plan.

Delegating upwards

A few years ago I worked with a director general who was employed by the government. I remember meeting with her and listening

to her frustration about a political minister who was not very supportive of some projects that her department needed to get approved. She had prepared a number of 75–100-page ministerial reports that provided very detailed, step-by-step recommendations, a budget and methodology to implement the project successfully. The challenge that she was having was in getting the very busy minister, who had many competing priorities, to allocate the necessary time to look at her department's submissions.

The strategy that we created was to adapt the delegation model to enable her to engage this particular minister. She worked at level 3 and created a mind map of the specific program that she wanted to pitch. This allowed her to visually identify what she wanted to put onto the page, the sequence and the budget for each of the main steps. She also added the three main benefits for the community and how this could be linked back to the minister. She didn't follow this by going to the minister and showing him the mind map; this would have been counterproductive, because the best way to influence someone is to involve them in the creation of the idea, not just give them the details of what could be done.

In the next meeting, the director general mentioned that she needed the minister's help and expertise to map out a program that would massively benefit the community and, given his ability to get things done, she wanted his ideas. She mapped out the program framework visually on a piece of paper and the minister even added a few ideas that she hadn't thought of. After about 15 minutes the minister said it looked like a great program and asked how soon she thought she could put together a ministerial report so he could view the details and sign off on the program. Because the minister was involved with the initial brainstorming for the program, everything shifted. He viewed the project as something that he had created and therefore was fully behind it. She was also pleased because she had a \$10 million program concept greenlighted and supported faster than normal. A great hack on the delegation model!

CASE
STUDY

KAY SPENCER

Chairperson and former CEO, NARTA

Imagine being the first woman to be appointed a director of a very traditional, male-oriented Japanese company. On top of that, imagine that this was in the field of consumer electronics, which is also a very male-dominated industry. This is one of Kay Spencer's many achievements over her leadership career.

When Kay joined Sharp Corporation Australia as Microwave Oven Coordinator, she quickly demonstrated her ability to train and develop others and was eventually promoted to National Sales Manager, overseeing all categories. In 1996 the Japanese Managing Director in Australia lobbied for her appointment as a director back in Japan—a first for their company, and all because of her ability to lead a team and achieve results.

Kay is current Chairperson and former CEO for NARTA, the National Australian Retail Traders Association, which has a combined buying power of over \$5 billion, positioning it at over 25 per cent of the retail market—which they maintained during the pandemic. NARTA is a conduit between members and suppliers that enables them to leverage their buying power and efficiencies. It helps combine members' buying power in media, advertising, finance, IT and a number of other areas. In the early days, it was dominated by small, independent retailers. However, under Kay's leadership it has grown to now include major corporations such as Myer, David Jones, JB Hi-Fi, Bing Lee, The Good Guys and others.

Kay's leadership style includes an open-door policy, which creates a culture of staff who are engaged and committed

to making things happen. One of her main philosophies is encouraging and developing her team to allow them to step up to the next level. When she delegates projects, she ensures her team knows what is expected of them and that they are held accountable. Timelines are identified and one-on-one check-ins are a regular part of the process she uses to help her team develop to the next level. Staff regularly seek her out for advice and update her along the way because they value her insights, which emanate from the dedication she gave to building NARTA into what it has become—a major player in the industry.

Growing up on a farm in rural New Zealand, Kay knew she wanted to explore the world but wasn't sure how she would start. She travelled to Australia where she applied for a position at a Waltons department store. In the interview Kay was asked if she had sold before. 'All my life', she replied confidently—and with that she landed her first job. She was interested in, and talented at, selling electronics, which required her to have a thick skin, being the only woman in the department. Kay was a natural at selling and influencing others and she was quickly identified for the management training program. In addition, she showed a unique ability to understand the technical differences between products, which saw her promoted to a buyer's role, identifying and selecting products that would be sold throughout the stores. While implementing training sessions to allow staff to learn about new products and sell them more effectively, Kay's leadership skills developed.

One of the things Kay learned early on—and that she continues to encourage in her executive leadership team—is to get the facts and talk about them. In addition, she encourages her team to be unique and keep their own identity. As a woman in a primarily male-dominated industry, she has always been committed to maintaining her values to guide her along the way. She also views mentoring as one of the keys that

CASE
STUDY

leaders need to continue developing to enable progress. Kay's ability to delegate and develop her team has allowed NARTA to grow its buying power from \$320 million to over \$5 billion, an inspiring result from a leader who is admired by the NARTA staff, members and suppliers. When the pandemic hit Australia in 2020, the NARTA retailers were perfectly positioned to offer in-store and online delivery of the many products that consumers required, including computers, electronics, appliances and more, which resulted in a big increase in sales.

When asked about what prompted the shift from day-to-day CEO to Chairperson, she once again demonstrates her depth as a leader: 'I had a team of leaders that needed to take the next step. They were ready and I didn't want to stand in their way; there was too much talent to lose'. Even as she moved into her new role, Kay was finding ways to hack her leadership and prepare the next generation of leaders.

SELF-HACK **DELEGATING TASKS**

An effective leader needs to delegate tasks to others in a way that inspires, develops and empowers them. Here are the hacks you can use to delegate more effectively.

Hack 1: Identify the tasks to delegate

- ▶ Make a list of tasks that you currently action yourself and that you could delegate to someone else.
- ▶ There are generally two types of task that you can delegate:
 - » *administrative*: an administrative task is something that is operational and that someone else could be doing, especially if it is part of their role or function
 - » *project*: a specific project task could be used as a way to develop or engage one of your staff in a new way.

Hack 2: Identify who to delegate the task to

- ▶ Think about who would be the best person to delegate the task to.
- ▶ If it's an administrative task, your staff member may be familiar with it already and getting them to do it may be easy because it's an extension of their current role.
- ▶ If the task is one that will develop or engage someone further, consider why you would select that person and what current knowledge, skills and expertise they may have to assist them to complete the task. Also think about how this will further develop their skills and capabilities and what it may be able to achieve overall for you and your organisation.

Hack 3: Delegate at level 2

Once you've selected someone to perform a particular task, hand it over to them by following the steps in level 2 of the delegation model.

1. Map the actions or ideas together

- ▶ Organise a meeting with the relevant staff member to discuss the project or task.
- ▶ Write the task in the middle of a piece of paper or a tablet (or on a virtual whiteboard if meeting remotely) with a circle around it (see figure 4.5).



Figure 4.5: starting an activity mind map

- ▶ Ask the staff member what they think needs to be done to accomplish the task. (Resist the urge to tell them what this is!) As they share their ideas, map them down in the shape of a mind map with lines that radiate out from the centre task (as shown in figure 4.6).

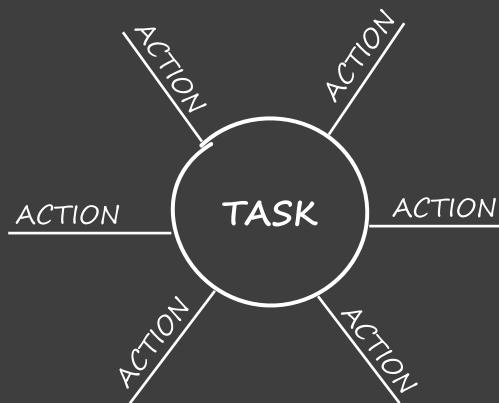


Figure 4.6: an activity mind map showing activities

Feel free to add a few ideas if they miss them as this will allow you to coach them and ensure that everything has been identified. You may also notice that some of

the things that are raised are actually subsections or components of other activities. Feel free to add them underneath the relevant activity as a group.

2. Sequence the actions numerically

Ask the staff member to identify the order in which they think the actions should be completed. Number the actions on the mind map in the order that they suggest, but ensure that you coach them as to the correct sequence as this could be an area they may not have knowledge around. See figure 4.7 as an example.

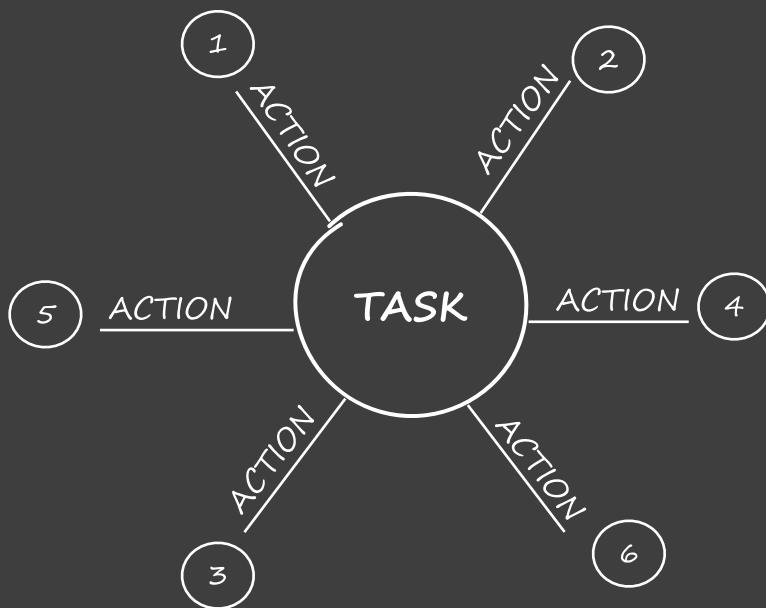


Figure 4.7: an activity mind map with number sequence

3. Identify the time frame and check-in dates

- ▶ Add a deadline for each action to the mind map to establish time frames.
- ▶ Ask your staff member which actions they want to check in with you on to show you what they have accomplished at each stage. Depending on the complexity of the task, there may be four or five check-ins with dates, or for

simple tasks there may only be a check-in halfway through the actions. Write the time frames next to the actions to signify the check-ins (see figure 4.8).

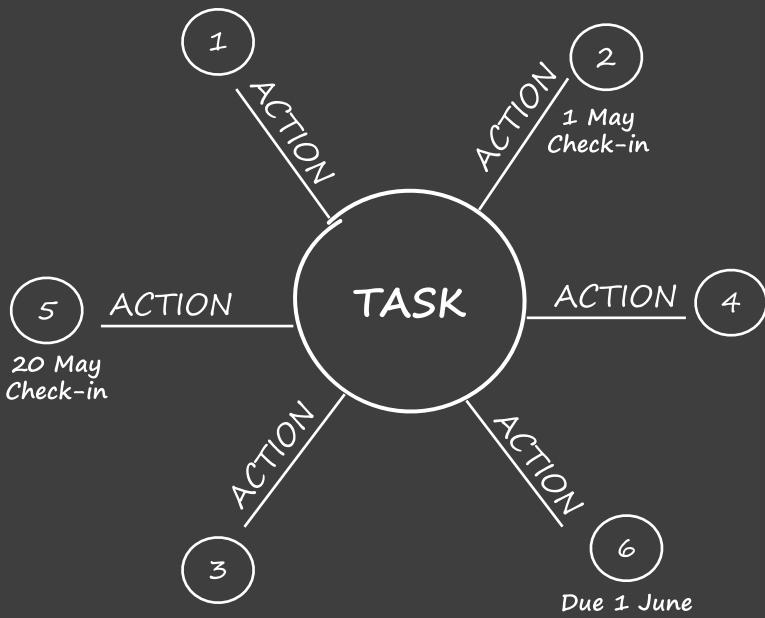


Figure 4.8: an activity mind map with number sequence, time frames and check-ins

4. Take a photo or screenshot

Take a photo or screenshot of the mind map. This will remind you to follow up. If you take a photo or screenshot (example shown in figure 4.9), you have a back-up of the plan just in case your staff member misplaces theirs. They should retain the original. This is important because it symbolises the ownership of this task to the individual and thus the accountability that goes with it.



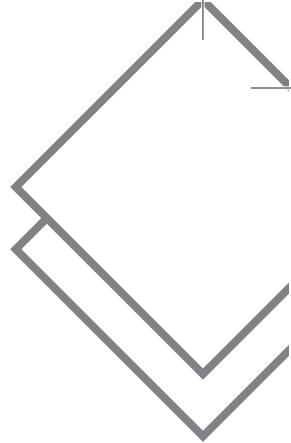
Figure 4.9: virtual tablet screenshot

Source: © BlueMoonPics/iStockphoto

5. Check in on the agreed dates

When an agreed check-in date comes along, ask the staff member to show you their plan and provide you with an update of what they have accomplished. Let them know that you want to see what they have done so you can fully understand it. If, for some reason, they didn't follow the agreed plan, ask them why. They may have been challenged along the way or they may have let the deadline slide due to workload.





Chapter 5

Coaching

One important skill all leaders should possess is the ability to coach their staff. The challenge is finding the time, given how busy most leaders are with competing priorities pulling them in multiple directions. But coaching has changed over time. In the 1960s and early 1970s, when someone started a new job, they were quite often mentored by their boss, who took them under their wing for the first 90 days to help them integrate into the role. This used to be normal business practice because business moved much slower back then. There are three main reasons why leaders had—or had to have—more time in the past.

- *It used to take longer to learn a new job.* Before the days of personal computers and the internet, most tasks had to be performed manually, which was much slower and meant it took longer for people to learn new skills. In addition, systems and procedures varied greatly from one company to another, so when a new person started, they would have to learn everything from scratch.
- *Leaders' workloads were not as constant as they are today.* In the past, at 5 pm people would go home and leave work at work. Leaders didn't have email or mobile phones that swamped them at work or followed them home. They also did not work remotely or have to lead remote staff.

Essentially they could ‘turn off’ when they left work to focus on the other important things in their lives, which reduced their overall stress. From a coaching perspective, this meant leaders had more headspace to coach staff at work.

- *Staff numbers have reduced.* As new technology entered the marketplace, work tasks became more streamlined and quicker to complete, meaning fewer staff were needed. I remember talking to a CFO who fondly recalled what it was like when he started in accounting. Everything was written and reported by hand in ledgers, and calculated using manual calculators. It took a tremendous amount of time and a large number of junior accountants to complete these transactions. When this CFO started working over 35 years ago there were 25 people in the accounting department calculating manually. With computer programs, electronic reporting and electronic money transfers, these functions are now overseen by seven people. However, the role of this CFO has become much more complex because he needs to be across more areas himself, reducing the time available for coaching.

Regardless of the changes that have taken place in business, leaders need to identify ways to coach their staff regardless of whether they are in person or working remotely.

How coaching differs from delegation

It's worth mentioning the difference between delegation and coaching. When a leader delegates, it usually involves handing over a task to someone else or adding to their role or responsibilities. Delegation is also about empowering the individual to start taking ownership of these tasks so the leader doesn't have to.

Coaching is about a leader providing feedback to someone about their performance. Coaching on individual performance can involve discussing areas of weakness, skills development, behavioural development or, in many instances, career development. Like delegation, coaching also uses the 'ask' communication approach as the primary method for assisting individuals in gaining insights, helping them to see things from a new perspective or influencing them in a particular direction. While some of the strategies used in delegation are also used when coaching, coaching follows a different process to reach a different outcome.

Why does coaching work?

There are a number of reasons why coaching is a powerful tool for leaders to use with their staff.

- *Individual focus and tailored individual skills.* By taking the time to work one on one with an individual, the importance and focus is on them, unlike in group training programs, which are generic. Coaching conversations can also be very personal and often will cover the strengths and weaknesses of the individual being coached. Coaching is often mindset and skills focused to allow the individual to feel supported by the leader in improving any areas they are still learning about.
- *Accountability.* With the numerous tasks and projects that continually bombard staff, it can be easy for some of them to slide. Coaching provides a powerful accountability process, as the leader will continually follow up to get progress updates as well as provide guidance along the way.
- *Constructive feedback.* Leaders who effectively coach their direct reports will often provide feedback on their current limitations or address mistakes that they have been making. A constructive leader will take the time to support their staff as well as challenge them to improve

their approach and results. Individuals usually look forward to the next session if they know their leader will work with them to develop their capabilities.

These are some of the main reasons why coaching works. Many leaders know this intuitively; the challenge is making the time to coach an individual as well as knowing how to coach them in a shorter amount of time while being clear on why they need coaching.

Reasons for coaching staff

There are several reasons why leaders should coach their staff. It's difficult to clarify what each individual coaching session should focus on because of the hundreds, if not thousands, of possible variables. However, there are three main reasons why leaders should coach their staff: to expand or shift mindsets, to address performance issues or for their career development. See the model shown in table 5.1.

Table 5.1: coaching an individual

Expands mindset	Individual needs to look at something in a new way to open their mind
Addresses performance issues	1. Behavioural/approach—the way they are doing things is negatively affecting others 2. Capability/skills—they don't know how to complete a task in the most effective or efficient way
Offers career development	Opportunity to develop skills to assist staff in future roles

Mindset

There are times when a leader may need to shift the mindset of a direct report—maybe to open their mind to new possibilities or approaches, or to shift their mindset around a particular situation or view.

In one of my first full-time roles I worked for a national training and development company based in Atlanta, Georgia. This was in the 1990s and team building using the outdoors to facilitate quicker relationship development was all the rage. I was excited about the role because I had my master's degree in Communication and had previously researched and taught Communication—and my master's thesis at Central Michigan University was on teams. In addition, I had experience in the outdoors as an adventure guide so I was fortunate to have a broad range of skillsets to bring to the role. I was expecting to start facilitating corporate groups from day one. However, when I started, they asked if I would be operations manager for the company. They appreciated that I had the conceptual knowledge and had facilitated a number of leadership and team programs; however, they wanted me to learn their approach. The company had about 200 facilitators based around the country and we operated seven permanent team-building sites and had the capability to deliver portable team-building programs to a client's location of choice. It was an incredible opportunity because I learned the operational side of the business and, more importantly, a range of approaches from 200 different facilitators while they worked with leaders and teams.

Although I spent a number of years learning and facilitating corporate leadership and team programs with many Fortune 500 clients, one of my biggest learning curves came from a coaching session with Andy, my boss at the time. We were in the middle of one of the biggest portable team-building programs that we had ever organised, with almost 500 participants taking part. Because I had never worked on a program of this magnitude I made the mistake of sending some wrong equipment to a program on the other side of the country, which meant my team and I would have to scramble and work crazy hours to build new equipment on location beforehand.

When I returned to the office I wasn't happy about this mistake and was quite hard on myself because of the situation I'd put

the team in. Andy was aware of the issues we had and noticed how my mindset had changed from being overly optimistic and can-do to doubting and questioning my abilities. One day, as he walked past my office, he sat down in the chair across from my desk and asked me how I was doing. I said ‘fine’, but he wasn’t convinced. He mentioned that he’d noticed a change in my approach since I’d returned and asked me what had changed. This gave me the opportunity to share how I really felt and how disappointed I was that I’d made such a stupid mistake that cost the staff time and the company money. Then he did something that I was surprised about: he asked me some questions that I didn’t expect, such as whether it caused the event to fail, whether it negatively affected the client’s experience, and whether I intentionally went out of my way to make the staff work through the night to fix the problem.

I was lucky that the mistake hadn’t affected the client (they were not aware of it) and that I didn’t do it intentionally. He then said something to me that has stuck with me for many years: ‘Keep this in perspective. Although you’re worrying about this mistake now, in one year’s time you won’t even remember it’. He also let me know that nobody is perfect and that everyone makes mistakes, and he shared some that he’d made and pointed out some of the accomplishments I’d made that had impressed him. This conversation was a powerful one for me as a newer executive. In one quick coaching session Andy helped me turn my mindset around. More importantly, he demonstrated what incredible leadership looked like because he created a connection with me when I needed it and helped to realign me to what was important.

Performance

Coaching may be needed to address a person’s performance. Performance issues generally fall into two categories: behavioural or capability.

BEHAVIOURAL OR APPROACH ISSUES

Behavioural performance issues are often about how people approach tasks. Some people are not aware of the impact their performance has on others, which can lead to disagreements with other staff members. These behavioural issues are usually not about what the person is doing, but rather the way they're going about it. Leaders can't afford to ignore staff members who are achieving brilliant results but in the process are upsetting, isolating, belittling or bullying other staff.

CAPABILITY OR SKILL ISSUES

Capability performance issues relate to a person's current skill level when performing a particular task. It may be that they lack a specific skill because they weren't trained properly or they may know how to demonstrate the skill, but may not perform it consistently. Each of these capability issues needs to be addressed because organisations are so thin on staff that they can't afford to have anyone not performing at their best.



So, coaching provides a process to address behavioural issues and encourage individuals to improve.

Career development

Many leaders also use coaching as a tool for career development. Rather than waiting for the annual performance review, they take the time to coach their staff towards future roles, including the skills needed and the tasks they would need to take on. Coaching processes can be used to create a personal development plan with individual staff members to map out the specific areas of training and new initiatives they could get involved in to build the skills they need to move into their next role. This empowers staff to want to step up, creates a more skilled workforce and enables leaders to delegate more of their tasks to others.

Critical coaching components

When effective leaders coach, they often ensure that they blend three key areas into a coaching session: motivation, goals and actions. Consider figure 5.1.



Figure 5.1: critical coaching components

Motivation: the 'why'

One of the most important components of coaching is the 'why'. This involves the mindset and motivational influencers that all human beings have. Best-selling author Simon Sinek wrote a book titled *Start with Why: How great leaders inspire everyone to take action*. One of the main premises of his book is that great leaders have the ability to inspire people to act because they provide them with a sense of belonging or purpose that has little to do with the typical external incentives and manipulation that traditional management believed in. These leaders tap into the motivation of their team when encouraging them to take action. From a coaching perspective, a leader

needs to start with the ‘why’: why would this person want to take this action or improve their approach? Great leaders have the ability to make individuals feel special and inspire them because they tap into their motivation and help reinforce this during the coaching process. For coaching to work, this is one of the most important components, and it’s often one that leaders skip because they’re so busy that they go straight to the other two key areas: goals and actions.

Goals: the ‘what’

Another key ingredient of coaching is the ability of leaders to work with staff to identify the goals they *want* to accomplish. These goals can be part of a large strategic initiative or they can be small skill improvements that staff may need to make to improve their approach. Examples of goal coaching discussions include how the person being coached can improve their approach towards other people; what their mindset is in relation to a particular situation; or what they could do differently around a specific skillset that’s critical to their role. Through coaching, leaders can work with staff members to identify and clarify their specific goals or initiatives.

Actions: the ‘how’

The challenge for many leaders is to not just tell their staff exactly what they need to do differently but also to assist them in identifying the specific steps they need to take. The art of coaching is about having the ability to ask questions that guide staff to gain insights about what they need to change or start doing. One way is to adopt a similar approach to delegation—using paper or a tablet and visual mapping—to help them see the steps and to also ask leading questions that will identify the areas that need action.

The coaching hack model: keep it REAL

For coaching to be effective you need to take into account what motivates people, what they need to accomplish or do differently, and what specific actions they need to take. However, in reality the coaching process doesn't always follow these three steps in a linear fashion. It's often useful to start a coaching conversation with 'what' and then lead into the more powerful discussion of 'why' to enable an individual to embrace the key learning to be implemented.

One simple approach is what I call the REAL fast-track coaching model (shown in figure 5.2). It uses a practical, easy approach that's fast to follow and can be used in almost any coaching situation, face to face or remote. Let's have a look at the four steps of this model in detail.

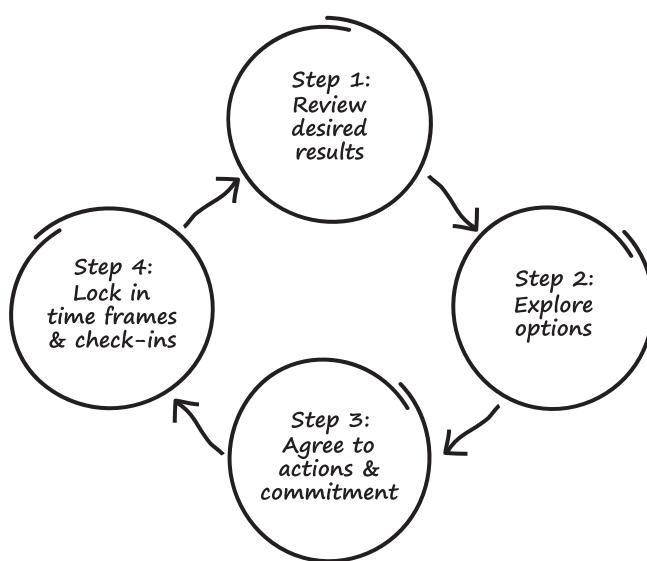


Figure 5.2: the REAL model

Step 1: review desired results

The first step in this coaching process has two parts: identifying the goal or objective and clarifying the motivation behind it. To set the scene, give your staff member an overview of what you want to discuss by asking a series of questions to help them identify what result or outcome needs to be addressed. Begin the conversation with questions that will build trust and reduce defensiveness. Here are some examples.

- Ask broad starting questions:

'In this session I wanted to get your thoughts around x—what do you think needs to change or stay the same?'

'The last time we met we discussed your approach around x. I wanted to find out from you how you're going in implementing these actions. So how did you go?'

'Did you notice anything in particular when you started implementing your plan? What was it?'

- Ask mindset-shift starting questions:

'I wanted to check in with you and learn what your intention was when you did x.' 'Why do you think you took that approach?' 'Did it get you the result you wanted or could you have done something differently?' 'What do you think are two or three areas you need to focus on over the next 30 days?'

'Just curious about what was going through your mind when you noticed x. Any particular reason why you were thinking that?'

'How would you describe your mindset while you were taking that action: Open? Closed? Unsure? Intimidated?' 'Why do you think you had those thoughts or feelings going on during that time?' 'What goals do you want to commit to so you can get the result you're after?'

- Ask performance-issue starting questions:
'What do you think you're doing well in your approach to your people?' 'What do you think you could be doing better or differently in your approach to your people?' 'If I had your most challenging staff member sitting with me what would they say about your current approach towards them?' 'What two or three goals would you like to set to allow you to be the best leader you can be with your people?'
- Ask career-development starting questions:
'In looking to the future, in what role or areas would you like to be working in two to three years' time?' 'What is it about these areas that you've identified that gets you excited or motivated?'
'What are some of the areas you'd like to develop now to allow you to position yourself for this future role?'

It's important to start with an Ask approach, to allow the individual to share their view, and use additional questions to help guide them. It's also important to find a way to weave in and clarify the motivation underneath these goals or desired results as this is an important driver for the individual to shift or improve their approach.

Step 2: explore options

After opening up the discussion, work with the individual to identify their options for moving towards their goals. This can include sharing ideas and brainstorming. Once again, don't just tell them the options; ask them questions that allow them to identify these options.

The mind-mapping process identified in chapter 4 can be used as a visual process to capture the possible options or actions available. Discuss the pros and cons of each option and write them down. Try to identify at least three different actions that can be taken to explore a broader range of possibilities rather

than just selecting the obvious ones, which may not be the best options.

Step 3: agree to actions and commitment

Once you've explored and identified the actions together ensure that the individual commits to implementing them. This plan needs to be crystal clear to avoid inefficiency and confusion. This is a critical step and it's essential to ask the right questions, such as:

'Now that you've identified what you want to do differently, what are two or three obstacles you have to overcome to implement your plan?'

'What will you need to do to ensure you stay committed to these actions?'

'How can you set yourself up for success with this plan and what two or three things should you put in place to hold yourself accountable?'

This step is a way to reconnect with a person's motivation and the conversation needs to be more about what mindset and approach they need than focusing on the actions themselves. This vital step is often overlooked, which is a mistake because most people are motivated based on emotional thoughts and feelings and not on reconnecting with actions.

Step 4: lock in time frames and check-ins

The final step in the coaching process is to make the individual accountable for being the best staff member or manager they can be by locking in agreed accountability for the actions or behavioural change that has been agreed to. This includes agreeing to time frames, committing to implementing actions by a particular date or locking in the next one-on-one coaching check-in to discuss and analyse how they have been performing in comparison to the agreed plan. It's important to capture these

dates in paper or digital format to remind you both of when you need to reconnect.



One important thing to note is that coaching is an ongoing process. Once you've been through these four steps, in the next coaching session you'll need to start with step 1 again. Begin the next coaching session by asking how they have performed the agreed actions and then apply the four-step coaching process again. This coaching process will strengthen the relationship you have with your staff and, more importantly, your staff's performance levels will improve because they will look forward to the guidance they receive, and most of them respect the process because it supports them by stretching them to the next level.

When should you coach?

Understandably, one of the biggest challenges for many leaders is finding time for coaching. Coaching sessions can take the form of a scheduled formal coaching session or what I call a 'coaching moment'.

Schedule coaching sessions

Plan individual coaching sessions with your staff well ahead of time—I suggest having them on a monthly basis and allowing 30–60 minutes. Block out the time and remove any distractions so you can focus on your staff member (which includes not looking at your phone or email during the coaching session!). Staff members should be familiar with the one-on-one coaching procedure and come prepared to share their ideas. That way they will look forward to the coaching, value your insights and wisdom and walk away from the session feeling even more empowered to make things happen.

Planning ahead for a coaching session sounds simple in theory because you're entering something into your diary that doesn't create an immediate pressure. However, as the coaching session gets closer, it can be challenging to honour the commitment and resist the temptation of addressing other immediate issues that often creep into the day—so try not to let this happen as you don't want to lose your staff's respect by being unreliable.

Look for ‘coaching moments’

A number of years ago I was working with a middle-level leader who had 15 direct reports spread over a large geographical territory. We were reviewing his one-on-one coaching with this team. He was finding it challenging scheduling time for coaching sessions, so they weren't happening.

I asked him if he was ‘coaching on the fly’, so to speak. Before he could respond one of his direct reports walked into the office because he was having trouble dealing with a particular situation. The leader sat down with him, discussed the issues and gave him a few suggestions. When they had finished, I looked at the leader and asked him how he might have turned this interaction into a mini coaching session. After thinking about it, he replied, ‘I could have asked him to come up with some of the solutions, rather than telling him what to do. I also could have clarified the distractions or obstacles that he may have to manage and I didn't set down any time frames, which may have helped him’. I remember smiling because he'd realised he could have turned the interaction into a coaching moment.

‘Coaching moments’ are when you don't schedule a formal coaching session, but you look for coaching opportunities. For example, when one of your staff asks you a question, or they're not sure how to complete a specific task, or they may have encountered a situation that they need your advice about. Any of these scenarios can become a powerful ‘coaching moment’ and can occur when working in the office or remotely.

Where to coach: face to face or remote?

Before the pandemic, most coaching occurred face to face in an office environment; the shift to remote work has seen the rise of remote coaching. Depending on the importance or significance of the session, face to face coaching may allow a leader to observe and read their staff's mood and reaction a little more easily because it is more natural.

However the pandemic fast tracked coaching via video conferencing, as many leaders had no other option to provide feedback. A 2021 Forbes article titled 'Remote Coaching Does Work' found that virtual coaching could work better than face to face because it enabled more honest sharing and responding to sensitive information.

As a leader, just be careful around the sensitivity of the topic that you are coaching, especially in a remote environment. Vishal Garg, CEO of Better.com, made global headlines in the way he delivered a sensitive message to 900 employees. Garg invited 900 remote employees to join him on a Zoom call during which he fired them. This is a great example of how to NOT coach people about their career (or lack of one). The result? Members of the executive team resigned, including the head of communications and head of marketing, and the Better.com board put Garg on a leave of absence and hired an outside firm to do a leadership and cultural assessment. All unfortunate events with Better.com's IPO in the near future.

Regardless of where you are coaching, the fundamentals discussed earlier are still important to enable a leader to successfully coach their people.

FIVE COACHING HACKS

Here are five hacks that can help you get better results in less time when coaching your staff.

1. Clarify the purpose

Given how busy many leaders are, it's important to ensure you clarify the purpose of the coaching session. Identify what type of coaching session it will be (mindset, performance or career) as well as the outcome you're aiming for. Also identify if the coaching session will be in person or done remotely. It's important to do these actions before you initiate the coaching session.

2. Be aware of your mindset

Leaders are often under immense pressure to get more done in less time. Before you start coaching someone, take the time to check your own state of mind and emotions. To be more effective in a coaching session you need to ensure that none of the pressure and negative stress you might be experiencing transfers to the individual you're coaching. It's quite common for staff to experience an intimidating personal attack during what was supposed to be a coaching session because their manager had not properly dealt with their stress, wasn't focused or didn't have the right mindset at the time. If you're emotionally charged about something that may limit your ability to coach and connect with your staff, you may want to delay the coaching session.

3. Identify people's motivation

Take the time to identify what could be motivating the individual you're coaching beforehand. This will allow you to prepare the questions to ask them. In addition, during the coaching session, ensure you ask them what will motivate them or why they would be willing to change, modify or do something differently and how you can help them with this. Remember the 'why' they do something is as important as the 'how' they will do it.

(continued)

4. Prepare some leading questions

It can be useful to prepare a few leading questions to begin the coaching session and to guide the discussion. This is even more important if the session is likely to be about performance or behavioural issues, which could make the staff member closed-minded, defensive or resistant. Also, remember that coaching is about asking, not telling. Resist the temptation to just tell the staff member what they're doing wrong without setting up the interaction, with their input, beforehand.

5. Document the outcome

Before finishing a coaching session make sure you document what has been agreed to. Don't just discuss it. Commit it to paper or a digital system to allow it to be referred back to and tracked over time. As with delegation, this step is often skipped, which leads to confusion around what, specifically, has been agreed to and what the time frame is for checking in and implementing it.

For a leader to be effective today they need to invest the time to coach their teams. Using the strategies and hacks in this chapter will help you improve your impact and approach towards your staff and assist all of you in performing at a higher level.

CASE STUDY

PAUL SADLER

Founder, Paul Sadler Swimland

When Paul Sadler was growing up he used to ride his bicycle past the local swimming club in summer and watch the kids swimming. One day as he rode past, Paul watched another

14-year-old boy win the swimming championship. Afterwards he started a conversation with the boy who'd won and they ended up in an impromptu swimming race, which Paul won. With renewed self-confidence, Paul persuaded his family to let him join the swimming club.

He was fortunate that a swimming coach took an interest and started teaching him. His swimming continued and he reached state level as a competitive swimmer; however, due to family commitments he didn't pursue competitive swimming further.

After leaving school to help bring in funds for the family, Paul had a brief stint as a phone technician before deciding he wanted to be a teacher and attending Teachers' College in Ballarat, Victoria. From here he worked for the education department, teaching physical education classes, and then swimming, to people with physical and intellectual disabilities.

In the 1970s, Australia was in a housing boom and people everywhere were having swimming pools built in their backyards. As a result the incidence of toddler drownings skyrocketed. While still teaching at the Department of Education, Paul opened his first swimming school in 1972, renting the pool at Moorabbin West Special School in what was one of the first ever public-private partnerships of its kind. He asked himself, 'What is the most important skill parents would want their children to learn?' The answer was teaching children of all ages, in a stress-free way, how to avoid drowning.

In a very short time his lessons became so popular that he had a waiting list of over 600 kids whose parents wanted them to learn how to be safe in the water. Paul produced a list of key concepts around teaching survival in a stress-free way, such as 'tension inhibits coordination'. This is a phrase that helped his swimming teachers remember that if a child is stressed in the water, it makes it difficult for them to think and

CASE STUDY

keep themselves safe. Paul's key concepts became known as 'Paul's Points', and his swimming teachers were expected to learn them as part of their training.

Paul then started to coach others to teach kids to survive and swim. He found that the best way to coach them was for them to be in the pool next to kids and observe them. Afterwards, he would ask them a series of questions to find out what they observed, which was a successful way for them to learn faster.

In 1980 Paul identified the need to share information and techniques with swimming schools across Australia to further decrease the needless drownings that were still occurring in pools, so he co-founded the Swim School Owners Association, which grew to 46 members. This was the forebear for Swim Australia, which is now the peak body for over 1000 swimming schools nationwide and has been responsible for a 40 per cent decrease in the number of deaths in swimming pools. Because of his efforts, Paul was inducted into the Australian Swimming Coaches and Teachers Association Hall of Fame—becoming legend number three behind the great Forbes Carlile and Laurie Lawrence.

The mid 1990s saw much growth and Paul realised he could 'duplicate' himself by teaching and coaching others to ensure that his methodology was consistent across his centres. With the pandemic many of the centres had to close, however the team got creative and published a range of YouTube videos showing exercise techniques that could be done that simulated swimming. Paul believes that the government support was critical to enable them to keep their staff employed and get their swimming centres back open and looking at opening new locations.

Today Paul Sadler Swimland is a \$25 million business that teaches over 35 000 swimming lessons per week and has more than 800 staff located at almost 20 locations in Australia and Vietnam. Along the way Paul has created a very loyal following, with many of his swimming-centre leaders becoming franchisee shareholders, giving them the chance to change their financial future. Paul's leadership hack has turned those initial coaching sessions with some of these future leaders into an opportunity for a financial stake in something they believe has made a big difference to the country: creating a safe and fun environment in which to learn to swim and saving countless lives.

SELF-HACK COACHING

Coaching can deepen your working relationship with your staff as well as assist them in their ongoing development. By taking a few minutes to prepare for your next coaching session you can increase your opportunity for success.

Hack 1: Identify who to coach and why

Identify a staff member you would like to coach. You could select someone with potential to step up to the next level or someone you need to have a performance coaching session with based on recent feedback from others.

Hack 2: Select your reason for coaching

- ▶ Once you've identified who you're going to coach, determine the reason and type of coaching session you're going to have with them.
- ▶ Remember the three main reasons for coaching: to shift a mindset, to address a performance issue or to provide career development. Select the one you believe would best assist your staff member.

Hack 3: Map your REAL coaching process

- ▶ To assist you in achieving an effective coaching session, prepare a list of questions to refer to.
- ▶ Remember that the coaching process uses an 'ask' approach, which means that you as the leader need to ask relevant questions that allow the individual to come up with some of the insights, rather than you just telling them. Refer to figure 5.2: the REAL coaching process.

Hack 4: Review results desired and why

- ▶ Write down how you're going to start the conversation. What questions are you going to ask to get the person to start thinking with an open mind? Try to use open

questions that encourage them to think and respond, as opposed to closed questions, which can make people feel like they're being interrogated.

- ▶ Once you've identified these questions, make sure you also think about how you're going to ask them why they want to achieve a particular goal.

Hack 5: Explore options

- ▶ To accomplish the desired outcome, clarify the questions and the process to follow to explore a range of options and actions that your staff member could take, using paper, tablet or virtual whiteboard and visual mapping.
- ▶ Remember that they will often need to identify what they need to do as well as planning the actions they need to take to accomplish their goal.

Hack 6: Agree to actions and commitment

- ▶ Once you've identified what needs to be done, the next step is to ensure that they agree to taking action. Write down the actions that they have agreed to, and ensure they have a copy of them.
- ▶ Ask them to identify any obstacles they may have to manage while taking this action and how they will hold themselves accountable.

Hack 7: Lock in time frames and check-in dates

- ▶ The final step is to get them to identify time frames that they will commit to and to confirm when your next coaching session for checking in on their progress will be.
- ▶ By preparing a template for this ahead of time you can remind yourself of this last step.





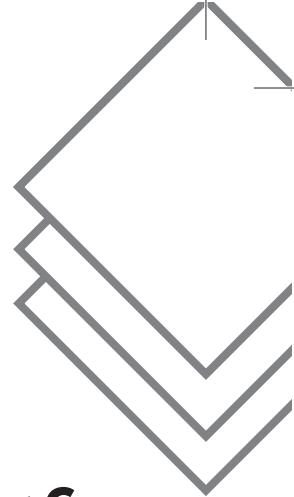
PART III

TEAM

HACKS



This section is filled with strategies you can use to improve your influence with a team of people, both remotely and in person. The information is designed to assist you in hacking your leadership approach to enable a team to get more things done in less time.



Chapter 6

Team meetings

One of the biggest workplace challenges is finding time to complete your work *and* attend meetings. With the increase in digital technology and the use of email for communicating information and collaborating, you'd expect that the number of meetings would have decreased. With traditional face-to-face meetings and virtual meetings, research shows the opposite.

According to a 2017 *Harvard Business Review* article by Leslie Perlow, Constance Noonan Hadley and Eunice Eun, many executives are now spending as many as 23 hours per week in meetings and 65 per cent of managers said meetings kept them from completing their own work. During the pandemic, Microsoft found that weekly meeting time more than doubled for Microsoft Teams users. Even during the global pandemic, research by Guru found that almost half of respondents stated that 40 per cent or more of the time spent on video conference calls was unproductive and wasteful. These are shocking statistics—and the trend is growing.

So why has the number of meetings increased? I believe there are several reasons.

- *A broader perspective.* Almost everyone would agree that having more minds working on a particular issue provides a broader viewpoint in less time. Face-to-face meetings

gather the collective knowledge of numerous people simultaneously, which gives the person tasked with solving a problem or making a decision many insights. This can increase the depth of understanding around a specific issue, tapping into individual expertise rather than a frustrating Google search that often leads to dead ends.

- *Email overload and lack of response.* Ever-increasing workloads mean people often don't take the time to read or fully understand what's being asked for in an email, resulting in emails not being answered. This is particularly the case when challenging or unpopular issues have been raised and people are cautious about responding electronically. It's sometimes easier to bring everyone together to encourage (or force) perspectives to be shared quickly.
- *Saving time.* It's more efficient and less time consuming for a leader to ask a group of people to come to them than to visit each one individually—as long as the meeting is effective and productive and everyone is able to make up the valuable time that can be lost in meetings. The fact that many people don't like meetings and dread time lost in itself creates an issue around performance. This is why it's essential for leaders to know how to run team meetings efficiently and effectively and be familiar with the different types of meeting and their purpose so that staff members aren't turned off and frustrated.

Why most meetings are a waste of time

Recently I was talking to a mid-level manager who was concerned about the number of spontaneous meetings he was being forced to attend when he had so many tight deadlines to meet, and he complained that he was staying back until eight o'clock at night to try and catch up on his work. When I asked him how important and valuable these meetings were he responded in a

very loud voice, ‘The majority are complete rubbish because we talk in circles and nothing really gets decided—or worse yet, I keep getting nominated to do more work because others say they’re too busy’.

A 2012 survey by salary.com found that *47 per cent* of staff agree that the biggest waste of time at work is attending too many meetings. Let me ask you, of the last five meetings you attended (both physical and virtual), how many were valuable and effective? How many did you receive an agenda for that provided you with details about the purpose of the meeting, the type of meeting process and supporting information you needed to be across before the meeting? Unfortunately the response—especially from middle managers—is that almost half of all meetings dragged on too long and could have been completed in half the time.

A friend of mine, Donna McGeorge, author of *The 25 Minute Meeting: Half the time and double the impact*, summed it up perfectly with her observation, ‘Meetings suck!’

So how can you, as a leader, hack your team meetings and be more effective and efficient? To start off, leaders need to be aware of the importance of the agenda, the purpose of the meeting and the type of meeting needed to achieve the desired outcomes.

Meeting requirements: purpose and agenda

Not having a meeting agenda leads to a tremendous amount of confusion and wasted time. When employees don’t get an agenda before a meeting they don’t know what the purpose of the meeting is or what procedure will be followed. Even worse, if they’re not informed about the information they should look at before the meeting, precious meeting time will be lost updating everyone—not to mention the frustration of the people who did prepare for it!

Purpose

The desired outcome of the meeting needs to be identified. This is often the true purpose of the meeting and it should be communicated beforehand by being included in a written agenda circulated before the meeting. Most meetings are given a title identifying the general content, such as 'Sales Forecasting Meeting' or 'Quarterly Reporting Meeting'. These are fine for types of meetings that people are familiar with. However, other types of meeting need to have a clear purpose. Examples include:

'Identify a strategy to increase our quarterly sales performance'

'Create a business case to address x issues with the board'

'Provide marketing with assistance for a new product launch'

Although these examples are quite simple, they give attendees a context for the meeting and an indication of what they're being expected to contribute towards. Preparing people by giving them all the useful information they need before the meeting can save everyone a lot of time.

Agenda

I know of a senior executive who will not attend a meeting if he isn't provided with an agenda beforehand. When I asked him why, he explained that not having a meeting agenda leaves people in the dark around the context. This is because a meeting agenda provides an overview of the meeting, the process or order of the meeting, the time and place of the meeting and also details of who will be attending.

MEETING AGENDA COMPONENTS

There are a number of valuable details that every meeting agenda should include:

- title and purpose of meeting
- start and finish time of meeting

- location of meeting (including meeting links if virtual)
- participants attending meeting
- order of topics to be discussed and format or type of meeting process
- any required or recommended reading before the meeting.

By providing this information in a clear format, team members can prepare and participate in an informed way. In addition, it gives them a context as to what the desired outcome of the meeting is as well as the process or type of meeting.

Types of meeting

At a weekly team meeting that I attended for an organisation, there was a new manager who had previously worked for a competitor that had consistently grown its market share and sales performance. This was his first meeting at the new company. As the CEO discussed a range of topics, the new manager started asking questions. The reactions of many of his new colleagues was to shoot him negative looks. Even the CEO became a bit defensive and at one stage shut him down by saying something that suggested that he didn't know how things were done 'around here'.

After the meeting I met with the new manager to find out how he was going and to ask him some questions about the differences he noticed between the two companies. He described how this executive meeting had been run compared to the ones he was used to. He was very surprised that everyone just listened and agreed with the CEO. At his previous workplace he was used to meetings being full of discussions and robust debates that allowed everyone to contribute towards identifying the best outcome, which may have been one of the reasons his former company was the market leader.

One of the biggest challenges when it comes to meetings is clarifying beforehand what the purpose of the meeting is. When the purpose of a meeting is not clear, it can lead to confusion, frustration and people feeling that they wasted their time. In addition, different types of meeting follow different formats or processes. When people know the purpose of a meeting, they can also understand the meeting process, which helps them prepare as well as get more out of the meeting.

There are four types of team meeting (see figure 6.1), and we'll look at each of them in detail now.

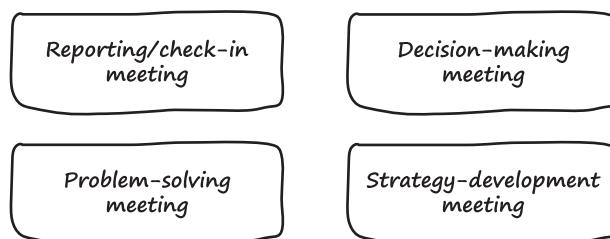


Figure 6.1: the four types of team meeting

Reporting/check-in meetings

Reporting meetings are one of the most common meeting formats. They often start with managers providing an update on their department. This can be useful if the format is tight and those doing the reporting are clear and organised in what they communicate. The challenge is to be prepared and know how to communicate succinctly.

THE THREE-STEP REPORTING MEETING PROCESS

A useful format for conducting reporting meetings is for each team member in turn to follow the simple three-step process illustrated in figure 6.2.

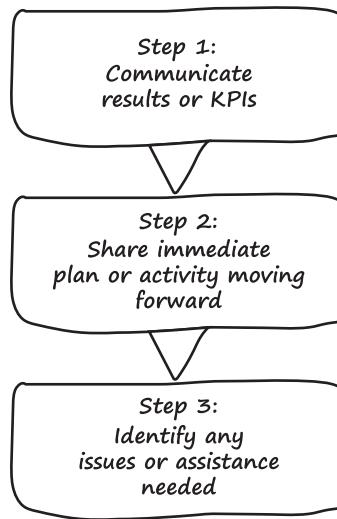


Figure 6.2: the three-step reporting meeting hack

1. *Communicate results or KPIs.* The first step is for the team member to provide an update of their department's performance. This can be communicated in the KPI format that the business uses to measure activity towards targets, which may include sales, volume, units, efficiencies, and so on.
2. *Share immediate plan or activity moving forward.* Next, the department's immediate activity or plan moving forward should be communicated. This allows others to easily understand what the immediate focus is (as well as reminding them that when they present their departmental report they need to be clear on their activity moving forward). This also provides anyone who may be affected by or may have to support this department with an understanding of what they may need to do to execute these plans.
3. *Identify any issues or assistance needed.* The final step is to identify any issues or problems the department is facing (or will be facing in the near future) and ask for assistance.

Without this final step, reporting meetings could be eliminated and replaced with an email report that shows results and planned activities. By allowing individuals to voice any concerns and ask for help, the team can harness these creative ideas in the reporting meeting. Ideally, if someone has further ideas to share they can provide a few of these ideas and schedule a separate individual meeting so they don't waste everyone's time.

This process enables the reporting to be completed quickly, so that valuable time can be spent on providing assistance or ideas to those who have requested it. Remember, staff should spend less time in meetings and more time getting things done.

One leader I worked with replaced the weekly face-to-face reporting meeting with a weekly email. Because everyone was proactive about providing their reports for the team email and reaching out to help as needed, reporting meetings only had to be held on a quarterly basis.

Problem-solving meetings

Problem-solving meetings are held to bring together a team of people to share ideas for solving a particular problem or challenge. These meetings involve more than just someone asking for assistance with something and are effective as long as everyone stays focused on the problem.

I once ran a conference for an engineering client during which its legal team was scheduled to discuss some problems with their engineers' contract negotiation process. It started off in typical meeting fashion with the legal director explaining what the problems were. After listening to many detailed examples of mistakes for 20 minutes, the group started to switch off, with many checking and sending emails—a sure sign that this meeting was wasting people's time! Clearly this meeting wasn't working. The purpose of the meeting wasn't obvious and the presenter didn't have a useful format for collecting people's ideas.

Rather than allowing the meeting to drag on, the leader stopped the presenter and asked him a brilliant question: 'Could you help us understand the problem you need fixed today?' The presenter thought about it and then communicated what the problem was. The leader wrote it down on a flipchart in the meeting room and asked for solutions. The meeting's tone quickly shifted from sharing dull information to discussing active solutions.

I assisted the group by mapping on the flipchart a simple model showing the steps they should follow to assist the legal team with contracts. After the meeting I saw the legal director take the flipchart with the model drawn on it. He turned to me and said, 'If I had had this model for the other five meetings I've already had on this issue I would have saved myself and others a lot of time and frustration'.

For a successful problem-solving meeting everyone needs to be clear on what the issue or problem is in advance and encouraged to participate and share their ideas for solving the problem.

THE FIVE-STEP PROBLEM-SOLVING MEETING PROCESS

There are many ways to run a problem-solving meeting but there are five common steps that can hack any problem-solving meeting (see figure 6.3).

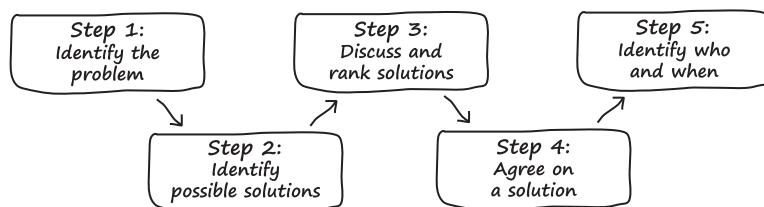


Figure 6.3: the five-step problem-solving meeting hack

1. *Identify the problem.* This may include someone gathering data or facts before the meeting, and sharing it so everyone is aware of the context of the problem. This should include asking five questions, ‘the 5 Ws’:

- What is the problem?
- Why is it a problem?
- Where is it causing issues?
- Who is affected or creating the problem?
- When or how often is the problem occurring?

The answers to these questions provide a thorough and fast understanding of the problem, which can help solve it quickly. Visually capturing the answers on a whiteboard or flipchart during the meeting leads to a more productive meeting and avoids distractions about issues that have already been discussed.

2. *Identify possible solutions.* Once everyone fully understands the problem, they can begin presenting possible solutions. Ideally, these solutions should include some of the actions that need to be taken to implement the solution. This allows the team to clarify exactly what needs to be done.

It’s also important to not just look at one obvious solution, but rather to identify three or four possible solutions, including some that may not be the most favourable at first glance. Once again, by capturing possible solutions visually everyone can see what they are, which will help the group stay focused and save time.

3. *Discuss and rank solutions.* After the possible solutions have been identified, rank them to find the most ideal one. Unfortunately, what often occurs at this step is the loudest individual tells everyone else what should be done based on their viewpoint. Resist this pattern and use a process to score or rank the options. There are two common methods used to rank solutions.

- *The whip-around vote approach.* This is the more common method, with the leader asking each individual team member to share what they feel is the most ideal solution moving forward. This can be useful as it provides the view of the majority and also allows individuals to share their different views, which may influence others' views on potential solutions. In a video meeting you can have them type their vote into the chat (or use the software mentioned in chapter 2).
 - *The score-ranking approach.* For this approach everyone ranks a number of possible solutions using a numerical scale of 1 to 10, with 10 being the best solution and 1 being the least favoured solution. By having every team member give each option a numerical score, the leader can identify the average for each solution and pick the one that the team feels has the best possibility of succeeding. This may sound a bit detailed as an approach and is not used very often. However, it can be very useful when there is no clear preferred solution.
When using a video meeting, you can easily set up a poll that will allow you to identify the scores and averages.
4. *Agree on a solution.* Once everyone has provided their recommendations, clarify which solution has been agreed on. This is an important step that's sometimes overlooked because everyone assumes that they heard one another and all understood which solution was chosen. To ensure that the team meeting is effective, the leader needs to verbally confirm the final solution so that there is no confusion over which option is being implemented.
 5. *Identify who and when.* The final step is to identify who will be responsible for overseeing and implementing the solution that was agreed on. This may be an individual or a group of people, depending on how complex the problem is. In addition, it can be useful to identify time frames of when plans will be finalised and executed to keep everyone informed of the progress.

Decision-making meetings

Decision-making meetings take place after the facts and figures about a particular issue have been circulated and people have had time to understand and identify the decision they are being asked to make.

For this type of meeting, it needs to be clear what the topic is that a decision has to be made about; every team member has to communicate whether they agree or disagree with a potential decision. It's also useful for the leader to say whether they agree or disagree after everyone else has so they don't influence other people's views. In some situations the leader may be the tie breaker needed as to whether a decision is agreed to or not.

Some meetings require a formal decision to be made, with the decision recorded for future reference. For senior executives and directors, this method is often used when passing corporation bylaws, which require a formal decision-making meeting with minutes recorded for legal reasons.

Strategy-development meetings

These are usually complex types of meeting because they involve the setting of a company or department's future direction—as well as the strategy or initiatives required to achieve the desired objectives. Because of this complexity, these meetings are often held over several days and many executives and staff dread attending them. If there's no clear and efficient process in place the meeting can turn into a massive talkfest, with those who are the loudest getting their ideas pushed forward while others keep their ideas to themselves because they don't believe it's worth the effort to contribute.

Strategy-development meetings often involve engaging an external facilitator who acts as an objective guide so that the leader can focus on participating to ensure the meeting moves forward and no-one gets sidetracked.

Unfortunately there isn't enough space within the pages of this book to detail the numerous methodologies that can be used for strategy meetings. However, I will provide a quick insight into one approach that I have used successfully with many clients over the years called compression planning.

COMPRESSION PLANNING®

One of the most valuable team planning training programs I have ever attended was by Jerry McNellis, who taught a creative form of planning for teams called Compression Planning®. I facilitate using this strategic planning process with many leadership teams every year and have found it to be one of the most effective and efficient ways to run a strategic planning meeting. I've used this planning methodology to assist large multinationals to decide how to plan their way forward, develop business plans for military organisations and assist medium-sized companies that needed to identify how to split up \$100 million budgets across departments in a collaborative way. Regardless of the group, compression planning can take a strategy planning meeting that normally takes two to four days and reduce it to half the time or less.

HOW THE COMPRESSION PLANNING PROCESS WORKS

When Walt Disney was brainstorming ideas for his movies, he would often pin sketches and drawings to large storyboards that were positioned around his head office. When teams met to work on a particular movie, they would gather around the images on these storyboards and brainstorm ideas. This was one of the early forms of planning using visuals to assist in the planning process.

The compression planning process involves capturing ideas shared by team members on individual index cards. These cards are pinned to a number of storyboards that are placed around the room so everyone can see the ideas. Once these ideas are

viewed, the group uses a voting process to agree on the most important ideas that need to be explored further and the process is repeated until all the components of the plan have been identified. To encourage the team to stay focused and be time-efficient, a timer is used to let the group know when to move on to the next storyboard. In addition, the team creates a written action plan of who will do what activity by when, and identifies a communication plan that includes who will communicate what message, in what way, to which person.

With the creation of online collaborative software tools such as MURAL and Miro, you can also run a Compression Planning session virtually with hybrid or remote teams. Although it may take a little getting used to at first, after a few sessions people can easily share their ideas visually on the virtual canvas. It also allows you to use the inbuilt timer as well as enable you to email a link to others to enable them to contribute. The facilitator can then follow the process mentioned to keep the group on track and ensure that they walk out with tangible actions.

THE FIVE STEPS OF THE COMPRESSION PLANNING PROCESS

There are five steps to running a compression planning meeting, as illustrated in figure 6.4. By using these steps you can fast-track a meeting that covers more ground and reaches agreement in less time.

1. *Design.* The design involves the leader or facilitator taking the time to identify the specific questions that need to be asked and explored by the group. This may involve the strategic plan or the business plan or some other area that the team needs to collaborate and agree on.

The design also involves ensuring that the storyboards, easels, pins, index cards, writing pens and timer are all prepared to allow for a smooth and efficient planning session.

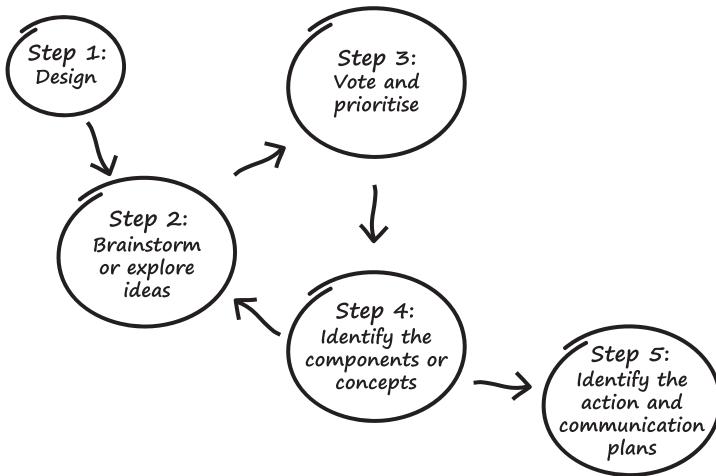


Figure 6.4: the five compression planning steps

2. *Brainstorm or explore ideas.* In this stage the facilitator shares the purpose of the session, provides some guidelines around how the planning session will be run and writes the first idea on an index card. This first idea could be as simple as 'What are our strengths?' Or it may be something more specific such as, 'What can we do to increase market share?' The group then provides ideas, with each idea written on an individual index card that the facilitator pins to the storyboard underneath a header. This encourages participation and allows individuals to build on previous ideas. The facilitator uses a timer to limit the discussion and enable the group to move on to the next topic.
3. *Vote and prioritise.* After a number of topics have been explored, index cards are pinned up in columns under the topic headings. The next stage is for the group to vote on whether the ideas generated are worth exploring further. In person, each attendee is given a number of small sticky dots to stick onto the topic cards they have 'voted' for. For some topic areas, individuals may only get one vote.

However, for others, the facilitator may allow two to six votes. The number of votes is determined by the number of ideas shared, with larger numbers of ideas shared often needing a number of votes across a few ideas. If using one of the collaborative software platforms such as MURAL or Miro, you can use the built-in functions to allow people to vote remotely.

Once everyone has had a chance to vote, the index cards are rearranged so that the idea cards with the highest votes get moved to the very top, showing their importance (see the example in figure 6.5). The top two to five ideas underneath each of these main topics will usually be transferred to the next step for further analysis. Or if you are using a collaboration software program you can drag the virtual cards to show their hierarchy to everyone.



Figure 6.5: compression planning topic cards with votes

4. *Identify the components or concepts.* Next, the top ideas are selected, their components are identified and the ideas are explored further using the same voting process as before. So, each chosen idea card becomes a topic card and the group is asked to share ideas about the topic and then to vote on the ideas. These ideas are once again written on index cards and pinned beneath the relevant topic card and again the top areas that need to be addressed are identified.

The top ideas are then integrated into the strategic plan framework.

5. *Identify the action and communication plans.* The final step is to identify who will take what action. The easiest way to do this is to take the main areas that have been identified as important and assign an individual or group of individuals to fully complete the plan. Once again, topic index cards (either physical or virtual) can be used to identify what the action is, who will take it and by when.

Another component that's useful to identify in strategic planning is the communication plan. This can help a team identify people not involved in the planning meeting who need to be communicated to. Common components to include are who needs to be communicated to, what needs to be communicated, how it will be communicated, who will communicate it to them and by when.

There is a range of other planning processes and methods that can be used for strategy development meetings. If you would like information about these, please go to www.leadershiphacks.com. Methods can involve something as simple as using a flipchart to capture a discussion, to complex methods that involve digital software packages and touch-screen devices. For a leader, the important thing to consider is whether you are confident in facilitating the strategic development meeting or whether it would be more beneficial to use an independent internal or external facilitator.

FIVE HACKS FOR IMPROVING YOUR TEAM MEETINGS

In addition to the strategies shared, here are a number of meeting hacks to help you fast-track your next team meeting.

1. Communicate the purpose and type of meeting

One of the main reasons why meetings don't work is because the purpose of the meeting isn't clear. This results in people not knowing what the outcome should be or what process will be used. To eliminate this confusion a leader needs to communicate in advance the purpose and type of meeting that will be used.

2. Segment the agenda

Preparing an agenda and circulating it before a team meeting is also important. When people don't have an agenda they have nothing to prepare for, which means time may be spent in the meeting sharing information to bring everyone up to speed. A more efficient approach is to provide the background information or data to people with the agenda so they have a chance to review and become familiar with it before the meeting. In addition, segment or organise the agenda in a way that will assist you and your team to get through all of the items.

It's worth considering dividing the meeting into two parts: the first for easy matters that can be discussed quickly and moved on from; and the second for the more challenging matters that involve more time. Getting the easy matters out of the way early ensures they're dealt with and not overlooked due to challenging issues taking up all of the meeting time.

3. Use visuals to capture and explain the concept

Using visuals including diagrams, models and figures on a whiteboard or flipchart or shared screen can allow a team

meeting to move quickly because individuals can see what's being discussed. These visuals can also be used as a point of reference. If someone starts going over any area that has already been explored, the visual will immediately remind everyone of this.

4. Track actions and time

As a meeting progresses and individuals agree to take specific actions it's important to capture this information. It can be very challenging to remember who agreed to do what 30 minutes earlier. By capturing each agreed action on the whiteboard (physical or virtual), who is going to do it and in what time frame while discussing a particular topic you can save time and future confusion.

In addition to tracking actions it can be useful to have someone keeping track of the time spent on each topic during the meeting so that each topic is given enough time and is covered.

5. Mix up meeting locations

Changing the environment and setting for meetings can make people look at things from different perspectives from both a physical and a virtual perspective. I know of one leader who had their managers meeting at the Ritz-Carlton so they could experience the exceptional customer service that it provided. The impact of this experience on the managers was very apparent. It completely shifted the discussions they were having about customer mystery shop feedback results. Because of what they had experienced firsthand the managers were much less defensive in accepting negative feedback.

Virtual team meetings

The virtual team meeting trend has shifted from small, start-up businesses that were bootstrapping their operations to larger corporate companies affected by the global pandemic that forced them to start using remote methods. The capability for virtual meetings has been around for years with a number of businesses experimenting with the approach long before the pandemic. One of the largest banks in Australia redesigned its purpose-built new headquarters to allow for some staff to 'hot desk'. Essentially this means they don't have a set office or desk assigned to them; they're provided with a laptop and when they're in the building they can connect to the company's wi-fi, which enables them to access the internet as well as print documents from the printer closest to where they're sitting. Of course the global pandemic shifted most people to remote working and this required them to dial in to virtual meetings.

In the early stages of the pandemic, leaders had to quickly train themselves on how to use the video conferencing platforms to run these team meetings, with many struggling on the use of new technology, video cameras and the occasional video stream of their family in the background (sometimes half naked).

Nowadays there are numerous web-based conference systems including Zoom, Microsoft Teams, GoToMeeting and WebEx. All of these platforms enable virtual team meetings where everyone can talk and view multiple people in multiple locations as well as share files simultaneously. With the continuing increase in internet speed, we find that the video feeds are clear and the sound is very good.

The benefits of virtual meetings

Initially there was a belief that if meetings were not conducted in person, those who were in a different location wouldn't be able to effectively participate. This perception has significantly changed

over recent years with the global pandemic forcing many leaders to run their meetings remotely. There are two main benefits that virtual meetings provide over traditional face-to-face meetings: lower budget and time saving.

BUDGET

The cost of travel can add up for a business if interstate or overseas staff have to be flown in for meetings, especially if these are held regularly. One large international client of mine was hit particularly hard during the Global Financial Crisis in 2008. Because of the uncertainty in the market and resulting downturn in business it put a blanket freeze on all business travel. Managers were instructed to not approve any spending on travel for meetings. The result was surprising. Not only did they save millions of dollars, but when the market conditions improved approximately 18 months later and they removed the travel restrictions they found that many of their staff chose not to travel for meetings as often as they previously had because they had adapted to virtual meetings and found creative new ways to make these work. After a while this became the new norm and unless it was something that warranted a face-to-face meeting, they continued to meet virtually.

TIME

Virtual team meetings save travel time, which means people can focus on their job tasks rather than the hassles of travel-related tasks. I know of one manager who used to have to travel from Perth to Melbourne every two weeks for a regional managers' meeting that usually lasted two to three hours. In addition to the meeting time he would also lose five hours in flight and airport time each way, as well as overnight stays, which also meant time away from his family. His company has now changed the meeting to a virtual one and he participates via a digital conference software platform that allows the others in the meeting to view and discuss topics with him.



FIVE HACKS FOR IMPROVING YOUR VIRTUAL TEAM MEETINGS

Here are some hacks to help you fast-track virtual meetings.

1. Test the conference or web platform beforehand

Technology can be an incredible asset for saving time and getting more done. However, if a presenter isn't familiar with the technology, precious meeting time can be wasted. If you're having a virtual meeting using an unfamiliar platform, take the time to practise using it beforehand. If you're facilitating the meeting, ensure that you know how to use the functionality of the platform, including mute buttons, raising of hands, how to shift between people speaking as well as how to share files or documents.

2. Reduce outside interference

When you use a web-based platform for a virtual meeting, everyone can see and hear everyone else. So, to maximise everyone's time, ensure there are no interruptions and that everyone's mobile phone is turned to silent.

3. Use camera view

One of the biggest advantages of today's web-based platforms is that they can provide video, which enables all attendees to read the body language of others even if they're not in the same room. This ensures that everyone stays involved and that you can read the energy of others by watching their non-verbals. It also reduces the temptation for attendees to try to multitask because they know that others are watching them in real time.

4. Share files and draw diagrams

Many technological platforms contain a whiteboard so that visuals can be shared during virtual meetings. This has the same benefit as face-to-face meetings, where concepts being discussed can be shared visually to make it easier for everyone to understand and contribute.



5. Record the meeting

Just as face-to-face meetings are better when someone takes notes and documents agreed actions, virtual meetings should also end with key areas discussed and agreements being recorded. One benefit of many virtual meeting platforms is that you can record both a video that captures what the participants saw on the screen (including each other and any diagrams drawn on a virtual whiteboard) and the discussion. This can be useful for someone who could not attend the virtual meeting or if anyone needs to go back and review the discussion at a later date.

CASE STUDY

MIKE AZBELL

Vice President & Controller,
Kimberly-Clark Corporation (retired)

Imagine the number of meetings you'd have to attend as Global Financial Controller of a Fortune 150 company. Mike Azbell worked with Kimberly-Clark Corporation for over 25 years. When he initially joined as an internal auditor he was identified as one of the up-and-coming future leaders and they allowed him to have a very broad and varied career.

Based on his skills and abilities to run a team, he was quickly promoted through the ranks and moved from a local focus to running a team that reported on global results based in Kimberly-Clark's global headquarters in Dallas, Texas.

Because of his ability to streamline financial processes as well as build teams, Mike was selected to work in overseas postings, initially in Sydney overseeing internal control for Australia and New Zealand and being involved in some of the larger

CASE STUDY

mergers and acquisitions, including the Scott Paper merger. As a rising leader his international experience was further broadened while he was based in Bangkok, Thailand, to assist in mergers and acquisitions for Kimberly-Clark's rapidly expanding Asia-Pacific region. Mike was then allowed to 'roll his sleeves up' and was promoted back to the United States to oversee the financials for a number of manufacturing plants producing a range of products from sterilisation wrap to surgical gowns in Mexico, Central America and eastern Europe.

It was during this time as a leader climbing the ranks that Mike started looking at how to get his teams to be more effective and find a way to have team meetings that worked. He's not big on having meetings just to have a talk and has continuously challenged his people to find ways to improve their results and hack their team meetings. He believes being honest and working with his people to enable them to perform at their best is the key—which can be a challenge with the financial reporting of a global company that is taking data from over 175 countries and 100 manufacturing locations and needs to be done accurately within tight time frames.

Because of this he didn't run typical monthly team meetings. He views these as something that can slow down progress. Together with his team, he identified that the best solution was to have a 15-minute working meeting at the beginning of the day and at the end of the day, with everyone standing up. They used visual management systems so the team can identify and track projects and timelines on dashboards on the wall as well as in digital format. They found they were much more effective when meeting together in the hallway to discuss the project boards. They also ensured that each meeting is run by a different person to allow them to develop their skills in facilitating a project meeting—which is a career development step that many of them appreciate.

Before retiring, Mike's role was Vice President and Controller overseeing the financials, government reporting and auditing for the Kimberly-Clark Corporation, which has dominated the marketplace for the past 20 years. Kimberly-Clark has \$18 billion in annual sales with 42 000 employees in 175 countries—with many of their products holding the number one or number two position in market share in the majority of those locations. He also goes against the stereotypical view that accountants cannot be creative. One of the biggest challenges of a company this size is getting all of the reporting completed in a timely fashion and ensuring that it's accurate and auditable—not a simple task. In 2013 they noticed that the amount of time taken to complete government reporting was starting to creep up to 60 days. Rather than just accepting this, Mike and his team decided to do something that they had not done before: accomplish the report in 40 days. To enable the entire finance team to head towards this goal, they came up with 'The Road to 40'. This became their mantra for achieving something that hadn't been accomplished before. After a number of problem-solving sessions they came up with a strategy to create the forward momentum. They reworked processes to hack their current approach and created banners, signage and other materials in addition to publicising the initiative on the company's global website.

The result was impressive. They had achieved a new benchmark, which they maintain to this day. In addition, Mike's staff morale increased and in the Kimberly-Clark global staff survey that team achieved a staff enablement and engagement score of over 90 per cent. This is an incredible result for the high-stress environment of a global finance department, especially when the company normally averages a 78–80 per cent result, which is much higher than most. Mike shows his true ability as a leader by saying, 'It was great to achieve this result and maintain it. However the real benefit was that my staff, who normally had to work insane hours to get these reports completed, can now complete them faster and spend more time with their families'.

SELF-HACK **TEAM MEETING HACKS**

Hopefully the strategies and hacks in this chapter will allow you to show up to your next team meeting ready to cover more ground in less time. Try these simple self-hack exercises and questions to get you started.

Analyse your last team meeting

Hack 1: Think about your last team meeting

If you were to sit down and interview one of your staff who attended the meeting, what would their response be to these questions:

- ▶ Was the purpose of the meeting distributed in writing?
- ▶ Did the group accomplish the desired objective in the most efficient and effective way or would people say it took too long or didn't offer enough people a chance to talk?
- ▶ Was there a meeting agenda? Did it have the five main components that help people prepare and streamline meetings (title/purpose, start and finish time, location, details of attendees and order of topics/meeting format) and any required reading before the meeting?
- ▶ What type of meeting was it (reporting, problem-solving, decision-making or strategy development)? Was everyone made aware in advance that this was the type of meeting?
- ▶ Did everyone walk away with a written action plan that clarified who was going to take which specific actions within a specific time frame to remind them of their commitments?

Hack 2: Capture your plan for your next team meeting

Think about an upcoming meeting that you have planned. Take a few minutes to capture what your plan will be to make it effective

and efficient using some of the hacks discussed in this chapter. Use the following template as a guide.

Title of meeting: _____

Purpose of meeting: _____

Meeting agenda

Start & finish time: _____

Location/Virtual: _____

Order of topics/meeting format: _____

Required preparatory reading: _____

Hack 3: Additional steps you can take

- ▶ Identify how you can use visuals to increase understanding.
- ▶ Consider what you might do differently depending on the type of meeting you're having.
- ▶ Nominate who will keep track of time and record actions.

Improve your virtual team meetings

Hack 1: Test the conference or web platform beforehand

Make sure you familiarise yourself with the technology you'll be using—such as the functionality of a web-based meeting platform—before the meeting.

Hack 2: Reduce outside interference

To ensure everyone can hear and see well, make sure there will be no interruptions and that everyone's mobile phone is turned to silent.

Hack 3: Use camera view

Make use of video equipment so that all attendees can see each other and read each other's body language to keep everyone engaged.

Hack 4: Share files and draw diagrams

Create and share visuals by using a whiteboard to draw a model or diagram that the group can refer to during the virtual meeting.

Hack 5: Record the meeting

Make a video recording to capture what the participants saw on the screen as well as the discussion.



Chapter 7

Team mobilisation

The ultimate objective for any leader is to mobilise their team towards a particular vision or goal, regardless of the type of organisation they work in or where they work. Think of the leaders of great companies who have created cult-like organisations that are viewed as industry leaders as well as great places to work. They may be new, up-and-coming businesses or household names. Many are found in the Fortune 100 Best Companies To Work For list year after year—including Apple, Goldman Sachs, Kimberly-Clark, Google (Alphabet), Coca-Cola, Facebook (Meta), Nike, IBM, Walt Disney, General Electric and Nestlé. The leaders of these companies have a broad range of personalities and skills—including Mark Zuckerberg, Warren Buffett, Elon Musk, Steve Jobs, Bill Gates and Jack Welch. Most of these leaders are known for their success in mobilising a group of people to achieve more. And the list isn't limited to the Fortune 100 companies: there are thousands and thousands of incredible leaders of smaller businesses mobilising their teams towards success. The challenge, of course, is to find a formula that can be used to start this momentum and create or build a culture that allows a collective group of people to take action towards the same goal.

Why leaders fail to mobilise their staff

If everyone is aware that people need to be inspired and motivated in a way that allows them to create more than what was thought possible, why isn't it happening across every organisation? Human beings are complex creatures with a broad range of unique personalities, motivations and desires. This can create a daunting task for any leader who wants to get their people motivated at the best of times, and especially in the face of adversity and employee demands for a more flexible work environment when it can be easier for some staff to just jump ship to another employer.

There are three reasons why leaders fail to mobilise their staff:

1. *It's safer and easier to stick with the status quo.* Trying to motivate people to change, especially when things are going well and performance seems to be moving along at a good pace, takes an incredible amount of energy. It means thinking differently, acting differently and constantly talking about the way forward.
2. *They're not sure how to start.* Given the rapid pace of change, new players and competition in traditional markets, and quick-start technology disrupting traditional processes, moving to the next level presents challenges and many leaders aren't sure how to start. Looking for the 'secret formula' is difficult when the current immediate and continuous issues of the business need constant time and attention.
3. *They focus on the wrong things.* Traditional mindsets look for traditional ways of thinking to motivate people with one-sided, outdated models. In his best-selling book *Drive: The surprising truth about what motivates us*, Daniel Pink exposes some of these common myths. He found research that shows the traditional carrot and stick method

of reward can work in some job functions, but that in many others it can demotivate people because many are intrinsically motivated—not just financially motivated—to show up to work in a different way.

Creating your mobilisation code

There's no fixed formula for getting a team to achieve more. If there were it would be easy and every leader would be able to make this happen! However, there are a number of common themes and strategies you can use to start mobilising your team.

In the early 1990s one of my roles was as a learning and development manager with a company based in Detroit, Michigan. The company had five manufacturing plants that supplied steel parts to the big three US car manufacturers. At the time, the challenge was that all of these car manufacturers were embarking on a rationalisation program to reduce their suppliers by more than half, which meant the very existence of the company was in jeopardy if they didn't meet the new, lean manufacturing requirements. My role was initially funded by a grant to assist this company in making these cuts while at the same time keeping the almost 600 employees in their jobs given the devastating impact it would have on the local community if they were unemployed.

I was fortunate to work under a visionary CEO who wanted to change the way the business operated and improve the culture. Popular at that time was a radical new book by Kiyoshi Suzuki titled *The New Shop Floor Management*, which pushed for flipping the current operations from a top-down, traditional management style to one that had the workers on the floor running the machines without thinking, to one that had them taking ownership and improving the process along the way. I was tasked with shifting the culture using the new shop floor management concept and mobilising the shop floor employees, supervisors and managers at a range of different manufacturing

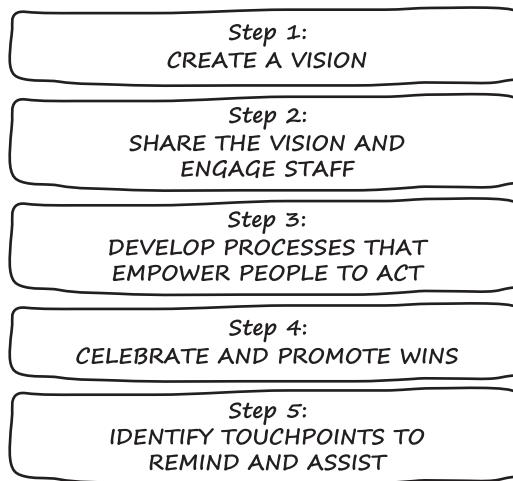
plants to start operating differently. I was very fortunate to have the CEO's as well as the executive team's guidance and support to start this initiative, as well as a number of other initiatives that were kickstarted after the initial launch to help speed up the momentum and the process.

The results we were able to achieve were nothing short of incredible. Not only did the company increase its staff engagement and participation, it also shifted the culture to one that was much more autonomous and cutting edge for that time.

The five steps of the mobilisation hack model

Over the past 25 years I've worked alongside, and been fortunate to watch, many leaders who have hacked the way their teams did things and successfully mobilised them towards a better way by implementing the steps I'm about to share with you. I've also seen the frustration of other leaders who stumbled in implementing these steps. Although I didn't know it at the time, when I was working in the manufacturing plants, we were mobilising staff to change the way they operated and in effect changed the culture. We didn't start with a strategy that had specifically identified these key areas; however, the CEO and the leadership team were fortunate (and talented) enough to integrate these into their approach.

Regardless of the industry, the five common, critical areas in the mobilisation hack model shown in figure 7.1 need to be targeted and implemented to enable teams or total organisations to shift to a higher level of performance. A range of specific strategies can also be implemented within each step. While I won't go into detail about these, I will provide some examples. To help you quickly see how this was implemented within a business, I'll continue sharing the success we had in the manufacturing company.

**Figure 7.1: the mobilisation hack model**

1. Create a vision

The first step is for you and your immediate direct reports to identify what you believe could be achieved if you changed the way things were done. This involves in part dreaming about what's possible and in part imagining what could be left behind. If this can be defined in the form of a mantra or a story that talks to the hearts and minds of your staff, it's on track. Leaders must be 100 per cent committed to making this vision a reality by following the steps shown in table 7.1.

Table 7.1: the critical components of a vision

Clear and elevating vision	Needs to be easily identifiable and must be a stretch to achieve
Compelling and authentic story	Need to engage the minds, hearts and spirits of your people with the vision
Willing to burn the ships	Leadership team needs to be 100% committed to moving forward, without hesitation
Commit without a comprehensive plan	Draft a framework; however, allow your people to be involved in developing the plan—important given they will be the ones making it happen



HAVE A CLEAR AND ELEVATING VISION

My master's thesis focused on the different communication and activities that occurred between what successful and unsuccessful teams did. In my research I came across an insightful team excellence model developed by Carl Larson and Frank LaFasto that identified eight common characteristics of effectively functioning teams. One of the main characteristics that determined why teams failed or succeeded was whether they had a clear elevating goal. This goal or vision needs to be easily identified and understood, and staff need to believe that the goal is worthwhile and can be achieved. Leaders need to also ensure that the goal or vision is elevating. What this means is that the vision must be challenging or stretch the leaders, individual staff and collective teams and it needs to contain a sense of urgency. If the vision or goal for a team is something that's so far into the future that no-one can grasp it, it's hard to get people motivated to take action now.

HAVE A COMPELLING AND AUTHENTIC STORY

When you begin to identify the vision forward you need to find a way to verbalise what it is you're trying to get people to achieve—a method of talking to the minds, hearts and souls of your team so they will be willing to commit to this way forward. This means you need to craft what you're going to say and how you're going to say it so it resonates and spreads to the entire team or organisation, regardless of the geographical borders they may be spread across.

Gabrielle Dolan is an expert in storytelling and a fellow Thought Leaders Global business partner. She flies around the world and works with leaders and their teams to teach them how they can tell a story that connects with people. In her book *Stories for Work: The essential guide to business storytelling* she finds that for storytelling to be effective there are three key ingredients. The first is that the leaders need to have created a culture where it's alright for them to show vulnerability and



emotion; the second is that the CEO and senior leaders need to role model both storytelling and listening; and the third key is the need to skill up key leaders across the organisation who can continue sharing the story and vision in a compelling way so that it's not easily forgotten. In other words, the typical death-by-PowerPoint presentation stating a new vision will not get the result a leader is looking for.

BE 100 PER CENT COMMITTED AND WILLING TO BURN THE SHIPS

To be a successful team or organisation leader you need to be 100 per cent committed to shifting the culture and not be afraid to step away from the current safe procedures and approaches. You and your team must be unified in your belief that the new vision is the direction the company needs to take without hesitation. You also need to recognise that the minute you communicate this to your team you'll have no choice but to see it through.

The 1500s explorer Hernan Cortez was one of the first Spanish explorers looking for riches and opportunities in the new world. As he and his crew landed, a number of them discussed a mutiny that would involve stealing a few ships and fleeing rather than facing the unknown journey ahead. Famously, Cortez learned of this plot and burned his ships to let his soldiers know there was no turning back. This was to ensure that his men were 100 per cent committed to their cause. While I don't recommend burning things to the ground, the commitment he demonstrated as a leader in a difficult situation is now legendary.

My point is that leaders must be willing to put everything into their vision and to stake their success on it as well. Don't underestimate how difficult this can be for some people. Many leaders and senior managers achieved their positions using traditional approaches. It can be very confronting for someone who has been leading people for over 20 years to accept that they have to learn new ways of behaving and operating. I believe

this is the main reason why many teams and organisations don't become mobilised to the next level of performance.

COMMIT WITHOUT A COMPREHENSIVE PLAN

Committing to the new way forward without fully developing a detailed strategy of specifically how to achieve your new dream is not uncommon. Many leaders who have successfully mobilised their team committed to their new reality without having a finalised plan. You don't have to have all the answers—allow your team to help you identify the way forward and you'll get there faster.

2. Share the vision and engage staff

Once you've identified your vision and committed to it, the next step is to share the vision in a way that will engage staff so they want to take action. Don't make the mistake of going away on a leadership retreat, then coming back and telling your staff all about the new vision they have to work towards. This approach often backfires because the staff resent the fact that they weren't involved in the vision and aren't emotionally connected to it. There needs to be a story and a compelling reason that's shared to hook staff into wanting to be part of the solution for turning things around. Human beings are instinctively wired to be connected to groups of people. This is why for millions of years bands of people around the world would form tribes that worked together for the common good.

Author Seth Godin has written 18 books, most of them bestsellers. His book *Tribes: We need you to lead us* describes the need for leaders to step up and create a tribe of like-minded people who do amazing things. In his book he looks at how tribes are everywhere and many people who make up these groups are hungry for connection, meaning and change—and most importantly something to belong to. From my perspective, leaders are the ones who need to create the

story and connect their tribe of staff in a way that starts action towards something more.

TARGETING CRITICAL MASS: THE CORE 30 AND THE FENCE 50

Through experience I've identified that you need to get a core group of about 30 per cent of your staff to agree with the new shared vision and willingly start doing things differently in order for the movement to spread across the team and hopefully the rest of the organisation. Once this core buy-in percentage is created, the fence-sitters who thought the new shared message was a good idea, but were playing it safe to see if anything really changed or not, start to take action—they usually make up about 50 per cent of the total staff. If you can get the 30 per cent core and the 50 per cent fence-sitters—that is, the critical mass—to start making small as well as bigger shifts towards the new shared vision, the momentum takes care of itself. The negative resisters get squeezed out, with some of them leaving because they preferred the old approach and others making very small shifts or none at all.

In the manufacturing company I was working for we designed and delivered a series of workshops that almost every employee from every plant attended. The first workshop was a three-hour session delivered to a mix of employees from machine operators to executive managers that showed the story of why things needed to change and, more importantly, how we needed everyone to identify how to change. Because our machined parts had to be delivered in a lean manufacturing way to our external customers, the machines operated 24 hours a day. This meant there were three shifts of staff running the machines: a morning shift, an afternoon shift and an evening or graveyard shift. To make it easier for the staff, we ran sessions early in the morning, as late as midnight and everywhere in between. If we wanted to influence them that things were going to be different we knew we had to get this vision out to everyone.

In one workshop, I drew a model showing how the traditional company pyramid would need to be flipped on its head, with staff making decisions and leading the way. As I was explaining this, I noticed most of the frontline employees looking directly at their managers to see if they agreed with my message as it was going against the previous management approach (which would commonly shoot down unsolicited ideas from staff). It was as if they were looking for signs of support and commitment from the managers that they would follow through on this message. After this incident, the CEO and I agreed that managers needed to be present at every workshop. When some of the managers showed up and actively participated in four or five workshops, word quickly got out that the managers were on board!

The buzz that circulated around the various plants after we'd finished rolling out the new vision was inspiring. We made a point of walking around the plants during different shifts to listen and talk with staff. Many managers noticed a lift in productivity and efficiency after the workshops, with one commenting that it was starting to feel like a new business. Because we'd gained momentum and staff were talking about it, we knew we'd started it off the right way—now we just needed to keep it moving.

3. Develop processes that empower people to act

Once your staff are aware of and have started engaging in the vision and the way forward, the next step is to develop a structure or process that allows people to start taking action in new ways. Various approaches can be taken to accomplish this. For example, individual responsibilities can be shifted around so staff have time to focus on the areas that need improvement. Google is well known for having its engineers commit time during their work week towards special projects that they believe will help them in the future. They changed their structure and the roles of the engineers to allow them to take action. Many of

these projects are not related to the engineers' particular areas of responsibility; however, the engineers have an interest in them and are willing to commit energy and activity to them. This is how one of their most successful products, Gmail, was developed.

Not only teams, but whole organisations need to challenge their status quo and identify ways of getting people involved in streamlining operations and doing things 'smarter' so that the forward momentum isn't stalled.

At the manufacturing company we did this by quickly following up our workshops with another round of sessions for gathering feedback to identify new ways of operating. It wasn't always easy: many of the staff were stuck in old mindsets and there were some heated debates about how to move forward. However, having the commitment of the leaders and managers who attended these sessions made it possible to implement and integrate the new business practices, which turned the typical assembly line into many self-managed business units. The operational KPIs were shared with the teams, and staff became involved in the scheduling of work hours, workflow planning and continuous improvement.

4. Celebrate and promote wins

The more staff are engaged and empowered to mobilise, the more things start to change, resulting in small and large wins. As new goals are achieved, it's important to recognise and celebrate these wins: putting up signs that show the improvement, providing team lunches or giving staff movie vouchers that they can use with their family outside of work.

Showing appreciation is another way of gaining further traction and maintaining the momentum. If a team member stays back late to complete a work project, order their favourite food for them or work alongside them to help complete the work. This shows you're present and mobilises a team to the next level.

In the manufacturing company, the leadership team started tracking waste as well as how the improvements being made helped the bottom line of the business. They even implemented a program called 'gain sharing', which allowed business units that achieved higher targets and reduced costs to be rewarded financially. Although most research shows that financial incentives alone don't work, when I watched workers in one of the tool and die factories that made special tooling receive their gain sharing bonus it was a proud moment. Some managers' bonuses were also tied to the success of their teams, which encouraged them to work with their people to continuously improve their culture and approach.

5. Identify touchpoints to remind and assist

The final step of the mobilisation model is to identify and develop touchpoints for checking in with individual staff members and reminding them of the shared vision.

Creating internal touchpoints will ensure staff see leaders on a more regular basis and are regularly reminded of the shared vision forward and the achievements being made in other areas of the team or business. During the global pandemic, many leaders shifted to a remote check-in with their people over one of many virtual meeting programs. The frequency of interaction and support is critical to engage staff. These touchpoints help to maintain the momentum over time, which allows the team to get closer to achieving what they set out to do.

INTERNAL PROMOTION CAMPAIGNS

Internal promotion campaigns are about developing ways to capture the great things people are doing and share them across the team and other parts of the organisation to reinforce the shared vision so that more people start taking action. Create a framework for an internal communication campaign that includes a range of initiatives and activities to give staff opportunities to come together and appreciate what has been achieved.

AWARD PROGRAMS

Setting up an award program to formally recognise staff in a unique manner is another way to create touchpoints. This could be a formal company awards evening or a company picnic where you promote the good work of staff to their colleagues and reinforce the shared vision in the process.

The manufacturing company initiated an annual company picnic for staff and their families to celebrate the successes of the previous year and to recognise staff who had achieved outstanding results. The managers cooked and served their staff, who were able to connect on an entirely different level. This was a way to reinforce the commitment and success of the shared vision and the journey that every employee was on.

EXTERNAL PROMOTION CAMPAIGNS

Another option is to create external marketing campaigns in the form of case studies, how-to book series, videos, and so on. This gives the organisation traction in its industry and with its customers. It also gives staff a sense of pride hearing about some of the great feats the organisation has achieved. If the company has a sales force, they can also proudly refer to these internal initiatives, which can help distinguish their products and service offerings from their competition.

FIVE HACKS FOR IMPROVING TEAM MOBILISATION

Leaders need the ability to mobilise their team or organisation to new heights and in new directions. In addition to the strategies discussed above, here are a few hacks you can use to fast-track the way you get your people moving.

1. Be willing to risk change

For a team to be inspired enough to be mobilised the leaders must be willing to change. This means they must be willing to risk their reputation on the success of a new initiative and

(continued)



not be afraid to make mistakes along the way. This conviction is often what determines whether or not they're successful. Leaders need to step up and learn while they lead.

2. Talk to your staff's heads and hearts

The vision and the story about why change is necessary must be scripted and delivered in a way that talks to people's souls. There should be enough rational understanding of the vision's importance and it needs to touch people at an emotional level. Leaders need to share their vulnerability and allow staff to be involved in the solutions and changes to be identified and integrated. A typical PowerPoint presentation will not cut it.

3. Be present and visible everywhere

Once the story of the vision and the need for change have been communicated and staff are starting to get engaged, leaders need to be visible across the team and the organisation. They should be listening and continually repeating with passion their commitment to helping staff make the necessary shifts. They also need to be authentic and present physically and remotely to ensure that their words and actions are in alignment in order to satisfy their teams that they are leaders worth following.

4. Get out of your staff's way

Once the staff have committed, leaders need to stay out of their way and allow the people closest to the new way of operating start generating ideas and methods to integrate the new approach. Leaders should reduce and eliminate as many obstacles as possible that could slow their people down and possibly jeopardise their forward momentum.

5. Promote wins to anyone and everyone

As teams start to have wins, leaders need to become the evangelical preachers who will share the good word of what they've done and how they've done it across the team and every part of the company. In addition, the leadership team needs to create an internal and external promotion strategy that will help keep the momentum going and give it an edge in the marketplace.



A key skill for any leader is the ability to mobilise their staff and lift performance to the next level. My wish is that some of the insights provided will give you a framework or a fast hack that you can further develop to make great things happen.

CASE STUDY

PETER BAINES, OAM Founder, Hands Across the Water

When Peter Baines stepped onto a beach in Thailand following the devastation of the 2004 Boxing Day tsunami, he had to pull on all of his training from the past 20 years in the New South Wales police force to lead the Australian forensic investigation. Although he had been on response teams in the past, including the 2002 Bali bombings, he found himself confronted by one of the largest victim identification projects in the world. Because of his leadership and ability to get people moving, he led the international disaster victim identification response, overseeing teams from 36 countries over three months.

This was a very unique challenge due to the range of customs and approaches of the various responders. In addition, he noticed that the Thai soldiers, whose sole job was to carry decomposing bodies out of storage to the forensics teams, were starting to see the 16-hour days as a chore. Rather than just accepting the status quo, Peter and a teammate decided to learn the Thai national anthem, in Thai.

Every morning the Thai soldiers would sing the national anthem with passion and patriotism at the flag ceremony, then bow their heads and start their day. One morning, to

CASE STUDY

their surprise, Peter and the Australian contingent joined in with them, singing with pride. This led to a shift in the way the Thai soldiers viewed Peter and his team, which led to a shift in their performance, even in the midst of the death that surrounded them.

When Peter's tour was up, he returned to Sydney and was promoted to work on a global counterterrorism project with Interpol. Little did he know that the tsunami experience would change his life and the lives of so many others in such a positive way. Before he left Thailand he had struck up a friendship with one of the local Thai non-government partners who had put together a makeshift orphanage to house 32 children who had lost their entire families in the tsunami and were still homeless eight months later. Peter and some of his colleagues started talking about these kids and their situation, and people made donations to build a home for them to live in. Upon the home being completed with room for 40 children, they found there were actually 60 children, and, rather than turning them away, Peter continued to raise awareness and funding was secured for a second building.

This was the start of the charity that Peter founded called Hands Across the Water. Rather than building a charity in the typical way, he decided to challenge the way it operated by communicating his vision that all of donors' funds would go directly to the projects on the ground in Thailand, with no funds being spent in Australia for staff, marketing or administration. This was achieved until the global pandemic required a very small percentage to be used for administration, which is an incredible step given that charities often spend up to 40 per cent of the funds raised on overheads. He also decided that Hands Across the Water was in it for the long haul for these children and other Thai children who were in serious need of help.

At the time Peter was still with the New South Wales police force and loved the forensic work that he was doing; however, he was now being sought out by companies to share with them strategies that could be used to mobilise their people. In 2008 he resigned from the police force and focused on speaking at conferences around the world to share his insights into leadership and continue the story of Hands Across the Water. He was awarded the Order of Australia (OAM) for his efforts in international humanitarian work.

The challenge to raise funds was one of the biggest obstacles that Peter faced given that over time the tsunami disaster would start to fade from people's memories. He had to identify new ways to keep people connected with what the charity was doing and so began the Hands Across the Water annual Thai Charity Bike Rides. When a key supporter brought up the idea that she was thinking about riding 800 kilometres over eight days in Thailand and wanted to raise \$10 000 along the way, it sounded like a huge idea, but he was willing to give it a try. This has led to a series of charity bike rides in Thailand since 2009 that have seen over 500 people participate and collectively raise almost \$15 million, with the rides continuing even with a brief pause during the pandemic.

Today Peter is Founder of the Hands Group. This is the organisation that oversees the charity as well as an events business tasked with raising awareness and funding for the charity through a range of commercial events and conferences across the Asia-Pacific. The events company allocates staff time to assist with the charity. All profits of this company go back to the charity. The charity now supports over 600 children located across seven homes and centres in Thailand. Under Peter's leadership they provide over 325 000 meals per year and have raised more than \$25 million. Hands Across the Water has supported 46 children who have entered or graduated from university to improve their future opportunities. With the pandemic

CASE STUDY

removing the physical fundraising, Hands had to change gears and run a number of online events. This included the very successful Ride to Provide Virtual Ride that allowed supporters across Asia-Pacific to join in and ride an exercise bike from their living room while viewing the actual 800 km ride in Thailand, raising \$300 000. Given the annual charity fundraising dinner event could not be run, Hands also organised a virtual Big Night In event complete with a box of food and gifts and Zoom presentation and auction that also raised much-needed funds.

In looking at what allows people to be mobilised to take part, Peter recognised that it was the ‘shared experience’. When people have a clear vision and it stretches them—raising \$10 000, for example—he found that they get very clear on what they need to do and why. This is also why he has a very high return of past bike riders who continue coming back to participate in the ride—both in person and virtually—bringing their family and friends. For many of them it’s for the children and the chance to make a difference beyond themselves, while for others it’s just knowing that they’re making a difference in a way that, as Peter says, provides ‘food for the soul’. Because of the way Peter hacked his leadership, the world is a better place.

SELF-HACK **MOBILISING YOUR TEAM**

Leaders are so busy they often don't take the time to stop and analyse whether they're operating in the most efficient and effective way possible when it comes to mobilising their team.

Take a few minutes to reflect on a project your team may be working on currently. It can be something simple such as an isolated project, or it could be a large-scale organisational change project to lift overall performance.

If the project has been going for a period of time, start analysing the approach you took as a leader to get it started. The following hacks, which are in the form of questions, are designed to test what your approach was and how committed you and your team were, so a few of your responses may be a bit uncomfortable if you took a more traditional approach. Don't despair. Just write down your reflections on how you went about mobilising your people and use these as a basis for learning and changing how you'll do it next time.

Hack 1: Have commitment and clarity of elevating goal or vision

- ▶ What was the vision or goal and how did you share it with your team?
- ▶ Did it have personal stories that were authentic and moving or was it typical?
- ▶ Were you and any other leaders fully committed and willing to risk your reputation to ensure that it was successful?
- ▶ What specific evidence are you able to recall to back this up?

Hack 2: Share your vision and engage staff

- ▶ If we were to ask your staff about the way your vision or goal was shared to them, what would they say?

- ▶ Would they reflect on how it engaged everyone and created a sense of urgency and commitment? Or would they say it was a typical PowerPoint presentation that showed what management wanted people to do?

Hack 3: Develop a process that enables people to act

- ▶ What systems or structural changes did you make to enable your team to do things differently to accomplish the goal?
- ▶ How did you involve them in the process to empower them to take action because they were actively participating in the solution and execution?

Hack 4: Celebrate and promote wins

- ▶ How did you identify and share the wins and achievements that people made? Did you use the typical dashboard approach that gets brushed over in team meetings or did you do something different?
- ▶ How did you ensure people who were making an effort and achieving results were recognised and appreciated?
- ▶ What would your staff say about the way they were recognised and appreciated?
- ▶ Would they say it was genuine and heartfelt or impersonal?

Hack 5: Develop touchpoints to remind and assist

- ▶ What framework did you create to ensure you and your leaders continued your internal touchpoints to remind and inspire people of the agreed vision or goal?
- ▶ What were the main components of your internal promotion campaign that spread the good word about the positive deeds of your staff?
- ▶ How did you turn this into an external promotion campaign so other areas of the business, as well as your customers and the marketplace, could appreciate what your team was doing differently?

Although these are just a sample of questions, as you start capturing your reflections on what you did you'll identify potential areas that you could still integrate or focus on next time. If you're a leader who's about to embark on mobilising your team, this will give you a good framework that you can use to hack your approach to lifting performance and hopefully save some hassles and time along the way.





PART IV

HYBRID AND REMOTE HACKS



Part IV is filled with strategies to create a flexible workplace with people working remotely. This information is designed to assist you in hacking your leadership to understand, design and lead a successful hybrid workforce.



Chapter 8

Understanding hybrid

The global pandemic launched us toward remote work and a hybrid workforce team, with many leaders now having teams spread over different geographical locations. This was not new to many businesses that had previously set up remote and hybrid office functionality.

After selling my first business in Australia in 2000, I started a training and development company that provided custom learning and development programs on leadership, sales and customer service. Almost immediately I was involved in a large national and international training rollout that required us to recruit and train a team of facilitators who could deliver the training programs we were creating for clients.

As the business started to expand I had to make a decision. Did I take the traditional approach and lease a large office space somewhere in Sydney or should I do something different? The contracts we had were substantial and we quickly grew to deliver 300–400 days of training per year across the Asia-Pacific, which would easily justify a traditional office set-up. However, when I started analysing the way our staff would work and our operations I questioned the benefit of a traditional full-time

office. Our clients almost always asked our facilitators to deliver the training sessions at their location or at a conference centre. In addition, our staff were located in different states and we didn't want to disrupt their lives by asking them to move to Sydney.

So we created a remote team with almost 20 staff based across the country who would deliver to clients wherever they wanted. Rather than having a centralised office, I converted the lower level of my home into our head office and we started using remote team meetings to get things done. My administration manager lived a few suburbs away and initially we would work in meetings face to face to assist in coordinating projects. However, over time these meetings took place more and more over the phone and on video conferencing as we started to streamline our operations—which started slowly given the slow speed of the internet and only being able to send 1MB files over dial-up!

Today, technology allows us to work much faster and connect to remote staff around the country. Although we were an early adopter, the rest of the world has changed and remote work has now become part of the norm.

When the global pandemic hit, Ian Macoun, founder and managing director of Pinnacle Investment Management Group, was not sure what to expect. Traditionally their group of 16 affiliate companies would work in offices and present in face-to-face meetings to provide updates to 17 000 financial advisors located across more than 7000 practices.

With lockdowns forcing remote operations, they had to rethink how they operated internally and externally given they had \$93.6 billion in funds under management. Although they had delivered a few webinars in the past, they quickly redesigned their format and began delivering much-needed information to their partners and clients online—which was critical given the uncertain economic environment at the time.

When lockdowns were lifted, Ian and the leadership team encouraged the use of a hybrid model. From Ian's perspective, he wanted leaders to identify what worked best and work with their people to identify the most productive way of working moving forward. He has noticed the positive impact the hybrid flexibility has created across the workforce. Fathers and mothers have the flexibility to select when to work remotely and can pick up their kids from school.

They will continue to take the hybrid approach moving forward to continue this flexibility. The results also speak for themselves. As reported in the *Australian Financial Review*, Pinnacle's profit is up 120 per cent and dividends to investors are up 70 per cent. In fact, things are going so well that the day after I met with Ian he was flying to the US, Canada and the UK to continue expanding the business.

Five global trends that will accelerate hybrid workforces

A CEO recently asked me if I thought the shift to working from home or remote working was temporary due to the pandemic lockdowns that gave businesses little other choice. This is a very good question to ask given the millions, if not billions, of dollars that will be allocated to reengineer the workplace.

In researching this updated edition, I have come across five global trends that will accelerate the conversion to hybrid workplaces and workforces.

Trend #1: Businesses' need for productivity

All leaders are looking for ways to improve their people's productivity. The pandemic showed that employees working remotely can be productive. The research reports a mix in results—however, all of them were positive.

Recent research by Mercer, an HR and workplace firm, reported that 94 per cent of employees surveyed kept productivity the same as or higher than it was before the pandemic. While this statistic is from a smaller sample of 800 people, a similar 'Work after lockdown' study by the University of Southampton also reported that nearly 90 per cent of people believed their productivity had stayed the same or improved while working from home.

The Australian Government Productivity Commission 2021 report showed that 75 per cent of employees believed that their productivity remained the same or improved when working from home.

Regardless of the research that is examined, the results support that productivity is at least the same for the majority of workers when they work from home and want the flexibility of the hybrid work environment.

Trend #2: Employees' demand for flexibility

Once you have experienced a new way of doing things that you really enjoyed, it is difficult to go back to what you experienced before. This is what is occurring for many employees: they are demanding a flexible work environment and they are willing to leave if they do not get what they want.

Professor Anthony Klotz of Texas A&M University created the phrase 'The Great Resignation' to describe the large number of people that will want to leave their jobs once the pandemic ends and things get back to a sense of normal. The Microsoft 2021 Work Trend Index is one of the leading research reports that looked at hybrid work. Microsoft surveyed over 30 000 employees across 31 countries to gather insights into what occurred over the pandemic and what intelligence organisations can use to help them navigate the future. The research found that over 41 per cent of the global workforce was considering leaving their

employer in the next year, with 46 per cent saying they were more likely to move because they could now work remotely.

One of the biggest reasons for this is that the pandemic forced people to reevaluate their priorities. Many employees realised that they were missing out on valuable family time in the hour-long commute every day and they did not want to go back.

History shows us that everything is cyclical, however, if the war for talent heats up, if you do not offer the flexibility of a hybrid workforce, you may miss out on retaining—or finding—the best and brightest people.

Trend #3: Leveraging collaboration across geographical boundaries

Another trend that many businesses have leveraged during the pandemic is the ability to increase collaboration across geographical boundaries. Normally a business would have a conference and fly staff from around the world to attend to get an update, encourage collaboration and meet other employees—but this has quickly changed.

Recently I was asked to deliver an online leadership resilience session to a global financial firm that had staff located across the globe. When I worked with the European division, the interesting thing I found was how much more they were collaborating outside of their local offices. Normally they would interact primarily with their local office, which was confined within their country, but when they started working remotely, their HR team was very proactive at getting them to connect across country borders and share resources.

While some businesses and leaders have increased their collaboration, others have struggled. In 2020, Gartner's Human Resources research team found that 71 per cent of leaders are concerned about employee collaboration. This is because people who don't work in the same physical space have fewer

opportunities for spontaneous discussions. What Gartner also found was that leaders must empower their staff to collaborate more intentionally, and those that did were nearly three times more likely to achieve high team innovation.

Trend #4: Securing top talent regardless of location

Most businesses are dependent on the capability and performance of their people. One challenge can be having enough talented candidates that live close enough to a business's office location. One massive trend that has already started to occur is the ability to secure top talent regardless of where they live.

The Microsoft 2021 World Trend Index found that a wider talent pool will enable organisations to hire the best and the brightest from around the world. They also found that LinkedIn had five times more remote job postings during the pandemic and 46 per cent of those surveyed planned to move to a new location.

Imagine how much easier it is going to be when leaders can secure incredibly talented people from across the planet regardless of where they live.

Trend #5: Advances in technology

Over the centuries one of the constant drivers of change has been technology. This will continue to be a trend that drives the push toward a hybrid workforce.

I had a fascinating discussion with an older manager around the changes that she had seen in her career. When she first started everything was done manually and electronic typewriters revolutionised the way that their staff worked! Now, with the internet and software, she was amazed at how easy it was for her and her team to work remotely during the pandemic. As innovation in technology continues, the ability for more people to work remotely will accelerate rapidly.

Artificial Intelligence (AI) and the Internet of Things (IoT) are currently viewed as being at the forefront of the next advancement in technology. Some new technological advancements include the ability to use sensors to identify the number of people in a building and which desks are occupied or available. This technology is currently being used in AmazonGo stores that allow customers to scan in on their phone when they enter, then grab items off the shelf and just walk out, with the payment automatically debited to the customer's stored credit card—eliminating the need to wait in line at a cash register or scan every item individually. Machine learning will enable the analysis of data to quickly identify patterns and increase efficiencies.

Some companies are exploring how to use this new technology to leverage opportunities. New Holland and CaseIH are well established agriculture machinery companies that are used by farmers around the world. They both use telemetric technology that enables remote access to how machines are performing while they are in the field in real time. This technology allows them to work with farmers to analyse and increase performance, including fuel economy, and identify when something on the machinery needs to be repaired or maintained before it breaks down.



These trends show that moving to a hybrid workforce is something to consider. With that said, leaders also need to ensure they are aware of the benefits and challenges of shifting toward a more flexible workplace.

Hybrid: should we or shouldn't we?

Leaders and staff are interested in more flexible work arrangements, however, the big question is what are the benefits and challenges of moving to a hybrid workforce? Table 8.1 (overleaf) provides an overview.

Table 8.1: pros and cons of remote work

Pros	Cons
1. Improving productivity 2. Reducing lost time in commuting 3. Staff retention 4. Staff work-life balance 5. Reduce traditional costs	1. Keeping culture connected 2. Balancing staff working in office and staff working at home 3. Older executive resistance to change 4. Technology challenges/cyber security 5. HR headaches

Benefits of moving to hybrid

The benefits of a hybrid office are not consistent for all businesses as it is heavily influenced by the culture, type of work and current approach used. There are, however, a number of common benefits.

IMPROVING PRODUCTIVITY BY REDUCING LOST TIME

There is a range of research that shows most workers maintained or improved their productivity when working remotely. The Future of Workplace Research Study by Dexus found that 83 per cent of staff (including leaders) reported being more or as productive working from home as in-office working.

I remember talking to a middle-level manager at a professional services firm when her entire team was working remotely. She was amazed at how much more she and her staff could accomplish working from home. Not only did she have more time to get more things done, she also mentioned that she saved lost time by not having to commute into the office. Of her eight direct reports, only one of them found working from home a bit more challenging because they shared a small apartment—which they overcame by having this employee use a shared office space that was located near their home. By allowing staff the flexibility to work remotely and in the office, they were blending the best of both worlds, which she felt increased their overall productivity

and was demonstrated in the time sheets that they used to track work activity.

Shifting to a hybrid workplace allows staff to reduce the amount of time that they may have lost in commuting to the office. With a shift to hybrid, if they save 5.5 hours per week in commuting time, this equates to almost 24 hours per month. Although this additional time may not all go to dedicated work tasks, the benefits of people being able to spend this time with their families or on personal hobbies will increase their overall wellbeing—which has been shown to increase people's productivity at work.

RETAINING STAFF BY ENHANCING WORK–LIFE BALANCE

Many leaders believe that a hybrid workplace will be a new requirement in retaining their top performers.

JLL's Global Research 2020 report showed employees have started rethinking their priorities, with a renewed focus on quality of life, human interactions and personal values becoming more important. They found that the importance of work–life balance had overtaken that of securing a comfortable salary.

As previously mentioned, this means that unless we do something to assist staff in achieving these new priorities, it will be more difficult to retain them. On a personal level, I have seen this start occurring across industries and organisations. In a recent coaching session with a younger team leader, she shifted the conversation to how she was considering resigning from her employer because they had mandated that everyone was to return to the office five days a week from a specific date. She did not have another job lined up yet, but she had done some early research online and found numerous jobs for someone of her experience and qualifications. It became very apparent that she was serious when she also mentioned that she would be able to make more money and work for a company that provided a

more flexible hybrid work environment. One of her comments was she had worked so hard during the pandemic that she was burnt out and her employer did not really care as she felt they were only chasing profits.

Imagine how many thousands of other organisations have staff feeling the same way. The challenge is if you do not allow flexible work arrangements, your competitors probably will. Gartner reports that 94 per cent of organisations are allowing more flexibility in where and when staff work, with 80 per cent planning to let employees work remotely some of the time.

REDUCING TRADITIONAL COSTS

Another potential benefit is the reduction of traditional costs that are associated with a large city-based office location. This could include a reduction in rent, electricity, parking and many other areas.

PwC's 'Future of Work' report showed that many organisations believed that they could reduce the cost of their office space. A specific study by PwC Germany found that a 20 per cent reduction in floor space would equal around 8 per cent cost savings over the first 10 years of leasing the space.

CNBC reported that a number of large US firms had started reducing their corporate offices, including Ralph Lauren and CVS Health, both announcing they would be cutting 30 per cent of their office space. Global banking firm HSBC announced that they would look at reducing up to 40 per cent of their office space over the next few years as staff move to a hybrid model of working.

The challenge for many businesses is the cost of breaking a lease could be significant and outweigh the benefits—which is why many businesses will look at changing the way they use their office space to maximise employee opportunities. The other thing that may need to be considered is the funds that an organisation may have to provide to employees who set up their

own remote home office. Some countries have legislation that requires this while others do not.

It is believed that property costs typically make up 10 per cent of an organisation's costs while the workforce makes up 80 per cent. So another opportunity could be a change in the cost of salaries based on location.

Many leading global businesses, including Facebook, use location-based pay when identifying new staff salaries. This allows them to adjust the salary paid for similar roles based on the cost of living in different locations around the world.

When employees can work from anywhere, this opens up the possibility of hiring someone from a regional area that has a lower cost of living and thus may not need the higher salary. Take, for example, a potential candidate with the same qualifications living in Sydney compared to someone living in Cairns (a rural city in Queensland). The salary for someone in Sydney may be \$200 000 per year given the higher cost of living, with the median price of a home currently at \$1.5 million. Someone working in Cairns who has the same exact skills and experience may expect a salary of \$120 000 per year due to the lower cost of living, with the median price of a home currently at \$485 000.

A potential minefield is if a company tries to mandate that current employees moving to new locations for remote work take a pay cut. When Google and Alphabet CEO Sundar Pichai announced their new hybrid return-to-work plans, he also mentioned that if staff chose to transfer to a different office or complete remote work, their compensation would be adjusted according to their new location. A recent study by GoodHire found that 61 per cent of respondents would be willing to take a pay cut to maintain remote working status with the majority willing to take a 10 per cent salary reduction. In addition, 60 per cent of Americans would move to a new city just for the opportunity to work remotely.

Location-based salary may be a benefit or it could be a detractor depending on a country's work laws, as well as how it is used and the culture and desirability of a company that is using it.

Challenges in moving to hybrid

Shifting to a hybrid workplace will also have a number of challenges that leaders will need to identify and overcome.

HOW TO KEEP OUR CULTURE CONNECTED

According to Gartner's research, the biggest concern for leaders in managing a hybrid workforce will be how to keep their culture and sense of community intact. In their book *Corporate Culture and Performance*, Harvard professors John Kotter and James Heskett demonstrated that organisations with an effective culture have larger payoffs in revenue, staff retention, stock price and net income.

Businesses spend millions, if not billions, of dollars every year to try to create the right culture to balance the needs of leaders and staff to find the optimum level of performance. One of the keys to many cultures is the frequency of interaction that naturally occurs in an office environment. Seeing people often creates a strong bond or connection because of this social engagement at work. Higher levels of engagement result in better performance—while a lack of belonging increases the risk of burnout and underperformance.

One of the concerns for many leaders is how they create this sense of a connected culture when operating in a hybrid world. This will require leaders to balance the skills of in-person mentoring as well as virtual mentoring and connecting with staff that are working remotely. PwC's 'Future of Work' report identified the need for a leader to adapt their approach across a range of areas including balancing rational behaviours with emotional needs, making data-driven decisions, and catering to different employee needs and experiences regardless of where

they work. All of this is possible if leaders are willing to learn new ways of leading.

BALANCING STAFF WORKING IN THE OFFICE AND STAFF WORKING AT HOME

Another big challenge is how to balance the collaboration and productivity when you have staff working from an office and other staff working remotely at the same time.

I have sat in a number of my clients' meetings when they have the majority of their staff in their office meeting room with two to three other staff working remotely. This often creates a challenge as the people in the room are often more engaged and more vocal than the remote workers.

Many office environments are not set up with the right technology to effectively blend onsite staff with remote staff for meetings or collaborative projects. Traditional brainstorming, where you capture ideas on a meeting room whiteboard, has been an easy process when everyone is in the same room sharing and discussing ideas that are easily seen. For many people trying to convert this process to an electronic whiteboard when half of the staff are in the office and the other half are working remotely still appears sluggish and slow.

In addition, if organisations reduce their office space, this will reduce the number of desks available on any given day—making it very challenging to have everyone working back in the office at the same time (which may be one reason why many are considering keeping their current office space and just reallocating it—which we look at in chapter 9).

OLDER EXECUTIVE RESISTANCE TO CHANGE

It has been interesting to look at the difference in generational preferences around hybrid and remote working. Many younger staff have mentioned their desire to work more like digital nomads and use their laptops to complete their work remotely.

Many of the older generation managers are a bit more resistant to having a hybrid workforce because they have spent the past two to three decades in a familiar office environment with skills that helped them lead and manage in that world.

David Solomon, the chairman and CEO of Goldman Sachs, has said that working from home is an ‘aberration’ that needed to be reversed as soon as staff could get back into the office. His statement was very interesting given his firm had just reported nearly US\$18 billion in revenue and US\$7 billion in profits for the first quarter of 2021—a time when most of his staff had to work remotely.

He is not alone. I spoke with one general manager who was having some challenges with his CEO around what the new office environment was going to look like. Being in his early 60s, the CEO was a bit more traditional and had the expectation that all of their staff across the country would be back in their offices working as they did before the pandemic. The challenge was that the general manager was getting feedback from his business unit managers that their staff were resistant to any attempt to return to the traditional office five days a week. Many staff were being very vocal that they would not return to the old norm because for the past 18 months they had proven that remote work environments can work and they now wanted this flexibility.

Not getting the top leaders to support a transition to a major workplace shift would create a significant amount of hardship for any business.

TECHNOLOGY CHALLENGES AND CYBER SECURITY

I remember working for a large multinational company in the 1990s and asking to have remote laptop access. It involved a two-week process that had multiple levels of internal sign-off as well as additional work for the IT department to provide me external access to the secure network.

We are very fortunate that the past couple of decades have seen a shift to enabling staff to bring laptops home and access their organisation's network to continue working outside of business hours.

Challenges with integrating technology and ensuring cyber security of company networks continues to be a challenge for many organisations. The Cisco 'Future of Secure Remote Work' report showed that 84 per cent of organisations now say that cyber security is even more important than before COVID-19. This follows on from a global increase of 61 per cent more cyber alerts and attacks hitting organisations around the world.

In addition, many countries have privacy laws that require organisations to protect the data of their users and customers. For many IT departments, this now requires them to improve the security of this data across four key areas: cyber security, cloud security, network access and user and device verification.

HR HEADACHES IN MANAGING REMOTE STAFF

The Human Resources (HR) department is responsible for managing the employee life cycle, which includes recruiting, hiring, onboarding, training, firing and administering employee benefits. A hybrid workforce can make this role significantly more challenging.

One of the key obligations of HR departments is to provide a safe working environment for all employees. When you have control over the location that they will be working in this is straightforward, however, when they work remotely, this makes things a bit more complex. This includes ensuring that they are following government workplace health and safety laws as well as clarifying what equipment will be needed for employees to work effectively from home.

Another challenge for HR is how to track employee benefits, including time off as well as time worked. It gets even more challenging when you start thinking about how to calculate

overtime for remote staff. When people are in an office it is easy to identify that they have been working. When people work remotely, it is a bit more challenging to identify if they are working or taking a day off and pretending to be working. Regardless, HR will need to identify more flexible systems to track and ensure policies are fair for staff.



Although this is a short list, there are also a range of other business challenges that may need to be considered, including:

- it can be more challenging or take more time for new employees to integrate and fit into an existing team that is working remotely
- staff working in person with managers may have an advantage for promotion and career advancement
- if remote communication focuses only on work and projects, many staff may lose the important social connection that normally occurs in an office.

Traditional, all remote or hybrid?

To fully understand the benefits and challenges, first we need to understand the three common approaches that most businesses use to determine the way that their people work. Table 8.2 provides an overview of these workplace model options.

Table 8.2: workplace models

Traditional	Majority of staff all in same office location
All Remote	All staff working remotely from off-site locations. Specifically, one of three ways: <ol style="list-style-type: none">1. Work from home (WFH)2. Coworking spaces3. Satellite offices
Hybrid	Mix of both traditional and remote

Traditional office

For the past hundred years, the most favoured approach to a workplace is the traditional office. Initially this involved almost all staff receiving their own closed office—then in the 1980s the open plan office took over. For the past four decades our open plan offices have enabled us to push a large number of staff into a smaller and smaller footprint, reducing many businesses' leasing expenses.

Before the pandemic, for most functions, staff would work from a centralised office. This enabled people to work on their tasks, easily meet face to face with others and be able to have spontaneous conversations with other staff from other departments (often in the kitchen or around the water cooler in the old days!).

Many businesses that continued to grow and expand their workforce would look to increase the size of their offices, with many, such as Microsoft, Apple and Google, creating their own campuses that enabled up to 20 000 employees to work from the same area.

If it were not for the global pandemic and government-imposed lockdowns in 2020 and 2021, many businesses would have continued operating in their traditional office workplace. Even when starting to return to the traditional office at various points of the pandemic, many employees were looking forward to it, but also had concerns. According to a 2021 Envoy 'Return to the Workplace' report, 73 per cent of workers were concerned about returning to the office. The top three concerns were:

1. not knowing if someone sick comes into the workplace
2. too many people in the workspace at once
3. lack of proper ventilation.

Regardless of the concerns, the majority of workers want to spend time working back in the office. The Microsoft 2021 Work Trend Index survey showed that 67 per cent of employees want more in-person work or collaboration post pandemic.

All remote

As previously mentioned, working in a remote way did not originate with the global pandemic. Many organisations have experimented and operated this way for many decades.

Even in traditional organisations, many roles were set up to operate in a remote way. In the 1980s, I remember my father transitioning his career from a carpenter to an on-the-road salesperson driving up to 2500 kilometres per week selling roofing products across the state of Michigan. His company was headquartered just outside of Chicago, however, he and the entire sales force worked remotely from their homes as they drove large distances to meet new and existing customers.

In the Australian Government Productivity Commission 2021 Report they found that the 2016 ABS census showed that approximately 35 per cent of workers had jobs that could be done from home—however, the 2019 Household Income and Labour Dynamics in Australia (HILDA) data showed that only 8 per cent of employees had a formal work-from-home agreement, usually for one day per week.

Working remotely exploded during the pandemic with many workplaces adapting to this new approach when lockdowns occurred. During the height of the pandemic, some firms, such as Morgan Stanley in Australia, reported 90 per cent of their staff working remotely. A 2021 OECD paper found that 47 per cent of employees in Australia, the UK and France worked remotely—a massive shift.

In looking beyond the pandemic, numerous roles are well suited to be completed remotely, including any role that uses computer-based office work—think lawyers, accountants, finance, engineers, telecommunications, administration and support services, insurance, etc. However, predictions of moving to an all-remote workforce across all sectors is unrealistic. We still need hotel and restaurant workers, hair stylists and health care workers, with functions requiring them to be face to face

with people. According to McKinsey Global Institute's research they predict that advanced economies will have 20–25 per cent of roles remaining remote after the pandemic.

Remote work generally falls into three categories: working from home (WFH), working in shared coworking spaces and satellite offices.

WORK FROM HOME (WFH)

When the global pandemic hit, working from home (WFH) was what most employees did to continue working. All people need is a laptop and an internet connection that allows them to log into their workplace network. This usually occurs in a few common places:

- *Dedicated home office.* Some people have a dedicated room that is their home office, complete with desk, ergonomic chair, multiple screens, printer/scanner and plenty of space. When this home office set-up is available it can create a productive and pleasant work environment. In addition, some governments will allow a tax deduction for some expenses if it was a designated office space.
- *The bedroom.* The bedroom also became a common WFH space that people use. Depending on the size of the bedroom this sometimes involved putting a small desk or table in a corner to use as a workspace. For others using the laptop while sitting on the bed is the best option due to space restrictions. The challenge with this can be getting comfortable when having to work on the laptop for extended period of time.
- *The kitchen table.* I have a number of colleagues who lived in small apartments with roommates during the pandemic and had limited space. One in particular had to juggle her work on her laptop while sitting at the kitchen table—hoping her roommates would keep the noise down when they walked to the fridge to grab food!

From a staff perspective, there is a range of advantages to working from home, one of the biggest being the reduction in commuting time which in 2019 averaged 67 minutes per day according to the 2021 Australian Government Productivity Commission report.

There are also some employees who struggled when they worked remotely from home five days a week during the pandemic. One of the biggest challenges for many was isolation. The Steelcase Global Report showed that isolation ranked as the biggest challenge for all 10 countries included in the survey. So while some people would thrive working from home all of the time, the majority would struggle over time.

SHARED OR COWORKING SPACES

Coworking is when workers from different companies share an office space without the traditional long-term lease. It is widely believed to have been started by software engineer Brad Neuberg in San Francisco in 2005. He was looking for a space that blended a workspace with a community feel that reduced isolation. This idea quickly spread with a coworking space opening in Angel Station in London and St Oberholz in Germany later that year.

Living in Sydney with my home office on the Northern Beaches, I often would use coworking offices in central Sydney to provide me with the space and facilities to continue being productive between client meetings. It provided a place to work where I knew others and I would often use the meeting rooms because the location was convenient to my clients who wanted to get out of their office.

Today there are dozens of large coworking space companies that provide people thousands of locations to work from, including WeWork, WOTSO and Servcorp. WeWork started in 2010 and is one of the largest with over 800 locations in over 121 cities around the world. Targeting corporates, WeWork reports that more than 50 per cent of the Fortune 100 companies are members.

Depending on the coworking space, they offer a range of work options including offices, desk space, open workspaces and event or meeting room space. Most of them also offer wi-fi access, printing, copying and scanning facilities, with some locations allowing people to use their address located in central business districts for mail and address purposes—which has proved popular with many start up firms.

The more established coworking spaces also provide coffee and some limited food services with WOTSO providing complimentary beer and wine on a Friday evening across Australia. Although the location, services provided and amenities influence the cost, fees typically range from \$24 for one seat for one hour to \$1000 per month for access to a private office space and \$1500 per month per person for a private office suite.

SATELLITE OFFICES

A number of businesses are also considering setting up satellite offices that are located closer to suburbs where more employees live than their traditional city headquarters.

Recreation Equipment Incorporated (REI) is a US retailer that sells outdoor sporting goods online and across its 168 stores. In 2016 it announced that it was building its own 8-acre campus on the outskirts of Seattle for its corporate headquarters. With the pandemic hitting, it reconsidered these plans—and before even moving into the completed building, sold it to Facebook in September 2020. The reason? They realised that their people wanted to work remotely and closer to home, so in February 2021 they announced their first satellite office that would hold up to 400 people.

REI is not alone. Tech company Dropbox also recently announced the concept of Dropbox Studios. These satellite offices are designed to complement existing offices that will provide a format to support ‘connectivity, creativity and community building’ across their staff that may be working remotely. In their 8 July 2021 announcement they mentioned these satellite offices

include larger conference rooms with versatile layouts that can accommodate team meetings just as easily as larger off-sites—and Dropbox is looking at adding more locations over time.

Satellite offices appeal to both employees and businesses. Employees can get a significant reduction in their commute into a city headquarters and the business can lease office space that is at suburb pricing — not the large city rents that they are accustomed to paying.



Identifying which of these three remote work options is the most effective will depend on your organisation, your people, your office location and the tasks that people need to complete. To help you easily identify the pros and the cons of each approach, please see table 8.1 (page 190).

Hybrid

The hybrid model provides an office environment and the flexibility of allowing employees to work from anywhere. It is a mix of the best of both worlds and will look different depending on the business that implements it.

With employees wanting more flexible work arrangements, the hybrid model is here to stay. The challenge is finding the correct mix of office and remote offerings, with many surveys showing that staff want the ability to work both in the office and remotely.

The 2021 PwC ‘Future of Work’ report shows that 74 per cent of people want some form of hybrid workplace. Figure 8.1 shows what their data showed.

The new hybrid workplaces will also need to shift from focusing primarily on work functions to being more human-centric and enabling people to work productively as well as create a stronger sense of community. Many leaders need to first accept that they need to shift their workplace to a hybrid environment,

then focus on how to do this. The following chapters focus on how to increase your chances of success in making the transition toward a hybrid workforce.

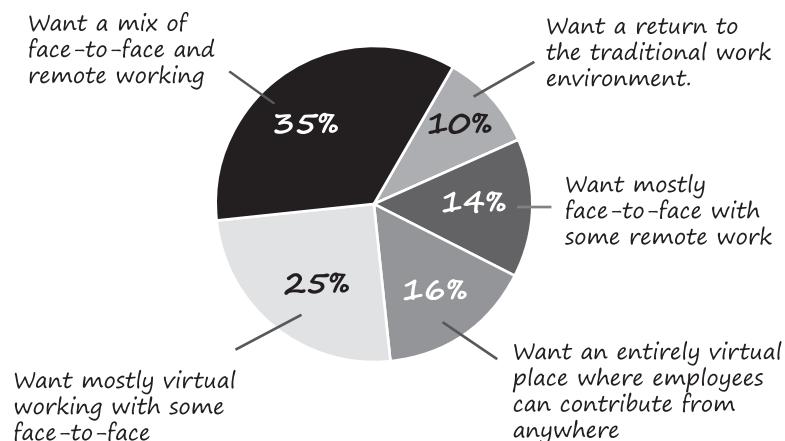


Figure 8.1: what people want when it comes to remote work

CASE STUDY

BEN DAY-ROCHE

Business Transformation Lead, Dexus

Dexus is one of Australia's largest real estate trusts, managing \$45.3 billion worth of Australian property and owning \$18.3 billion worth of office, industrial and health care properties in over 400 sites. As an ASX top 50 company it is at the forefront of how property can be used as both an investment vehicle and to provide leasing space for businesses—including their Dexus Place locations that provide both meeting and event space that can be hired to as a way expand office workspace in capital city locations.

CASE STUDY

Ben Day-Roche has worked with Dexus for over 11 years and oversees Dexus's lease administration team. This is a critical role given the more than 3500 lease arrangements that are in place, making it one of Australia's largest landlords. Ben and his team help oversee and streamline the leasing adjustment process, ensuring things go smoothly for both the tenants, their agency partners and Dexus.

Growing up in Sydney Ben attended the selective Fort Street High in Petersham and was always eager to learn. After graduating he immediately joined the workforce and decided he wanted to study for a university degree but found that few programs offered the flexibility he wanted while working a full-time job. To overcome this hurdle, Ben studied remotely at Charles Sturt University and graduated with a Bachelor in Business with a major in Accounting. He showed incredible discipline while he studied for his degree as he worked around the world with two years in London, returning to Sydney to work in media for four years, and then working in Vancouver, Canada, for two years, where he finished his degree.

He joined Dexus in 2010 as a Senior Financial Accountant, earned his CPA and then was promoted to a number of roles including transformation lead of a number of large projects that had an impact on the financial operating platform for the entire business.

When the pandemic lockdowns first hit and society ground to a halt, the Australian government was quick to put in government assistance for employers and employees as well as a suite of other measures to ensure the economy and people's livelihoods did not take a fall. This included asking landlord companies to work with their tenants to identify strategies to suspend or reduce rent due to the economic closure. With this government mandate, this put Ben and his team in the midst of identifying how to ensure these

transaction processes were adjusted to adhere to these requirements based on the size of the tenants and their decline in sales turnover. Given the massive number of leases and the adjustment over time due to tenants' sales turnover, this was no simple task and required a large amount of collaboration between the different teams: Asset Management, Leasing, Property Management, Finance, Legal, Tax and Lease Admin.

At the beginning of the pandemic there were many media headlines that predicted the end of the office and that future city centres would become desolate and less desirable locations for offices. While these extreme headlines do grab attention, Ben takes an even-keeled view on what he calls our 'forced experiment' that the pandemic created. When looking back through time he reflects that there are many cycles that include both highs and lows. Ben remembers the market impact of both the terrorist attacks on September 11 2001 as well as the global financial crisis of 2008. Both of these events also had a drastic short-term impact on how people predicted society and businesses would operate. In New York City some predicted that most businesses would want to move out of downtown Manhattan given it had become a terrorist target. Of course, now that over 20 years have passed we can see that this is not the case.

Dexus was fortunate to complete the construction and fit-out of its Australian headquarters in Sydney in 2014 and their design team had already started looking toward the future. The layout included more space and additional meeting rooms as well as a formal policy for staff who needed to work remotely. Ben had a few staff who did some work remotely, however he found that these staff often still wanted to be included in the social connection that occurred in the office.

When Ben's team went into the initial lockdown he recognised the importance of people having a sense of belonging as well as a social component to their work. While they worked remotely, he instituted a 9 am check-in meeting every morning

CASE STUDY

with his team. The purpose of the meeting was to check in with one another to see how they were doing—not just talk about work and all of the projects that they were trying to manage remotely. He was also a bit unsure of bringing new staff onto the team when everyone was working remotely. However when he did, he found he was more focused on how to integrate them into the team and get them up to speed—resulting in the newer staff commenting how strong the induction process was because of this support when they were starting their new role working remotely. This was down to the team's willingness to support new starters and ensure they had support in day-to-day tasks and is a credit to the shared culture that had been created.

In reflecting on the future, Ben feels that hybrid is something that will continue, however it will depend on the industry and the role that people have. Although he is not sure on what the split will be between working in the office and working remotely, he feels that one of the biggest challenges for many hybrid teams is the leader's ability. He has observed many old-school managers who manage by sight, which means if they can see their people typing away at their computers then everything is fine. Ben's philosophy is that leaders need to be able to build a sense of trust with their people and work with them to focus on outcomes—regardless of where they are located. They also need to find a way to help staff feel supported and connected. If you treat your team with trust, more often than not they will return that trust by stepping up their own level of responsibility and take on the ownership of the outcomes. Conversely, if you treat them with suspicion, always micromanaging people, this can have the opposite effect. This can stifle innovation and the identification of problems and affect team harmony, which are the things that differentiate teams' performance.

SELF-HACK **UNDERSTANDING HYBRID**

One of the keys for any leader is to evaluate whether or not they should shift to a hybrid workforce. To do this they need to understand the dynamics beforehand. Here's a summary of the hacks you can use to achieve this.

Hack 1: Identify how your people are currently working

- ▶ Identify the most common ways that your people have been working since the pandemic started. Ensure that you consider the amount of time that they have worked at the office as well as remotely during any lockdowns that you may have faced.
- ▶ Look at recent results and the performance of your people in achieving those results. If they worked remotely, how productive were they in effectively completing their tasks? What was your culture like during this time — did it stay the same, become worse or improve?

Hack 2: Capture current challenges or missed opportunities in where your people work from

- ▶ If you were to ask your staff who worked remotely if they were productive and enjoyed it, what would they say? Would they want to continue working this way or go back to working in an office environment?
- ▶ For those who did work remotely, what were their biggest challenges or concerns in working that way? Were there any clashes or issues with keeping people connected and not feeling isolated? How was the burnout or fatigue from working this way?

Hack 3: Identify the potential benefits of moving to hybrid

- ▶ What could be three to five benefits of shifting to or continuing with a hybrid workplace that includes some remote working?
- ▶ How would hybrid or remote working assist in retaining or attracting new staff? If you were to survey your people around what they would prefer — or even change jobs or companies to have — would it be a flexible work arrangement?
- ▶ Could moving to a hybrid workplace potentially reduce costs? Could floor space be reduced, which means paying less rent or the ability to sublet and generate income? If you are facing a shortage of staff, could you find them more easily by looking further away geographically where the cost of living is less?

Hack 4: Explore and identify the ideal hybrid and remote approach

- ▶ Review the three ways of working remotely and revisit the pros and cons shown in table 8.1 (page 190).
- ▶ Identify what remote methods your people are using (or used during the pandemic). How often did they work remotely? What was the average number of days in the office and remote?
- ▶ How did your leaders go in the motivating and managing of remote staff? Do your leaders need to be skilled up in how to lead remotely?

Hack 5: Create a conceptual framework and share

- ▶ Given everything that you have considered, develop a framework for how your hybrid workplace could look and operate. Include the advantages and challenges and what would need to change or improve to make things more efficient.
- ▶ Share this framework with the leadership team and staff. Ask them for feedback and ideas for how to make this transition seamless and effective.



Chapter 9

Designing hybrid

One of the biggest questions that many leaders are facing currently is how do we reorganise the way our people work to ensure that we get the best productivity and performance—in a flexible workplace environment? This is creating the biggest number of headaches for many executive leadership teams and HR departments as they struggle to find an approach that works for everyone.

Although Apple is still considered one of the leading global companies, they are also working out how to make this transition. In June 2021, CEO Tim Cook announced that Apple staff would work in an office for three days a week. To provide an organised structure he also mentioned that the days people would work in the office included Monday, Tuesday and Thursday. The reaction? Staff were pissed off! Many employees pushed back so strongly against this fixed model they wrote an internal letter asking for a more flexible policy. (Of course this was leaked to the media as well to help their cause.)

The research from Microsoft's 2021 Work Trend Index provides additional insight, reporting that 66 per cent of decision makers are considering redesigning physical spaces to better accommodate hybrid work environments. The decisions that

these business leaders make will determine if they are successful in this new transition to hybrid, and the stakes have never been higher.

Selecting your hybrid model

What hybrid set-up will work the best? How do leaders manage different staff's remote set-up, and what days to be in the office? Can we change the office layout by just moving the desks around? All of these are common questions that leaders are asking in trying to identify the best hybrid model moving forward.

Fixed or flexible approach?

We have found there are two different approaches to selecting the right hybrid model: fixed or flexible.

FIXED

The fixed model is when the executive leadership team and HR work together to identify the best hybrid model to apply across the entire organisation. This is usually around the number of days that will be worked in the office and remotely based on the needs of the business. Based on this information, they may also identify the best days for office work to ensure that the office space is utilised the most effectively, then communicate this plan to staff.

If there is a very high level of trust and strong communication between the leadership team and the staff, this approach can be effective and can maximise the office resources when more staff will be onsite. For other organisations this approach can be viewed as a bit dictatorial, as many employees are looking for more influence over the days that they can work remotely.

FLEXIBLE

The flexible model enables staff to have much more influence in the way that they work. Generally this involves departmental managers working with their teams to identify the best days for the department to work in the office or remotely. This allows them to discuss and consider different deliverables as well as current work processes used to meet these requirements.

The advantage of the flexible approach is that staff are engaged and have ownership over the hybrid arrangement that they have contributed toward. One challenge may be integrating the needs of different business units. If one department or business unit has embedded work processes that are reliant on another department, they may need similar office time frames to maximise efficiencies. Table 9.1 shows the advantages and disadvantages of each approach.

Table 9.1: advantages and disadvantages of fixed vs flexible hybrid model

Fixed	Flexible
Advantages <ul style="list-style-type: none"> 1. Leadership Initiative 2. Faster to implement 3. Analyse impact on desk and open spaces 4. Ensure cross-department teams in office during same time 	Advantages <ul style="list-style-type: none"> 1. Empowers department heads and staff to identify 2. Allows for work role and flow to be considered 3. Engagement of staff 4. Leaders being viewed as empowering
Disadvantages <ul style="list-style-type: none"> 1. Need a high level of trust between staff and leaders 2. Staff not actively involved 3. Can be seen as dictatorial 4. If issues when implementing, easy for staff to blame management 	Disadvantages <ul style="list-style-type: none"> 1. Integrating needs between different departments 2. Not knowing impact on desk and office space implications 3. Takes more time to complete 4. Needs a high level of trust between leaders to staff

How many days in the office?

This is a complex question to be solved because each organisation will have different needs. Some organisations are identifying that the majority of their staff need to be back at the office full time, while others have different work practices and are looking at having most of their people work remotely. In talking to many different leaders the majority are doing a hybrid mix of days. There is, however, some early research showing what people are considering in their allocation of days.

Steelcase is the largest office furniture manufacturing company in the world and has been recommending and supplying office furniture for over 100 years. According to the Steelcase Global Report, the majority of people in most countries expect to work at least one day a week remotely. Specifically, in Australia, they found that 59 per cent of employees expected to work one day a week or less remotely, 30 per cent expected to work two to three days per week remotely and 12 per cent expected to work four to five days a week remotely, as shown in Figure 9.1.

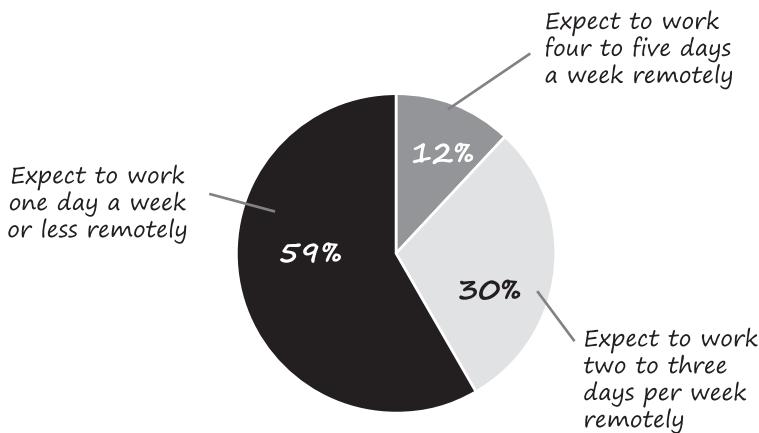


Figure 9.1: expectations of remote work days

Of course the specific number of days to be worked in either location will be heavily influenced by both the industry and the tasks that people perform in their day-to-day role.

Which industries are suited for hybrid and remote work?

While some futurists are predicting that everyone will eventually be working remotely, common sense tells us that many roles and work functions will require people to be onsite at their place of work. Computer-based office work lends itself nicely to working remotely, while work function-based work will have to continue to be performed on site.

COMPUTER-BASED OFFICE WORK

This broad category covers a range of industries that encompasses government functions and professional service firms, which includes:

- scientific and environmental research services
- architectural and surveying services
- engineering consulting services
- financial, banking and investment services
- insurance services
- legal services
- accounting services
- IT services
- management consulting services
- advertising and market research services
- call centres
- government agencies, including treasury, transport, health, education, aged care, attorney general, communities, taxation, defence, foreign affairs and others.

Most of these roles in professional services and government require a large amount of computer-based work that may be easily transitioned to a certain amount of remote work. Many of these roles and staff will still require some office and physical time with colleagues to continue building collaboration and innovation and reduce the feeling of isolation that can occur from remote work.

WORK FUNCTION-BASED WORK

Other industries and roles may be more challenging to perform remotely due to the nature of the work and the requirements of the role. These are generally roles that have a work function that dictates where they need to work from. This includes:

- customer-facing roles
 - » retail services (providing goods and services to customers)
 - » leisure and travel (restaurants, airlines, hotels)
 - » personal care (hair salons, gyms, physiotherapists)
- patient-facing roles
 - » medical care (doctors, nurses, chemists)
 - » aged and respite care
- production, manufacturing and warehousing
- transportation (air, sea, rail, road)
- building and construction
- farming and agriculture
- education (although many schools pivoted to online classrooms, both the parents and the teachers agree face-to-face learning is the better option).

Given the range of these different industries, and the different roles and work functions that people perform within them, it can be safely assumed that not everyone will be able to work

remotely. The key, of course, is how to alter the current workplace for those who are required to work there in a productive way.

Adapting hybrid office design and layout

One of the biggest challenges that leaders face is how to redesign the office to ensure that they maximise performance in a hybrid workplace. According to JLL's Global Research 2020 report, 74 per cent of employees still want to come into the office—the issue is how to change the office design to allow the best of both worlds.

The next evolution in office space

Office space design is currently experiencing a renaissance, with a range of new innovations blending the needs of the organisation with both space and technology.

The design and architecture industry is quickly adapting to work with many construction companies, business leaders and town planners to navigate the way forward. While some businesses are reducing their real estate holdings in the city, others are buying it up as quickly as they can, looking to the future and the hybrid office as the way forward.

JLL's Global Research 2020 report showed some interesting insights into what employees expect, with 36 per cent expecting less density and 32 per cent expecting more physical space separation within the workplace. They also found that 70 per cent of employees still consider the office as the perfect place for team building, management support and carrying out complex tasks.

WMK Architecture is an award-winning, emerging tier one firm that is seen as one of the leaders in interior design and architecture across Australia. When the pandemic hit, their clients reached out to them to get expert advice and insights

into how to shift the design of their projects to move toward an innovative hybrid office layout.

While researching this book I was fortunate to meet with their top designers to gather insights that they are using to lead the way forward. Rather than looking at one area, they take a very holistic approach to design that looks at cultural DNA, human behaviour, and economic, social and environmental sustainability principles. They provide valuable insights to leaders looking to move their workplaces toward hybrid and have provided a range of ideas that I have included here to assist you.

THREE COMMON APPROACHES TO HYBRID OFFICE LAYOUT

There appear to be three common approaches organisations take with their workspaces as they move beyond the pandemic:

- *The traditional approach.* Unfortunately, many organisations don't have a plan for the office moving forward after the pandemic as they are too worried about how to get their people back to work and are hoping that things just go back to normal. Many will not change their layout or the way they work and will follow government protocols for safety and hygiene. For some, the way that they currently operate does not require a massive shift, while others will resist changing anything because of the fear of not knowing the impact.
- *The cosmetic approach.* A few organisations will recognise the need to change their office layout, however, they will only do a few things that are more like a facelift. They will primarily rearrange the office by moving the desks and having some people work remotely to reduce the number of staff in one location.
- *The brand and culture approach.* Leading organisations will start focusing on rebranding their environment with colours, textures and layout to enhance their brand

and inspire more innovation at work (if they have not already!). They will also be proactively planning how to reallocate space to maximise performance, which could include adapting current office space into meeting rooms and shared space.

HOW DESIGN INFLUENCES BRAND AND CULTURAL DNA

Companies invest millions of dollars in their brand. This includes everything from their logo, their business cards and their marketing materials to their websites and digital media.

The challenge when it comes to office design and layout is to ensure that it integrates your brand into the built environment. Essentially, this means that your offices, facilities, employee areas and physical layout need to align and promote the essence of your brand—including in a hybrid layout.

Google, Microsoft and other well-known businesses are recognised for the way they build their office environments to capture and enhance the essence of their brand and culture.

When considering what to do with your office layout, it is important to consider your brand and cultural DNA. The office design ideally needs to increase your people's productivity and wellbeing as well as enhance and reinforce your brand. A blend of form and function will enhance how people use the space in your hybrid office environment.

HOW MUCH SPACE DO YOU REALLY NEED?

This is a really big question that has been met with speculation and exaggeration. When the pandemic first hit, many people made wild predictions that the world's city centres would become permanent ghost towns as the entire world pivoted to remote working. This is not what has occurred and after time a clearer picture is now starting to emerge of what most of the

town planners, corporate real estate and architecture firms are starting to see and create moving forward. Although it is early, there are three common dynamics that are occurring:

REDUCTION IN SPACE

A few organisations have announced that they are reducing their office space. According to the Reserve Bank of Australia (RBA) up to 25 per cent of larger size corporates were planning on reducing their space due to projections of their hybrid workforce needs.

REALLOCATION OF SPACE

This appears to be the most common use of current office space, which is not too surprising given the high costs to break the common five- and 10-year leases. The designers at WMK Architecture have noticed that this is what most of their clients are looking for. They want to redesign the space to make it more functional for hybrid activities.

One of the biggest ways to reallocate is through the reduction of desk space and increasing space in common areas and meeting rooms.

INCREASE IN SPACE

A few organisations are planning to increase the space they need. This appears to be the exception rather than the norm in the office environment, with many of them planning for future growth.

Some property investment firms are buying multiple office buildings in the city and redesigning them to lease them to companies that are looking for the hybrid office of the future. According to the RBA, one industry that is experiencing higher growth is the warehouse and logistics spaces, which in 2021 experienced a 45 per cent increase over the past 10-year average. The large movable functionality of warehouse-type

facilities may make it even easier to redesign a hybrid work environment.

MAXIMISING HYBRID WORKFORCE PERFORMANCE: SHARED OPEN SPACE AND CAFÉ

Have you ever noticed that it can be quite comforting and effective working on a laptop in a café? There is something about being able to do work while having a good coffee and a bite to eat with just the soft noise in the background that the traditional office does not quite provide. *Harvard Business Review* even published an article on how cafés can help people focus because of the ambient noise and the space.

One of the biggest shifts in the redesigning of office spaces is the shift to include more shared space. This is not a new concept, with many leading corporate real estate developers introducing this in recent years. This shared space includes a café and areas for people to casually connect as well as formal meeting rooms. This space will often include a range of functions.

CAFÉ SPACE

Many hybrid office spaces will include a café location. An ideal location for many of these cafés is on the main street where the entrance to the office is located. This provides a convenient location for staff to meet or go to receive video calls away from their desk. Depending on the size, this can also incorporate plenty of movable tables and chairs for people to eat, drink or have a casual meeting.

COLLABORATIVE MEETING SPACES

Collaborative meeting spaces allow people to work with a few people or many. They use movable tables, chairs and whiteboards (both physical and electronic) that can be used to facilitate brainstorming, problem solving or team sessions.

INDIVIDUAL SPACES

Some hybrid office spaces will incorporate a range of spaces for individuals to go to. These are often created like a pod that encloses the individual enough to feel like they are not sitting completely out in the open.

Some organisations will use these spaces for individual hot-desking, where staff without designated desk areas can come in and work while in the office. For other staff working in the office, these spaces are ideal when people need to be on video calls or need somewhere to go to think without the distraction of their colleagues working next to them.

ADDITIONAL MEETING ROOM SPACE

Some open space areas will also have additional meeting room spaces in strategic locations. The more flexible meeting room spaces have movable walls that allow for both open plan meeting as well as closed-in meeting spaces for more privacy.

Greg Barnett, founder of WMK Architecture, calls these open space areas within offices 'hybrid space'. Most of the time their clients are looking to create a warmer and friendlier space that has the feel of a resort or Qantas Club lounge and feels inclusive and open. The entire WMK Architecture design team has noticed this as an increasing trend since the beginning of the pandemic, with many of their clients recognising the need to have more flexible shared space for their people.

To assist with building flexible meeting spaces, Steelcase have created their Hybrid Work Collection which includes ideas and resources for collaboration, social, learning and personal spaces. This includes movable acoustic walls, mobile monitors, and pod tents to enhance meeting spaces. To assist you in visualising what this could look like, please see figure 9.2, which shows a common office floor plan, and figure 9.3 (overleaf), which shows the same floor plan altered to incorporate a hybrid space. Figure 9.4 (page 225) shows some real-life examples of these hybrid spaces.

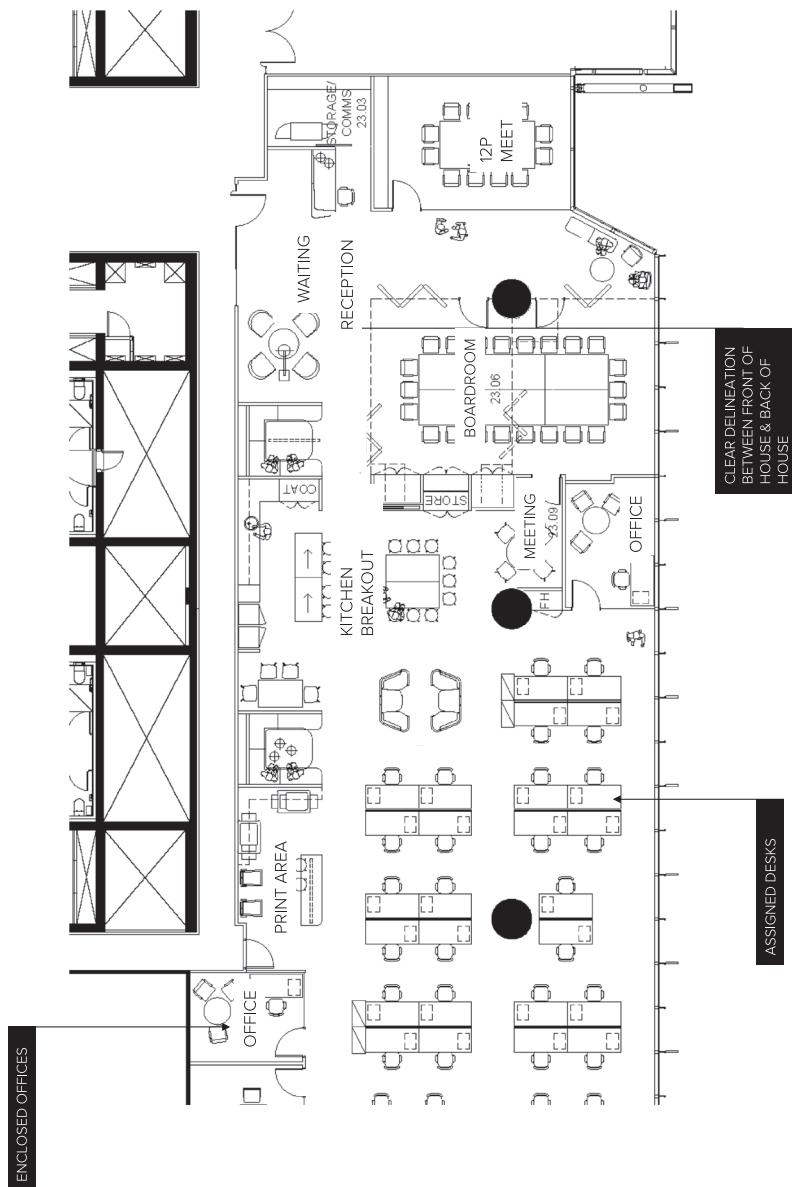


Figure 9.2: sample common office floor plan

Source: © WMK Architecture

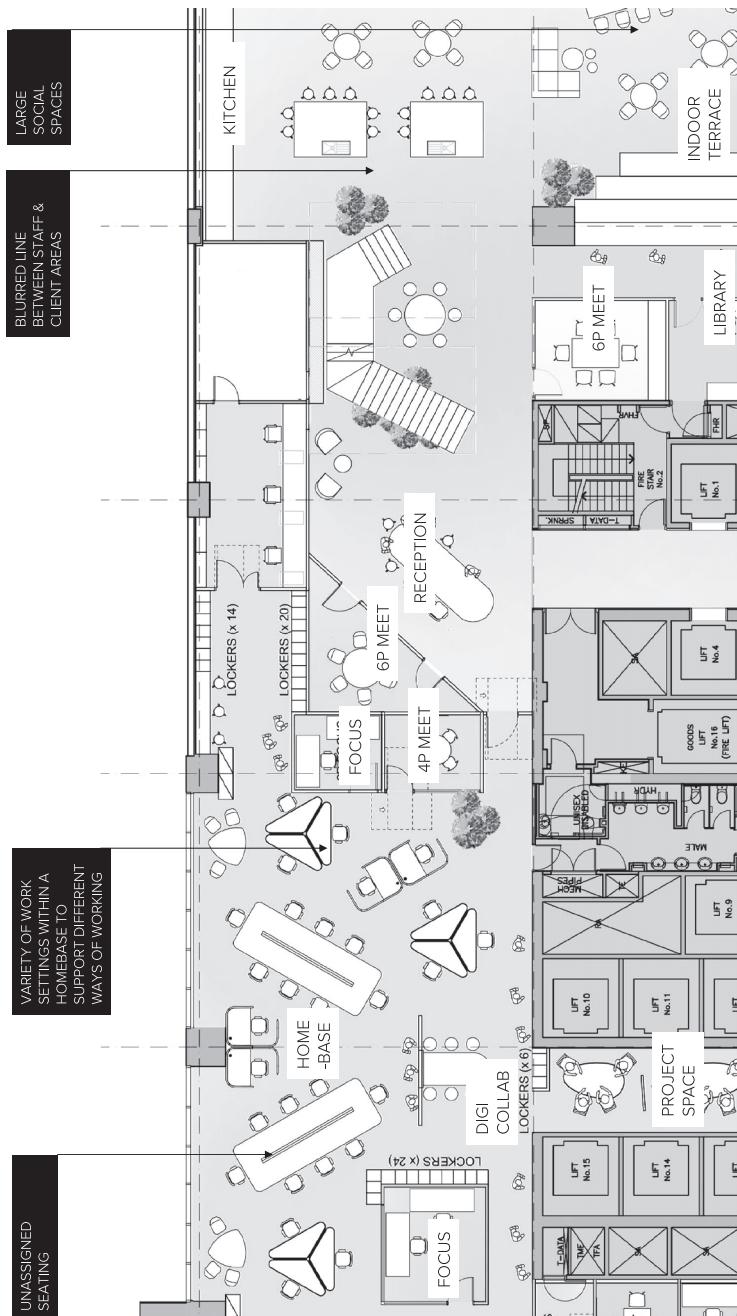


Figure 9.3: sample updated floor plan with hybrid space and examples of hybrid spaces

Source: © WMK Architecture



Figure 9.4: visuals of hybrid spaces

Source: Top and middle images: © Steelcase Inc.
Bottom image: © WMK Architecture

Tools that enhance open spaces

Open space floor plans can make things a bit more challenging for people looking for desk space or managers trying to identify where people are for meetings. There is a range of tools to assist organisations in managing these issues, including:

- *Virtual receptionists.* This includes an interactive display that enables visitors to instantly connect to where staff are located (no more just dialling their office phone, going to voicemail and having to wait until they return!).
- *Realtime Desk Availability.* With staff moving in and out of the office in a hot-desking manner, this software provided by JLL Jet and others can display the number of open or vacant desks and meeting room areas in real time using an app.
- *Room occupancy level sensors.* Many organisations will begin using sensors to identify and count the number of people in specific spaces. Software provided from companies like VergeSense and Density will enable real-time tracking and provide alerts if numbers exceed recommended safety guidelines.
- *Emergency staff location sensors.* In the event of a fire or emergency, locating where staff are will become more challenging in a hybrid environment. Some providers like Zoom Nomadic E911 are offering emergency tracking and digital signage to direct first responders in real time.

The rush for meeting rooms with technology

With a hybrid workplace, staff working in the office and those working remotely will still be required to work together at the same time. This will increase the need for meeting rooms that have the technology to enable them to have an effective meeting.

So what should these technologically equipped meeting rooms have? Effective video conferencing capabilities as well as flexible workspace to reconfigure the layout depending on group size.

I spoke with one manager who was struggling with their video conference meetings. During the lockdowns, he reflected how everyone was remote so using video conferencing software was easy and worked well. What he has found now that many staff are back in the office is that many of their hybrid meetings have become disjointed. This is because it is difficult for people meeting in person to continue looking at the screen and not naturally have a conversation with the person next to them. He also mentioned common challenges with the remote staff viewing all the office staff on the call and common sound issues that still make it feel unnatural.

A number of recommendations to ensure that your meeting room has the best technology includes:

- high speed internet
- numerous large LED video monitors or LED walls that allow for streaming in remote staff (note the monitors need to be large enough to show people in life size)
- integrated interactive whiteboards
- video conferencing equipment including cameras, microphones and speakers
- Integrated video conference camera, microphone and speaker device. The best me and my colleagues have used is the Meeting Owl Pro, which is an all-in-one 360-degree camera, microphone and speaker that works with Zoom, Microsoft Teams, Gotomeeting, Webex and others.
- acoustic design for the space
- flexible and adjustable meeting space.

Safe and sustainable environment

A final area to consider for the new office workspace is the safe and sustainable environment that it provides.

People need to feel safe when they are in the office environment. With the airborne spread of the coronavirus and influenzas, the air quality of office buildings has become a higher

priority for many staff. Many of the heating, ventilation and air conditioning (HVAC) systems in office buildings may need to be updated or reconfigured to control humidity, air filtration and air movement. Depending on the environment and when HVAC systems recirculate the air, high efficiency particular air (HEPA) filters might need to be installed to remove any potential virus.

Other considerations to help create a safe office environment include:

- density criteria for the number of people working in specific areas
- use of physical barriers between workstations to reduce sound and pathogen spread, which could include plexiglas or acrylic material
- reconfiguring desks to reduce face-to-face orientation when there are no barriers between them
- sanitation stations that provide cleaning materials for people and work surfaces.

Safe Work Australia and the Environmental Protection Agency (EPA) in the United States provide government requirements and guidelines that should be followed to keep office environments safe.

Having a more sustainable workplace is also something that many employees desire. Although there are plenty of resources to provide more detail, a few practices can make economic and environmental differences, including:

- solar panels that can produce onsite electricity and reduce the office carbon footprint
- reducing energy use by setting printers and monitors to sleep mode, turning machines off at night and using energy efficient lighting and automatic timing
- water recycling systems that use recycled greywater for toilet use and install low-water-usage toilets and taps
- office recycling and waste reduction
- the use of recycled or reclaimed materials in an office redesign.

HACKS TO ADAPT YOUR OFFICE TO HYBRID

Given not all offices require the same layout, here are five general hacks you can use to adapt your office to hybrid.

1. Identify how you will adapt to hybrid

One of the most important things to do when adapting to hybrid is identifying how you are going to do it. This includes identifying if you are going to take a fixed approach, where the leadership determines what and how to change, or a flexible approach that involves your people in the process. If possible, identify the number of days per week that staff will work remotely and identify who they are and their roles.

2. Decide on which approach you will take

Different organisations and leaders have different perspectives on the way that they manage change. Some will prefer rapid change while others will want a slow and measured approach. Consider which approach to hybrid office layout will be the most realistic: traditional, cosmetic or brand and culture. When considering this you may need to estimate the budget required for each approach (a leading design firm like WMK Architecture can assist!).

3. Identify any change in staff desks or workspaces

If a significant number of your people will be working remotely half of the time, you will need to start identifying how they will work when they are in the office—including the number of desks or workspaces. Depending on the amount of time that they are working off site, you may need to reduce or alter floor space depending on the work activity that your people perform.

4. Explore how to increase open space and meeting rooms if required

If some staff are working at the office and others remotely at the same time, start identifying how you may need to shift

(continued)

the open space that you have available. This also includes reconsidering how you will use your meeting rooms in the hybrid environment. Can you use the meeting rooms you have or do you need to reconfigure and update them with the latest technology to make video conferencing more effective?

5. Consider how you will integrate a safe and sustainable environment

We have a duty of care to ensure that our people are mentally safe as well as physically safe. Identify appropriate density criteria and ensure that the layouts that are being considered will be appropriate. Audit your current HVAC system and ensure it is up to standard with HEPA filters—or that you have the budget to replace it. Ensure that you are following Safe Work or workplace health and safety guidelines. Consider investing in economic and environmental items including solar panels, water recycling and the use of recycled or reclaimed materials.

Ensuring remote staff have the right set-up

When the global pandemic initially hit, most organisations were not adequately prepared to have the majority of their people working remotely. This created a scramble for people to find and secure the items that they needed to work from home, including desks, monitors, cameras, headsets, microphones and numerous other items. The Steelcase Global Report found one of the largest issues with working from home was ergonomic discomfort that hurt their ability to get work done.

Thankfully, for most organisations, their staff could get by and work from home with just a laptop and access to the internet—with the bandwidth performing well in most countries.

Home office set-up: what works

So what is the ideal home office set-up? Much of it comes down to personal preference, however there are three common areas that need to be considered: space, furnishings and tools.

ENSURING THE RIGHT SPACE

I was fortunate when I started my first remote office in the 1990s to have a separate level in our first home as a dedicated office. This allowed me to have my own bathroom as well as space for two to three people to work at their own desks sharing a printer, scanner and fax line comfortably at the same time. It even had a fold-out futon chair that doubled as a bed for any staff visiting from out of town in need of a place to sleep! Of course most people will not have this luxury (which I do not even have today).

Working from home will require a space to allow you to actually do work—without the distractions that can occur at home. This generally will involve either a dedicated space that is used exclusively for work or a temporary space that is used based on the availability at the time.

For most people, having a dedicated separate room or home office space provides them with the most flexibility. Advantages of a separate home office include the ability to control the lighting and temperature, a sense of privacy from others at home and having any equipment readily available without having to set up a ‘work area’ every time work is remote.

Depending on the home situation, others may need to use the temporary approach and set up their home office in their bedroom or shared living space. For many people who worked this way during the pandemic, this was functional for the short term. It can also provide a few challenges when others living in the same home are moving and talking in the background while you are having a video call (especially if someone steps out of the shower in the background!). This is why it is important for leaders to be aware of what home workspace their people have

Leadership Hacks

available to ensure that they can be productive from home. See figure 9.5 for a visual on what the differences could be.



Figure 9.5: different home workspace configurations

Source: Top photo by Paige Cody on Unsplash, middle photo by Standsome Worklifestyle on Unsplash and bottom photo by Andrew Neel on Unsplash.

Regardless of the space used, it will be important to ensure that remote workers take the time to move around. One of the challenges that many people had during the pandemic lockdowns was they sat in the same spot in front of a computer for the majority of the day. For many people this will include getting outside for some fresh air throughout the remote work day to help stay productive.

FURNISHINGS: ERGONOMIC DESK AND CHAIRS

As creatures of habit, we like to enhance our living and working spaces with things that create comfort and inspiration. This is usually achieved by the way we furnish these spaces.

Some organisations will provide staff with furnishings or an allowance to set up their home remote office, while others will allow their staff to furnish this space (good thing the ATO allows a tax write off!). Here is a list of common furnishings that should be considered:

- *Desk.* Having a dedicated desk can provide plenty of desktop space and enable you to have the external equipment and resources available at your fingertips.
- *Standing desk.* An alternative or addition to a desk that has increased ergonomic functionality, allowing it to be raised for standing and lowered for sitting.
- *Chairs.* An ergonomic chair that suits your posture and is adjustable is important.
- *Office mat.* If your floor is hard tile or timber, it may be worth investing in a floor mat. These provide protection for the floor and many also provide additional support.
- *Lighting.* Many people are affected by the lighting in their work environment. This is an important factor to consider in home offices, with the ability to increase and decrease the brightness as needed. Remember, video conference calls usually require more lighting to make it easier for others to see.

- *Temperature.* Having the right temperature and the ability to adjust the temperature when working is also important to comfort and productivity.
- *Personal artefacts.* Just like work offices, a home office can have items that have special meaning, brighten up the space or provide inspiration. These can include: plants, photos, memorabilia, music devices, books and anything else that adds value.

TOOLS: TECHNOLOGY AND RESOURCES

After working out the furnishings that will be used in a remote office, the tools that will be used are the next consideration.

Tools can be any resources that enable you to get more things done in less time. These include pieces of hardware or other resources that help you increase your efficiency. Here is a list of common tools that should be considered:

- *High speed internet access.* Without being able to log in remotely, nothing will be accomplished for most people. Ensuring this is reliable and having a backup, such as a pocket wi-fi device, can be helpful. Whether the employer or employee will be covering internet access costs needs to be clarified.
- *External monitor.* Using an external monitor will give you an additional display to your laptop and save time by enabling you to see multiple applications on multiple screens at the appropriate height for better comfort. If you are a Macbook laptop user and want to use your tablet as a second screen check out the Sidecar app.
- *Webcam.* Remote workers may want to consider an external webcam that goes beyond the limits of the built-in laptop cameras. This could include one of the many USB webcams available or a Digital SLR or mirrorless camera that provides high-quality video definition.

- *Microphone.* Many laptop microphones are limited in the quality and crispness of the sound captured. Research from the University of Southern California and the Australian National University shows that the higher the audio quality the more intelligent others perceive you as.
- *External keyboard and mouse.* Most laptop keyboards are smaller in size and not designed to be ergonomic. Using an external keyboard will reduce strain on your wrist and fingers as well as provide more keys. An external mouse also provides more flexibility and many people are choosing an ergonomic one.
- *Headphones.* Depending on the environment, headphones can provide a clearer experience as well as reduce background noise. Also be careful of using Bluetooth headphones that are paired to multiple devices as they may disconnect during a video call.
- *Multipurpose printer, scanner, copier.* Just like in the normal office environment, having the ability to print, copy and scan can help with time efficiency. Many multipurpose laser printers also offer wireless accessibility so you can print from most locations in your home.

REGULATIONS AND WORKPLACE HEALTH AND SAFETY FOR REMOTE HOME OFFICES

If employees' job requirements include working from home, employers will need to ensure that they fulfil their government requirements for workplace health and safety (WHS)—which became very fluid during the pandemic.

The Australian Government Productivity Commission 'Working from Home' research paper has an entire section dedicated to the role of regulation in the transition to a work-from-home requirement. It is worth reading through the details to understand concepts and recognise that the laws in this area may be changing. A few of the current important areas to be aware of include:

- Eliminating risks to health and safety so far as it is reasonably practicable. The current legislation under section 17 of the model WHS act has a requirement to ensure the health and safety of a person conducting a business or undertaking (PCBU). There is a requirement for those doing work on behalf of a business to eliminate or minimise risks to health and safety.
- What firms need to do when workers must work from home. Please see current legislation for up-to-date requirements. Due to the pandemic, in March 2020 Safe Work Australia outlined a number of factors that both employers and employees needed to take into consideration, including that firms:
 - » provide guidance on safe home office environments
 - » allow workers to borrow necessary workstation equipment from the office to take home
 - » require workers to familiarise themselves and comply with good ergonomic practices and workplace policies and procedures—including a home workstation self-assessment checklist
 - » provide access to information and support for mental health and wellbeing services
 - » appoint a contact person in the organisation who workers could talk to about any concerns related to working from home
 - » consult with workers on how their existing policies and procedures would apply when working from home including: notifications of incidents, injuries and hazards, review of WHS processes and attendance, timesheets and leave entitlement arrangements.
- Ensuring workers have the right to disconnect. For some employees, working from home starts to blur the lines between home and the workplace and can affect some employees' ability to 'switch off' from work. It is recommended that businesses set clear expectations

for managers and employees about when and how business communication should be conducted. While the legislation is yet to be clarified, it is something leaders need to be aware of in the establishment of boundaries to ensure psychological health.

Safe Work Australia does have some very good resources that can be used, including both a Working from Home WHS Checklist and Workstation Set up Guide. Visit their website, safeworkaustralia.gov.au, for national and state-by-state information.

BUDGETS AND WHO COVERS THE COSTS OF REMOTE HOME OFFICES

A large question needs to be clarified when it comes to remote home offices. Who is responsible for covering the costs involved in setting up and running a remote work from home office? The global pandemic caught most employers off guard for this.

Fortunately, when almost all work was forced to stop or go remote during the initial lockdowns, most staff were more than happy to set up their home office as they were fearful for their jobs. (How quickly that has changed!)

The most common approach was for staff to take or borrow the existing things that they used at work and move them to their home. This included moving desks, chairs, monitors, lights and any other item that assists employees as they transitioned to remote work.

For organisations that did not have a policy or enough resources for their people to take home, they allowed them to purchase certain items and get reimbursed. This occurred partly because it was almost impossible to bulk order specific home office items given everyone had purchased them to try to get through the first lockdown!

With people moving back to the office and still wanting to work remotely, it is not feasible for them to carry all these items back and forth on a weekly basis. Most organisations have now created a policy to help streamline this moving forward.

There are three common ways that organisations assist with remote workers' home office expenses:

- *Employer-supplied items.* This is when the employer uses their current suppliers and negotiates on behalf of everyone for additional equipment to be used in remote home offices. The advantage is they can often get bulk pricing, however, the disadvantage is the cost involved in getting it to their workers' homes.
- *One-off stipend.* Some organisations have budgeted for remote workers to receive a one-off amount to assist them with setting up their home office. Google, Facebook (Meta) and Twitter provide all employees with a \$1000 allowance for setting up home offices.
- *Monthly allowance.* Some organisations have decided to provide a monthly stipend for their remote workers to help cover the costs of the remote home office. HubSpot, one of the leading tech companies, provides \$60 per month to their remote employees. Basecamp, a fully remote workforce tech company, provides a range of monthly allowances including \$100 per month for coworking space.

HACKS TO SET UP REMOTE HOME OFFICES

With a large number of workers needing to be set up to work remotely from home, here are five hacks to help you streamline the process.

1. Identify the best space to work from home

Not everyone will live in a home that has plenty of space for everyone to have their own dedicated office to work from. To be productive, people need to have a space that allows them to focus on work activity and get things done. Ideally this is in a space that allows you to keep a dedicated work from home set-up that does not have to be packed up every night.

2. Clarify the furniture and furnishings that the work area will need and who will pay for them

The more organised and ergonomic the furniture and furnishings are the more comfortable and effective people will be when working from home. Identify the desk (typical or standing), chair and personal artefacts that will help designate this as a home work area and who will cover these costs. If possible make sure that there is good lighting as well as the ability to regulate or control the temperature.

3. Identify the technology tools and resources that will help increase productivity

High speed internet is critical to being able to work effectively—there is nothing worse than constantly waiting for five to 15 minutes throughout the day for the internet to load. External monitors positioned at the right height and an external keyboard and mouse can help improve ergonomics and comfort. A good webcam, microphone and headset are all be required to ensure effective video meetings. If possible, a multipurpose printer, scanner and copier can also save time. A final consideration is who will provide or pay for these items. Some companies have an allocated budget for each person as a guide.

4. Ensure WHS and regulations of home offices are being met

With people doing work for their employer at home, they are technically working and therefore WHS requirements need to be considered. This includes the use of any government work-from-home checklists, adapting of company policies and processes or audit requirements. I know of many corporates that required their staff to complete a home audit, including a photo of their home workspace to ensure compliance. Stay abreast of any potential changes in legislation and the legal requirements that may go with it.

(continued)

5. Create a guidebook for remote staff to use

Although this is common sense, many organisations did not take the time to do this. Create a guidebook that assists your remote staff in how they should go about setting up their home office space and fill it with practical tips, examples and images that they can refer to.

CASE STUDY

GREG BARNETT

Founder, WMK Architecture

Leading a group of creative designers and architects is no easy task. This requires balancing the needs of creative geniuses who are pushing the boundaries of what is possible while using logic and attention to detail at the same time. This is what Greg Barnett, founder of WMK Architecture, has been able to do.

Initially Greg wanted to be an engineer. In school he was attracted to pure and applied mathematics and physics as there was something about the essence of logic that piqued his interest. Growing up in a mud-brick house in the 1970s in Eltham, Victoria, with parents who encouraged thinking at different levels, provided him with the ability to look at the world through a different lens.

Greg started his journey into architecture when in his early twenties he was tasked to redesign his parents' beach house. At the time this was a massive undertaking given his young age and the details of the project. He studied architecture at Melbourne University and was quickly recruited by Godfrey Spowers, one of the largest firms in Australia at the time.

This provided a broad foundation of projects as well as many long hours for a new employee keen to make his mark.

Unfortunately, it was the late 1980s and Australia entered a recession that had drastic impact across the country—including putting construction and new projects into a freefall. Overnight the firm he was working for went from 190 staff to 18, with Greg kept on as one of the key staff due to his enthusiasm and ability to get things done.

Because of his ability, Greg was asked to become a partner with the firm at a young age and over time was asked to move to Sydney to help with growing a new office and building a national practice. As a national director he was known for his ability to find very experienced staff to fill roles that complemented his skill set and helped the firm reach new heights, growing to a staff of 400 people.

In 1996 he decided to join forces with Andrea Ehlers, who ran Watermark Design as a solo practitioner, and WMK Architecture was born. Starting from a very humble small team, the journey has included rapid growth and adapting to challenging times based on the economic conditions. Along the way they gained a reputation as being the ‘young guns’ that brought a new perspective through their design and approach. John Andreas, an award-winning design architect, joined with Greg as a director and equity owner and the company expanded by opening design studios in Melbourne and Brisbane. Because of his vision, Greg won the Design CEO of the Year award in 2017.

Realising that he needed other strong leaders to help take the firm to a tier one level, Greg brought in organised internal leadership teams around five main areas to oversee the day-to-day operations and help navigate toward the future. The WMK leadership team work in a very collaborative way across the firm to grow and develop staff internally by getting them involved in a broad range of projects and in-house initiatives

CASE STUDY

to help keep them growing and provide a chance to learn from the more seasoned experts.

During the global pandemic, WMK were very quick to identify ways to adapt and enable their people to work remotely while the country was in lockdown. Because of their expertise they quickly ensured that staff had access at home to such things as high-speed internet access, two computer monitors and ergonomically designed chairs to look after staff wellbeing and performance. In addition, they realised the importance of keeping a strong connected culture and started a range of virtual initiatives to help their people who were experiencing different levels of lockdown. This included a weekly schedule of virtual events and engagement sessions that staff could join, including daily 'coffee catch ups', virtual Pilates on Mondays, fitness sessions on Tuesdays, educational sessions on Wednesdays and Friday late afternoon virtual drinks. They also sent out care packages to their people and promoted the Employee Assistance Program services of mental health, wellbeing or financial support.

In selecting how to work beyond the pandemic they used a flexible approach that allowed their business unit directors to work with their people to identify the specific hybrid model of days to work in the office and remotely, and flexible times.

Today WMK Architecture has over 100 staff spread across Australia and India and is viewed at being at the leading edge of innovation and performance. They focus on the design and delivery of architectural and interiors projects including office buildings, luxury hotels and resorts, industrial developments and educational complexes. Some of these projects are incredible, including the Cutaway multiuse underground cultural centre at Barangaroo Reserve, The

Quay residential towers and retail development, the funky Vibe hotel in Sydney, the highly innovative Sydney Northern Beaches Christian School and the Sargood Centre respite and life education facility for people with spinal cord injuries. WMK Architecture has won many awards across a broad range of areas including commercial and residential architecture, National Award for Sustainable Architecture, educational architecture awards, and international design awards.

WMK Architecture under Greg's guidance is viewed as an emerging leader in how to set up a hybrid workplace in a way that is both highly effective in functional design and takes into account the cultural DNA of the organisation and how this equates to a hybrid workforce.

SELF-HACK **DESIGNING HYBRID**

There are a number of key areas that leaders need to consider when designing what their hybrid workplace will look like. Try these simple self-hack exercises and questions to help you started.

Hack 1: Select your approach to hybrid: fixed or flexible

- ▶ If you are considering a shift to a hybrid workplace, identify if you will be using a fixed approach, with the executive leaders identifying the hybrid model moving forward, or a flexible approach, which engages your people.
- ▶ After identifying the approach, you may want your leaders (or department heads who work with their people) to identify the following:
 - » the type of activities their role requires them to do
 - » the ideal location for these work activities to take place in (office or remote)
 - » how many days per week remote by department
 - » what days would be best to be in the office by department.

Hack 2: Identify what needs to change in your current office environment

In looking at the number of remote staff and the days that they will be remote, identify the impact on the current office environment. This may include:

- ▶ the number, layout and orientation of current desks or workspaces
- ▶ ideal staff density limits and how this will be affected when staff are in the office

- ▶ the ideal open space that could be used and how this could be configured to increase productivity
- ▶ current meeting space and if they need to be updated or increased in number.

Hack 3: Assist staff in setting up remote space

- ▶ Based on the number of staff that will be working remotely, identify the budget that may need to be provided to allow each individual to effectively set up their remote home workspace.
- ▶ Develop a guidebook that provides staff with an overview of what to consider, how to set it up and examples of effective vs ineffective home workspaces.
- ▶ Ensure that you follow any WHS requirements and that every remote worker completes a self-audit of their remote home-working environment. Require them to submit the self-audit as well as images that show the current set-up and ensure everything is compliant.

Hack 4: Review and revisit both the effectiveness of the office and remote workers

- ▶ Identify key performance indicators for both office and remote work activity that can be used to measure trends over time.
- ▶ Every six months revisit the effectiveness of the KPIs identified for the hybrid workplace. Review the trends and identify ways to improve or streamline any areas that are not effective.





Chapter 10

Hybrid Success

One of the largest questions on most leaders' minds is how do we make hybrid work? Work was traditionally done within the confines of four walls in an office environment that allowed us to see, hear and interact with others on a regular basis. With a hybrid workplace this changes that dynamic, including the culture that people work in. Jared Spataro, CVP at Microsoft 365, summed it up perfectly in the Microsoft 2021 Work Trend Index when he said, 'Over the past 12 months we've figured out how to get things done when everyone was working from home. Now we need to rethink how to handle that messy middle—when some people are together in person and others are remote'.

A fundamental shift has occurred with 'work' now being something that people do—not the place they go to. For some organisational cultures this will be an easy transition, while others will struggle. Success will be determined by what staff do and what leaders do and the culture that is created to support them.

Success in the hybrid workplace will be dependent on three key areas:

1. the culture that is created to enable sustainable performance in the hybrid workplace
2. how people are set up for success when working remotely

3. how leaders lead, connect and encourage their people working remotely.

The Hybrid Success model shown in figure 10.1 provides a useful framework to follow.

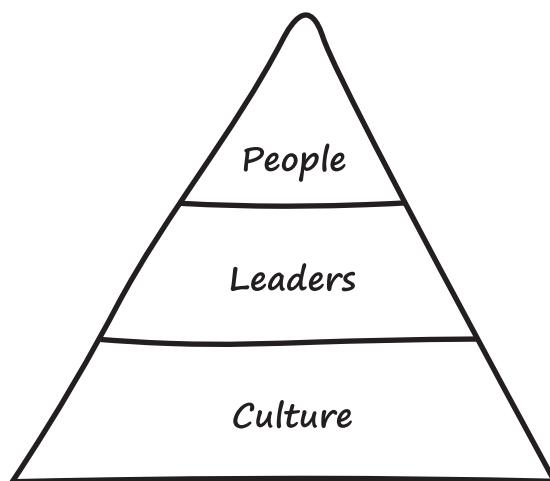


Figure 10.1: Hybrid Success model

Building a culture that supports hybrid

So what separates a good company from a great one? There have been many attempts to capture the essence of what elevates one company over another, including interesting examples in Jim Collins's best-selling book *Good to Great*. Leaders know that organisational culture is a critical component of success and are constantly searching for how to create the right environment and behaviours where people and performance will thrive.

So what is culture? There are many definitions that are thrown around that generally include phrases such as values, expectations and practices that guide behaviour. However, there still appears to be a challenge in easily capturing what culture really is.

My close friend Michael Henderson is an anthropologist who has studied tribes and organisations and what allowed them to be adaptable and thrive based on their culture. He is a prolific writer, having written eight books including *Above the Line* and *Leading Through Values* and has been involved in over 300 culture transformations in countries all over the world.

Michael has identified one of the simplest definitions of culture: ‘why we do things this way around here’. Although it is simple, this definition encompasses everything: the shared values, beliefs, rituals, and sense of connection or belonging that unify (or divide) a group of people.

Every organisational culture is unique and there is no quick fix formula to build or improve it. However, when shifting to a hybrid environment, the culture will need to adapt to include behaviour, activity and performance that are in the office as well as remote. There are some components that will be important in making this shift.

Five key pillars of culture in remote settings

There are five key pillars of culture in remote settings: trust, expectations, accountability, accessibility and community, as illustrated in figure 10.2 (overleaf).

CULTURAL PILLAR #1: TRUST

It is easy to trust a colleague when you can see them working right next to you in the office, but when working remotely this is a bit more challenging. One of the biggest reasons why remote work was not common before the pandemic was the challenge that many leaders had in trusting that their people would actually do work from home—rather than the laundry. Some companies are still struggling with this.

Research from Gartner in 2020 found that 26 per cent of organisations are tracking the productivity of employees

working remotely by examining virtual logging in and out, tracking work computer usage, monitoring employees' emails and tracking Microsoft Outlook calendar usage, with some also monitoring employee location or movement. Although this is a minority, it shows that these cultures are still trying to find ways to deal with trust. The 2021 Unisys Security Index found that the majority of employees are not comfortable with monitoring technology when they are working from home—regardless of the purpose.

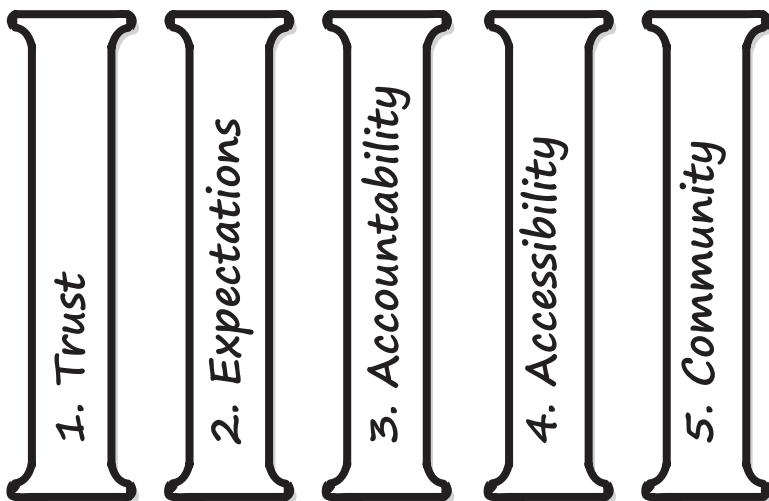


Figure 10.2: five key pillars of culture in remote settings

Employees also need to trust other employees especially if they are working on collaborative tasks. Some people automatically trust others by default, so shifting to a hybrid and remote environment will be an easy transition. Other people require evidence of performance before they will trust someone. When people work remotely this will become a bit more challenging until someone demonstrates that they are trustworthy.

Trust is an important part of an organisational culture. Without trust things break down and people stop working collaboratively. Trust enables communication, teamwork, commitment, and productivity to occur across an organisation. In a high trust culture staff are not afraid to speak the truth and are open to feedback from others—regardless of if they are in person or remote.

There is a physical component to the feeling of trust: it is a chemical response in our body through the hormone oxytocin. Research on the ‘Neuroscience of Trust’ in the *Harvard Business Review* reported that the trust and connection that occurs when oxytocin is released strengthens relationships. The researchers also found that people whose companies were highest in a trusting culture were up to 76 per cent more engaged than other organisations that had lower levels of trust.

Leaders will need to ensure they foster a culture of trust. This includes a two-way street where they must give and earn trust from their staff based on the way they communicate, treat and involve their people in the hybrid work environment.

HACKS TO CREATE A TRUSTING CULTURE ACROSS HYBRID WORKPLACES

Trust is one of the key pillars of culture and needs to constantly be reinforced. Here are some hacks to help build trust with staff in the office and working remotely.

1. Allow staff to have autonomy in the way they work

The more staff have autonomy in the way they work the more they know that they are trusted. To create this, leaders need to know the capabilities and limitations of their people when they work remotely. They can also use the delegation model described in chapter 4 to improve staff skills and increase their ability to work more autonomously.

(continued)

2. Share information in a consistent, ongoing way

With some people in the office and others working remotely, it will be important to communicate with people on a regular basis. Email may not be the best channel to use as staff may be so busy that they do not take the time to read it. The information or updates need to also be consistent to keep everyone up to date and reinforce a trusting culture.

3. Allow for learning from mistakes

Nobody is perfect. When people are working in a hybrid workplace it will be important for them to learn from their mistakes. They need to trust that if they do make a mistake and let other people know that it will be viewed as a way to improve—not an opportunity to give people a hard time.

4. Build relationships that are personal and not just about work

It is important that the discussions that occur are not always exclusively about work. To build a trusting environment, people need to get to know one another at a deeper level and learn things about who they are outside of work.

5. Encourage leaders and staff to ask for help

If leaders want to increase trust between themselves and their people, they need to ask for help. This can be a bit more challenging with many staff working remotely as they are out of plain view. When getting overloaded and struggling, leaders need to ask for assistance and delegate tasks. This lets staff know that their leaders trust and value them and the relationship.

CULTURAL PILLAR #2: EXPECTATIONS

Without communicating expectations and targets it can be challenging for staff to know what is expected of them. With a hybrid workforce this is one of the important areas to clarify between both leaders and their staff.

During the pandemic I was working with a leader and team that was working remotely from their homes. At the beginning things went really well because they were communicating via video conferencing every day. The staff were actively encouraged to come up with ways to work remotely given they did not know how long the lockdowns would continue.

After a few weeks I had a virtual coaching session with the leader. He mentioned how he had noticed that something had changed in some of the interactions he was having with a number of his staff. They appeared to be a bit resistant or annoyed when they would have their numerous conversations over the day.

When I asked him how often he was calling to check in with his remote workforce he replied 'three to four times per day'. I was surprised how often he was checking in with them given they had been working remotely for six weeks. I asked him a few questions to get him thinking, including 'What expectations do your staff have on how often you should check in with them?' 'Why do you feel the need to check in with them so often?' and 'If your manager felt compelled to check in with you every two hours five days a week, what would that say about the relationship?' Although we were talking via Zoom, I could see his face suddenly go white as he realised that he had unconsciously started to micromanage his people by checking in with them too often.

Clarifying expectations is one way to ensure that your culture is on the right track. It will reduce a lot of misunderstandings as well as clarify what people want. This is even more important when people are working in a hybrid environment with part of their time in the office and part of their time remote.

A great strategy that should be used for both leaders and staff in the way they work is to clarify their expectations of each other. Leaders should ask what their staff expect of them, including how often to check in with them, how they should provide feedback if they miss deadlines and how they would prefer to be mentored. Staff should ask their leaders what they

expect of them around time frames for completing projects, any specifics that need to be included in tasks and how they want to be motivated when they need it.

HACKS TO CLARIFY EXPECTATIONS IN HYBRID WORKPLACES

The more expectations are clarified with others, the smoother the dynamics within a culture. Here are some hacks to help you do this across a hybrid environment.

1. Leaders should ask their staff what their expectations are of them

One of the biggest mistakes leaders make is they do not clarify what expectations their people have of them. With people working both in the office and remotely this is even more important to do when building a stronger culture. There are a range of things you should ask including:

- What are your expectations of me as a leader?
- How often would you like us to check in when you are working in the office? How often when you are working remotely?
- If you are struggling with something, what are two to three things I can do to help you? What approach should I take in doing so (direct, curious, concerned, worried, etc.)?
- If I need to get a hold of you urgently, what is your preferred way for me to do this?

2. Leaders should share their expectations of staff

When we let people know our preferences in the way they operate, this enables them to be clear on what we expect. Conversations around clarifying expectations can include:

- ‘To help you understand how we work here, there are a couple of principles we follow. This includes...’

- ‘If I am not supporting you or you have not heard from me when you need to, here is the process you should follow ...’
- ‘I know that everyone makes mistakes, including me. When one of the team realises they made a mistake, this is what we ask them to do ...’

3. If staff are working on the same project it is important for them to clarify their expectations of one another

When two people who have never worked together before need to work on the same project there are a few things that can be done to help streamline their efficiency and reduce stress beforehand, especially if they are working remotely. Have them work together to clarify their expectations of one another. Some questions to help them get started include:

- Of these three options, how do you like to work?
1) collaboratively most of the time, 2) separately and check in at key milestones, or 3) meet once the work has been completed and adjust anything that needs it?
- What is your natural working style? When working remotely, when will you do most of your most productive work?
- What is the best way to contact you and how late can we contact one another if it is really urgent?
- What is your past experience and expertise in the project that we are about to start? If you were to score yourself on a scale of 1 to 10, with 10 being the world’s best authority and 1 being someone that has never considered the project before, how would you score yourself?

CULTURAL PILLAR #3: ACCOUNTABILITY

For any organisation to be successful the people within it need to perform tasks and reach goals within time frames. Given that staff are the ones responsible for taking action to complete these tasks, there needs to be accountability.

Accountability is simply who is responsible for what by when. For many years, organisations used traditional organisational charts that showed the clear hierarchy and responsibility for everyone to see. This was often mimicked in the way that office layouts were designed. Even today, on any given floor the leaders will have the largest office in the position that allows them to oversee the activity of their staff. The next level of management would typically get the next largest office and so on until it came to the employees. Most other employees would work in the open plan office sitting next to one another in cubicles.

This physical structure provides a visible summary showing the levels of responsibility across different departments. If you need something from another department that has not responded to your email (normally sent over a week ago!) you can walk over to that department and find the person at the appropriate level to ask them for an update on when it will be complete.

A hybrid and remote workplace alters this pattern. To enable a successful culture, we need to ensure that people take more accountability for meeting targets and deadlines. This can be challenging because most of the time we are waiting on information or activity from someone else within the organisation.

When you have a culture of accountability, people work together to find solutions for problems. People deliver results because they do not want to let others down and they also hold other people responsible for their actions in a supportive way.

HACKS TO CREATE A CULTURE OF ACCOUNTABILITY IN HYBRID WORKPLACES

When you build a culture of accountability people know that others will be responsible and this creates an environment that is stronger regardless of whether it is in the office or remote. A few strategies to build this culture of accountability include:

1. Ensure staff know and communicate goals and targets to all involved

When some people work in an office and others work remotely, sometimes goals and targets are not clearly identified or communicated. Develop systems to ensure that all staff involved with specific projects are aware of the goals and targets involved. If possible, create a live dashboard that they can easily access from any location at any time.

2. Encourage people to share updates and potential delays before they occur

Due to circumstances beyond our control (or poor use of time!) not every plan or project will run on schedule. Imagine how much stronger your culture would be if people let others know of the delay and the actual impact on the schedule before it happened. This demonstrates people being responsible and thoughtful to others.

3. Develop staff capabilities in project management, productivity and communication

Shifting to a hybrid workplace where staff need to juggle how they work in the office and then shift to a different way of working from home can create some capability issues. Staff that are not used to working autonomously will need to learn new skills in project management, productivity and communication.

(continued)

4. When leaders make mistakes and let people down they need to admit it

Culture is guided based on what the leaders demonstrate in what they do or do not do. If a leader makes a mistake, most of the time people know about it. Those in the office may see it firsthand and, of course, those working remotely will hear about it on the virtual grapevine! Encourage and develop your leaders to admit when they have let others down and ensure that they apologise and find ways to improve in the future. It sets an example of accountability for everyone.

5. Revisit resource allocation if specific individuals continually struggle with deadlines

Sometimes specific staff may consistently struggle with meeting deadlines. This is usually because of two reasons: 1) they do not have the knowledge or skills to complete the task on time or 2) they are so busy with all of the projects on their plate that they cannot keep up with everything. If they are missing deadlines because they are overloaded, identify resources that can be allocated to assist them. If it is a skill issue and you have already tried to develop their capabilities through training, you may need to reallocate the project to someone else.

CULTURAL PILLAR #4: ACCESSIBILITY

I remember when I first started working in the corporate world in the early 1990s. Although the official work time was nine to five, most of us would come into work earlier, around 8 am, and work until 6 pm to allow us to get things done. I remember working on a large company-wide project that kept me working past 6 pm. As email was fairly new, I accidentally sent a company-wide email. To my surprise the next day my boss did not give me a hard time about sending the email to everyone; instead he asked me why I was working so late and asking questions of other staff outside of office hours.

In the past, employees had a very clear division of when they needed to be accessible to others and when they should be left alone because they are not at work. As technology, the internet and mobile devices evolved this has changed our accessibility. We are now living in a world that allows us to be accessible 24 hours a day, seven days a week.

In many workplaces, when you are working in the office, you are expected to be accessible to others. For time-critical projects you may need to respond outside of office hours, but that is not the norm. If you work for a global company with offices across time zones this is one of the constant challenges you face—especially when there are global teams requiring video meetings.

The challenge around accessibility is how it affects work-life balance. People want to work for an organisation that lights them up and helps them grow. They also want to work for an organisation that encourages them to have a life outside of work.

If a CEO is working from home and sends an email at midnight, does that mean their staff need to respond immediately? If immediate response becomes a trend there will be no work-life balance. The Microsoft 2021 Work Trend Index shows that many staff are already looking to change employers. I believe most people would rather leave than stay working for a company that expects them to sacrifice everything to make a profit for shareholders.

When working in a hybrid workplace with remote staff, accessibility will need to be clarified. Without clarification, unrealistic expectations could occur, which may lead to trouble retaining top talent and possibly incur legal or legislative governmental response.

Governments are starting to examine how to ensure employees are not taken advantage of, with a clear delineation of work time versus personal time. French labour laws have included a ‘right to disconnect’ requirement since 2016 and the Victorian Police approved the right to disconnect as a condition of employment

in March 2020. The Australian Council of Trade Unions (ACTU) is proposing a charter for working from home that sets out a range of rights and protections for people working from home. Due to the importance of this issue, legislation may not be far away in most countries.

The organisations that are proactive in the way they manage accessibility will be seen as the future employers of choice because they appreciate the importance of staff work-life balance.

HACKS TO CLARIFY ACCESSIBILITY IN HYBRID WORKPLACES

Given we are not machines that operate 24 hours a day, seven days a week, we need to clarify how accessible we need to be. Here are a few hacks to help clarify accessibility.

1. Identify expectations for response times during office hours

With the blending of work life and home life people need to know what is expected of them around the hours they work and the response times expected. If there are no policies or guidelines around accessibility, people will become frustrated and burn out (not to mention their family will be giving them a hard time because they are always ‘at work’ even when they are home!).

2. Clarify expectations and guidelines for response time outside of office hours for remote teams

Given many remote workers will work fairly autonomously, this means that some of them may start earlier and finish later or vice versa. This may lead to people sending communications outside of normal office hours. It is important to clarify what the expected response or turnaround time is when things occur outside of normal work hours.

3. Have department leaders work with their teams to adapt accessibility and standard response times to their peers

One size does not fit all. This is especially true for the different roles, projects and processes that different people and teams work on. Leaders may need to work with their people to adapt the accessibility and standard response times. They should have those working on specific projects that are urgent with mission critical deadlines clarify and adapt their response times for these unusual situations. They also need to identify how they can get some down time to recharge afterwards if this occurs.

4. Identify how onsite and remote staff should inform others when they are not accessible

When someone goes on holidays how will they inform others? Working in an office together creates easy ways to let others know that you will not be there the next day or week, but when working remotely this communication is not so easy. Clarify how staff should inform others when they are not accessible. Of course we could always use the automatic out of office emails, however, this does not help someone who was waiting on a project update from the person on leave. Identify how people should inform others before they go on holidays or take time off.

5. Develop and promote the importance of work-life balance

Most people view work as an important part of their life that provides them with income, opportunity, mental stimulation, and a community to belong to. People also have a life outside of work that includes their family, friends and local community. With work being able to occur anywhere at any time, the lines between work and life are starting to blur. Develop and promote the importance of work-life balance to all your people. This should include programs in resilience, healthy lifestyle, stress management and other areas that are beneficial to your people.

CULTURAL PILLAR #5: COMMUNITY

The world around us is filled with different groups of people, or communities. A community is generally described as a social group whose members have similar interests and often live in a similar geographic area. As humans we have a built-in instinct to want to belong to a community. That is why many people get involved in different organisations outside of their work to have this sense of belonging and community.

The same is true when a group of people work in an organisation that creates its own community. The way they work together, the expectations of one another and what is accepted and what is not accepted in the way they work and behave is the culture.

When we work side by side with someone else we get to know them at a deeper level based on observing their behaviour. If you have worked with a colleague long enough you have seen when they are stressed, happy, excited or fatigued. The benefit of being around them physically is that we often have the chance to interact with them while they are going through these emotions—which binds us together even more as a community.

I notice this when a new person joins a team and they want to contribute and fit into this new community. At the beginning it is a bit challenging because they are not aware of the culture and how to be part of this community. Often the people that were working together before the new person joined have a strong sense of connection and know how to easily work with one another. Over time the new person starts to observe these behaviours and can adapt and contribute, eventually ‘earning’ their space within the community.

For people working remotely, this can create a challenge because people are not working side by side and cannot physically observe when other people are being challenged or in a good mood. During the lockdowns one of the biggest issues that many individuals had was the isolation and the impact on their mental health when they had to work alone.

The 2021 Steelcase Global Report showed that isolation ranked the highest among those surveyed in all 10 countries studied as the leading issue that worsened during lockdowns. One of the advantages of the hybrid workplace is that people will not be working on their own the entire time. But most people would agree that virtual meetings can't fully re-create the sense of connection and belonging we feel when we are in person.

To keep your culture of community strong, you will need to proactively implement a range of initiatives to continue reinforcing people's feeling of belonging.

HACKS TO CREATE COMMUNITY FOR HYBRID WORKFORCES

Creating a sense of belonging for in-office and remote staff is necessary for any culture to be successful. Here are a few hacks to assist in creating this community.

1. Ensure there are spaces in the office for people to come together, collaborate and socialise

We discuss in chapter 9 how many organisations will be redesigning the layout of their office to have more open space and meeting rooms for collaboration. Ensure that your leaders commit to making the environment more effective in building a sense of belonging. If there is no room in your current office, consider a satellite office that is nearby that could provide this connection.

2. Identify ways to have people from the same teams working physically together in the office part of the time

The scheduling and planning for when people are in the office together will continue to be a challenge. If you can find a way to have people who are working in the same teams or on the same projects come into the office for a few days together, this will build the sense of community.

(continued)

3. Hold deliberate collective team events that allow people to come together at times throughout the year

Many organisations used to hold company-wide conferences or events to get their people physically together to network and leverage expertise. This is even more important with a hybrid workplace where people may be spending less time together. Plan for collective team events that are in person as well as virtual to deepen the sense of belonging.

4. Use collaborative software that enables your remote and office staff to collectively connect virtually

The internet and collaborative software enabled most organisations to work remotely during the pandemic. Ensure that your people get trained and become efficient in the use of collaborative software that allows them to work together regardless of whether they are in the office or working remotely. MURAL is a great program discussed in chapter 2 that allows people to see one another and provides a virtual canvas to capture their ideas.

5. Encourage staff to catch up with one another outside the office and near their remote locations

To continue fostering a sense of community, encourage staff to meet with one another outside of the office. This could be to visit other office locations, satellite sites or a café close to where other people live. This ensures that the relationships get stronger regardless of where people are located.

People: Setting up staff success

For many staff, the work that they do will not change due to moving to a hybrid workplace. Most of them will continue to work in the office two to three days per week and then work remotely the remaining days. The majority of the tasks that they

need to do will remain the same and the timelines in which they need to complete them will also remain similar.

So what does need to happen? To enable staff to be effective in a hybrid work environment, there are three key things leaders need to help staff manage: mindset, activity and belonging, as shown in figure 10.3.

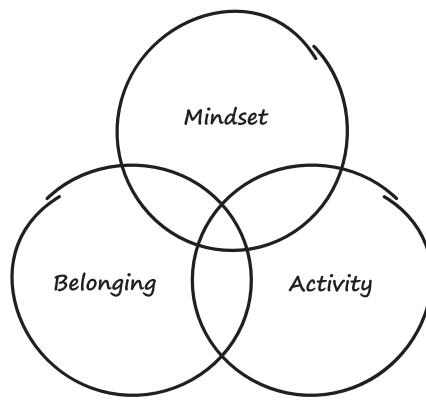


Figure 10.3: hybrid success model for remote staff

Mindset

As mentioned in chapter 1, mindset is how you view yourself and the world around you. It includes your internal dialogue and your ability to think clearly when you need to and, for most people, this is influenced by the environment around them.

Some staff will thrive working remotely while others will hate it. A lot of this is linked to our behavioural preferences and patterns. Most of us have been trained that work is completed in the workplace office and home is where you can relax.

If we shift to a hybrid model and work two to three days per week at home, this will require a change in mindset around what is work time and what is home time. We will need to start shifting our thinking to 'work is whenever and wherever we need it to be'. For this to occur, we need to keep a mindset that is self-motivated and accountable.

ABOVE THE LINE MINDSET

One of the benefits of working from home is that there is no-one there to oversee you and make sure that you get work done. The flip side of this is that you need to hold yourself accountable for what you do.

This will require an 'above the line' mindset, as shown in figure 10.4. Simply put, it will require us to take personal responsibility for everything that occurs while we are working from home. This includes being aware of our actions and approach and taking accountability for it in all situations. If we go 'below the line' in our thinking, this means that our mindset has slipped into one that is avoiding personal responsibility. When things do not go our way, our mindset can easily slip toward a negative way of thinking that often leads to denial and blaming of others.

Personal Responsibility

Blame

Denial

Justification

CYA (*cover your arse*)

Figure 10.4: above the line mindset

While it can be easy to blame the people we live with for interfering with our ability to focus and get work done at home, this mindset does not help us be more productive. We will need to choose to hold ourselves responsible and find ways to set up our home work environment to help us keep the right mindset and activity.

HACKS TO SET UP YOUR WORK-FROM-HOME MINDSET

As someone who has worked in a remote home office for the past 20 years this is something that I have had great practice with. It is important to put rituals in place to help you get into the best mindset to work from home.

There are a few hacks you can do to help create an environment that allows your mindset to focus in the right direction:

1. Dress for work

I have found that when I dress in business attire, it is easier to focus. I don't think that people need to put on a business suit or high heels, however, for many people, staying in their pyjamas the entire day will promote a relaxed mindset.

2. Separate home office from home living

As mentioned in chapter 9, a dedicated home office space can assist your mindset to focus on work activity. It is also important to have space at home that is for relaxing.

3. Set boundaries with others

While working on this book, my son came into my office and asked if we could go on a walk, which is one of our daily rituals. As I was in work mode, I needed to let him know that I was doing work and would love to walk with him later when I was on a break. Sometimes we need to reframe the mindset of others so they are aware of the difference between work time and relax time.

4. Give yourself a break by taking a break

When working from home, many people get stuck working in front of their laptop for hours and forget to take a break. This is fine in small bursts but is not sustainable over time. If people are going to work from home, they need to find an activity rhythm that is sustainable. Taking regular breaks when working from home is one of these important tasks.

Activity

I was working with a senior leader who happened to be in their fourth week of working remotely. He was struggling to focus and get things done. He mentioned something to me that rings true for most of us: ‘When I go into the office, I know that I can focus and get things done because I have other people around me that are doing the same thing. Now that I have been working from home, I am finding my mind wandering off and this is making me procrastinate in completing the tasks I need to. Rather than focusing on work I find myself doing dishes, laundry and even vacuuming the house to give me the feeling that I am getting things done.’

This is a great example of how the environment that we work in can influence the activity that we do. When working in the office our activity and behaviour is constantly observed by others. Sometimes this makes it easier for us to self-regulate when we have gone off track and start doing what we should be doing!

When we work in offices we settle into a normal rhythm that enables us to get things done. This is not just working the entire eight- or nine-hour day nonstop with our eyes glued to a computer monitor, but a series of different types of mini activities: work, recharge and relax. These mini activities are an important ingredient for us to use if we want to work effectively from home.

WORK ACTIVITY

When working remotely the majority of your activity needs to be on work tasks. These tasks are quite easy to identify for most computer-based roles, given most work activities that have been done in the office in the past are readily transferable to working remotely.

This includes the normal day-to-day responsibilities that would have been previously done in an office environment. As discussed in chapter 2, people will still need to manage the normal distractions that come up.

Remote workers will still need to fulfil the requirements of their role, including both working ‘in the business’ on short-term immediate things that are due and working ‘on the business’, which involves longer term projects.

For many people another benefit of working from home is they actually have more time to allocate toward work. Research by the National Bureau of Economic Research shows that remote workers work an average of 48.5 more minutes per day. This is one of the reasons why many researchers have shown productivity increased with the remote workforce, because we spent almost an extra hour working!

The real issue is how to balance our focused work activity with the other activities we do while working from home in order to stay productive over time.

RECHARGE ACTIVITY

Have you ever noticed that after you have been working on a task for an intense period you feel a bit drained? The amount of time that you have spent may be different for different tasks, but you reach a stage where it becomes harder to focus and continue forward momentum. This is your body telling you that you need to do something to recharge your energy and thinking.

At work we naturally take little breaks to help us recharge our thinking and activity. This often includes getting a cup of coffee or tea, grabbing a snack to eat or walking to a colleague’s desk to have a discussion. These mini breaks often require people to physically move, which creates a shift of energy.

In the normal office work environment we take these mini breaks regularly and it is viewed as natural. Yet, when we are working from home, some can feel that taking a break equates to not doing work and wasting time. This can often encourage us to work too long before taking a break to recharge.

A recharging activity allows us to boost our energy and lift our focus on the work tasks that we need to do. The key is to

ensure that the recharge activity is a mini break that only takes a small amount of time. There are different recharge activities for different people and you will need to find what works for you the best.

FIVE RECHARGE ACTIVITY HACKS FOR REMOTE WORK

Everyone will have preference for what works the best to recharge their energy. The important thing to remember is that the recharge activity should only be 10–15 minutes long. If you go over this time frame, you may be procrastinating! Here are five simple hacks to help you recharge.

1. Get physically active

If you work remotely and spend too much time working on your computer and looking at your screen, your energy and concentration naturally starts to drop. By physically moving you can recharge your energy. According to a study by Leeds Metropolitan University there is evidence that exercise during regular work hours may boost performance. Exercise can include going for a brisk walk in the morning when you would normally be commuting or taking a Pilates class around lunch time.

2. Rehydrate

We know that we should drink five to seven glasses of water a day for health and wellbeing. The challenge? We often do not and working from home inhibits us from getting up from our laptops and rehydrating. One of my work-from-home routines includes making fresh smoothies in the blender.

3. Eat something healthy

Food is the fuel that our brain needs to keep operating at optimal efficiency. If we work too long we can start to feel sluggish as our stomachs churn, signalling that we need nourishment. When working from home we need to ensure

that we take regular breaks and grab something healthy to eat. Think fresh fruit, nuts, dried fruit.

4. Recharge your thinking

Our thinking can stall and we start losing focus when we have been working on our laptops for a long stretch. I have noticed that sometimes I get mentally stuck and have a challenge thinking of new ideas. Go online and spend 10 minutes learning on one of the many learning websites (not Facebook). Ted.com is a great website to do this—and it is free!

5. Connect with someone

Sometimes we need someone to act as a sounding board to help us present a few ideas or get a new perspective. Just because people are working from home does not mean that they cannot reach out to someone else to recharge their thinking. A quick five- to 10-minute phone or video call can often be just enough to help people get back into work mode.

RELAX ACTIVITY

We all need time to just relax and stop working. In the office this occurs during a morning tea break and during lunch. This is a natural time frame after you have been working and concentrating for two to three hours and need to take a break. Surveying over 15 000 employees in 27 countries, QuickBooks found the global average for a lunch break is 35 minutes. For most people taking a 30–45 minute break allows them to relax.

Some studies have found that when people take a daily lunch break, they experience higher levels of engagement, job satisfaction and productivity. A challenge many found with remote work during the lockdowns was that they had so many video meetings for work that they did not get a chance to have lunch. One strategy that could be used is encouraging people to let others know that they are taking a lunch break and allowing people to take one. Leaders can communicate they will be

unavailable for their lunch break and encourage their people to do the same.

As a father of three very active teenage children I need time to give them a ride somewhere or to pick something up for their lunch. I will often schedule these during the day as part of my relax activity. This allows me to step away from work and still be doing something that allows me to switch off—and provide benefits for our family. Some people do the same with the laundry or cleaning. They take 30 minutes of relax activity that gives them a break from work.

The way to think about relax activity is it is your time. It allows you to let go of the pressure and deadlines of work and reduce your stress levels for a short period of time—which is also important to reduce burnout.

Belonging

Being part of an organisation provides a sense of belonging. When working in the office this can occur much more naturally, with the formal and informal interactions that we have with others. This often provides comfort to people that they are not alone and have an established support network within the workplace.

You can sense this connection and how it influences the culture within an organisation. In traditional office workplaces it is easy to observe in the way people interact, communicate and collaborate throughout their work day. When people work from home this connection is not as close. We often use the technology discussed in chapter 2 to help connect us with others. Different people may have different perceptions and reactions to having to connect remotely.

Introverts will likely enjoy the ability to focus without interruption to get their work done. Many of these people are self-motivated and feel recharged when they have time to be alone with their thoughts. However, even introverts

appreciate some form of connection and sense of belonging when working remotely.

Extroverts on the other hand may be climbing the walls and looking for someone to talk to. This is because most of these people get energy by having interactions and working with other people. Extroverts will actively seek out and start connections with others when working remotely.

During the pandemic when many people were forced to work from home for months at a time, many reported a strong feeling of isolation. Fortunately, in the hybrid working model most people will still be in the office most weeks, so this can reduce this feeling.

In a hybrid workplace, people can connect both in person and virtually during work hours or outside of them. Some of my clients had teams that would have taco Tuesday virtual lunches where everyone working remotely would join the same video call to connect and eat together. This allowed them to catch up and talk about things that were not only about work, which increased their connection. The Thought Leader community that I am part of had Friday virtual drinks. This had people joining the video call and having a drink together after work.

HACKS TO BOOST A SENSE OF BELONGING FOR REMOTE STAFF

There are a few hacks or strategies you can use to help people feel more connected when they are working remotely.

1. Encourage video and phone calls

When the pandemic first hit, I spent a lot of time making video calls to staff. The video call was just with them, not anyone else. I found connecting with people individually helped strengthen the feeling of connection. When people are working remotely, in addition to the team video calls, encourage staff to reach

(continued)

out to others individually to connect. Phone calls work as well, however, when you can see someone you can pick up more of their mood based on what their nonverbals are telling you.

2. Reach out physically

Encouraging remote staff who live close to one another to schedule a lunch together can continue building relationships. Although we work remotely most of the time, I still meet with my admin manager once a month. Kat lives about 30 minutes away from me but around once a month we have breakfast or lunch while we talk through projects as well as socialise and find out about each other's family. This increases the connection and our community.

3. Send physical items

Although we are shifting to a virtual world with people working remotely, we are still physical beings. This means we still enjoy receiving physical items from others. For most people receiving a package or letter in the mail that is a bit personal is something that gives them warm feelings. Send books, handwritten notes and other things that remind people that they are part of a team. In the Thought Leader community that I am part of, a book is sent out monthly to provide inspiration and build a sense of community. I also had one client who had a remote pizza party for all their staff that were working remotely. They organised to have pizzas delivered to all of their staff members' homes at the same time and had a video call to celebrate and eat pizza together.

4. Make special occasions special

Many organisations have office rituals for their staff on special occasions, be it a birthday cake, baby shower or drinks to celebrate the successful launch of a new project. If someone has a birthday or special occasion when they are working remotely, do something to recognise them. This can include sending them a cake, balloons, or little gifts to show them that they belong.

Staff pitfalls when working from home

The pandemic and the lockdowns that forced us into working from home have shown us a lot about ourselves and other people. It has showcased some of the pitfalls that people experienced when they worked remotely and felt unsupported.

NOT KNOWING WHEN YOUR WORK DAY FINISHES

I was talking with a senior change manager at one of the largest banks in Australia about the impact of the pandemic on their remote workers, given they had implemented a remote work policy two years before that continues for the majority of their workforce today. He made an interesting comment that he noticed across their organisation many of their staff had trouble with identifying when to stop working. If they were working from home they would often continue working on their laptop until 7 or 8 pm.

When people work in their office, they have an idea of what time to stop working because of the commute time that it will take them to get home. He noticed that when people began working remotely, because they had more available time they would keep working. This started to create issues when people tried to accomplish even more tasks in a day and relationships became tense because different people had different expectations. He had to clarify with his team that they would stop work at 6 pm and not expect others to be available to jump on web calls or do other tasks unless there was a special arrangement.

If people continue to work longer and longer hours every day, it starts to have a negative impact on them and their home life. This is when the work-life balance starts to become unstuck, and they start to burn out. Many people will need to identify what time they will finish so they can keep this balance.

BURNOUT

The other challenge that many staff experienced when working remotely was burnout. Gartner's 2021 Hybrid Work Employee Survey showed 75 per cent of HR leaders agree that an increase in the number of virtual touchpoints employees face in their work puts them at risk for burnout. Burnout normally occurs when we keep our activity at such a high and intense pace that we do not take breaks or time to recharge. Sitting in front of a computer to do work for long periods of time reduces physical activity.

One of Gartner's HR practice directors reported that when employees experience high levels of fatigue it quickly escalates a compounding negative impact. The research found that this fatigue results in employees' performance decreasing by up to 33 per cent, feelings of inclusion decreasing by up to 44 per cent and an up to 54 per cent decreased likelihood of employees remaining with their employer.

This is why it is so important for staff to be aware of the types of activity and strategies they can take to recharge, as discussed in the 'Recharge activity' section on page 269.

How to lead remote staff

Most leaders will not have to start over in the way they lead when working with a hybrid workforce. If they are constructive, most leaders will be able to easily adapt to leading people regardless of where they are located.

Traditional old school leaders who are used to ruling by power and fear will find managing the transition challenging. This is because of several reasons, one of the largest being the inability to visibly see their staff working on a daily basis. If they cannot see them, then they cannot micromanage, stand over, or physically intimidate them to get work done.

There is a belief that people quit a job not because of the job but because of the boss they worked for. With the stress and

fatigue that has occurred with the pandemic, staff are not going to put up with a leader who is unsupportive, untrusting and suspicious.

This puts even more pressure on leaders and the culture that they are encouraging across a hybrid workplace.

The 3 R's of remote leadership: Relatability, reliability and responsiveness

In addition to the Leadership Hacks that have been explained throughout the book, there are three key ingredients that a leader needs to have to thrive when leading remote and hybrid staff. I call these the 3 R's: relatability, reliability and responsiveness, as shown in figure 10.5.

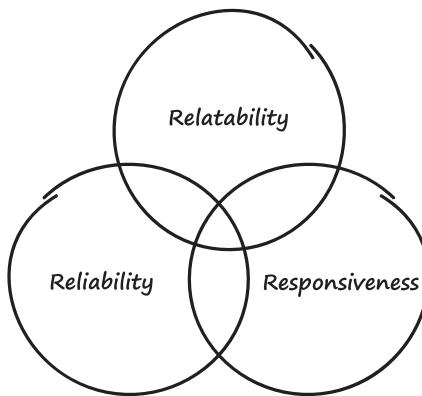


Figure 10.5: the 3 R's of remote leadership

RELATABILITY

For some reason we as human beings are naturally attracted to people who are like us. People bond when they have things in common. This often occurs when you meet someone for the first time and you find that you have a shared experience. It could be that you've been to the same place on holiday, have seen the same movie or are having a similar challenge in raising your

kids. Instantly there is a stronger connection than before you met them. The reason is that they have become more relatable.

Leaders need to find ways to be more relatable to their people in order to build trust. When you are in an office environment there are many small opportunities to create this bond. It could be eating the same type of food at a restaurant, riding on the same train on the commute to work, or supporting the same sports team. All of these create a connection and familiarity that deepens a relationship.

When working with hybrid and remote staff, leaders need to find ways to be even more relatable to their people. This builds a culture of trust as well as strengthening the commitment that people have in getting things done.

THREE RELATABILITY HACKS FOR LEADERS OF REMOTE STAFF

There are many ways for leaders to be more relatable to their remote staff. Here are a few hacks to help you.

1. Create shared experiences

When people start to work remotely, this can naturally reduce the time that a leader spends with them. To offset this, you need to find ways to have shared experiences with your people. This could include having a team-building event with them, working on a project that requires you to work together more closely or finding ways to connect in person with them outside of the office.

I know of one leader who goes out of their way to have lunch with their staff that have been working remotely at least once a month. When I asked him why, he said the connection that he had with his people was stronger and he believed that they appreciated how approachable he was.

2. Be genuine

Another way to be more relatable is to be genuine and honest when interacting with people. Too many leaders present a false front to their people and don't share with them what they really think.

It also requires you to share your thoughts, hopes and concerns about work and life. With hybrid workplaces, leaders will need to become more proactive and transparent in communicating and demonstrating this honesty remotely.

3. Show vulnerability

When a leader shows that they are not perfect, but in fact human, they are more relatable. Showing vulnerability and the fact that you do not have all the answers also deepens relationships between leaders and staff. By checking in with a subordinate and telling them that you are not sure of which decision to make and you want to share your thoughts with them, you are demonstrating how relatable you can actually be. Many leaders will need to adapt their ability to communicate this remotely with their people.

It does not take a lot to be a relatable leader when working with remote staff, but it does require leaders to remember to take action.

RELIABILITY

A reliable leader is someone who staff trust because they know that they are not going to let them down. One of the biggest impacts on accountability within a culture is how leaders demonstrate reliability.

The minute a leader does not follow through or blames staff for missing deadlines, people identify them as unreliable. They know that they cannot count on them when things get stressful or challenging.

Reliability is often about the consistency in a leader's approach. This includes consistency in communication, listening and the way they develop their people. In a physical office this consistency is easier for people to see. They notice when a leader takes the time to communicate with each of their people and if the time is equitable or not. They also notice if a leader provides feedback to all people in the office—not just themselves—because they can observe it.

When people spend more time working remotely, it is more challenging for them to see if their leader will be reliable and can be counted on when things get stressful. Without seeing and hearing people throughout the day we are in a simulated vacuum. As workloads increase, communication will be naturally easier with the people working in the office than with the people working remotely. This means a leader needs to focus more on being consistent and reliable to keep the relationship strong with staff that are remote.

RELIABILITY HACKS FOR LEADERS OF REMOTE STAFF

There are many ways for leaders to be more reliable with their remote staff. Here are a few hacks to help you.

1. Follow up with yourself and others

Make a conscious effort to follow up on things that you have committed to with your people and don't wait until they return to the office to communicate it! To be a reliable leader we need to be seen as being accountable and consistent, which is even more important to give staff stability when working in the office and remotely.

2. Take responsibility when you make a mistake

This is easier said than done. Often we are either embarrassed or too busy to admit it to others. When you make a mistake,

apologise to those that were affected. In a hybrid environment, staff know that leaders are not perfect, however, they need to know that their leaders are reliable.

3. Be consistent in providing feedback, regardless of staff location

There will be times when a leader needs to provide feedback to staff based on their performance or behaviour. In an office environment it is easy to see when these discussions may occur as they happen on a daily basis. When working remotely you will need to ensure that you find a way to be consistent in the way you provide feedback. This includes providing both positive and constructive information to staff face to face as well as remotely.

It does not take a lot to be a reliable leader when working with remote staff, but it does require leaders to remember to take action.

RESPONSIVENESS

There are only 24 hours in a day and with technology speeding things up we will continue to have more and more things to respond to. Everyone is busy and there are never enough hours in the day to complete everything—especially when people work remotely and can get overloaded with back-to-back video calls!

This should not, however, be an obstacle for a leader in being responsive to the needs of their people. The number one goal for most leaders is to inspire and assist their people in taking action to achieve the targets in their area. If a leader is not doing this, then what are they doing with their time? When we are responsive to our people's needs, we demonstrate that we are reliable and we deepen our relationship with them.

In an office environment it is easy for people to see when a leader is responsive and how they are being responsive. They can see it in the immediate interactions that occur spontaneously. When working remotely, this becomes more of a challenge—especially when everyone is so busy and people are operating to different schedules.

I remember working with a mid-level manager whose team was starting to work remotely. They were under a very tight deadline and one of their staff needed to get a hold of them for an important decision. The staff member had asked the manager a number of times for the decision, but the manager seemed to be too preoccupied with other tasks to respond.

As the staff member was going on holidays the next day their stress levels were through the roof because the project was on hold and they were going to miss the deadline. They had left five to six messages, including email, phone and text, but received no response from their manager. Just before they left for the week they briefed a colleague so they were aware of the situation.

Unfortunately, when the manager finally responded four days later it was too late and the deadline was missed. To make matters worse the manager blamed the staff member for not completing the project on time—rather than taking responsibility for being unresponsive to them.

When the staff member returned from holidays the manager gave them a hard time and accused them of not being effective in getting their job done. The result? The staff member quit and went to a competitor. Now the manager is having a hard time filling the role and the department is missing more deadlines. All because the manager had not improved their time management and responsiveness to others.

RESPONSIVENESS HACKS FOR LEADERS OF REMOTE STAFF

Responsiveness is one of the critical traits of a leader. Responsiveness comes in three formats: attention, time frame, and decision making. To be effective, a leader needs to master their skills and approach in all of these areas. Here are a few hacks to use when leading a hybrid and remote team.

1. Increase attention level

To be responsive, leaders need to find ways to show that they are paying attention and giving focus to the needs of their people. When working remotely, if I send something to my manager and they respond with something that is completely different than what I asked for, this shows that they were not paying attention. When this happens, the relationship suffers, and staff start to believe that their manager does not care about them.

2. Clarify time frames

The amount of time that we take to respond also shows how responsive a leader is. When people are working remotely, they will often send emails to get information or ask for assistance. If a leader is too busy or does not respond in a timely way, this will frustrate the staff—especially if they cannot progress further on the task they are working on without their help.

3. Streamline decision making

Another potential challenge to responsiveness is decision making with remote team members. If you are waiting to get a hold of someone who is remote to make a critical decision, this can slow things down. If other staff are waiting for your decision, this also can slow their activity down. Leaders will need to find ways to socialise and make decisions in a way that enables people who are in the office and working remotely to contribute in a timely way.

CASE
STUDY

DR AMIT CHANAN

Director Projects & Property, City of Sydney

The City of Sydney is the local government area covering the Sydney central business district (CBD) and surrounding inner city suburbs. The City represents over 7 per cent of the total Australian economy, over 30 per cent of the Greater Sydney economy and almost a quarter of the entire GDP for the state of NSW. There are over 23 500 separate business establishments in the City of Sydney, and a large number of the top 500 companies in Australia are located in the city, making Sydney the leading financial district in the Asia-Pacific region. Sydney is Australia's face to the world, boasting seven of the country's top 10 most popular visitor attractions, including the world famous Opera House and the Harbour Bridge. Like many global cities, it has both an elected council made up of the Lord Mayor and councillors and the operational division that ensures that the city runs effectively.

Dr Amit Chanan is the Director of City Projects and Property for the City of Sydney. He has the responsibility of leading the team that looks after two key areas: infrastructure planning and delivery (which includes all of the roads, footpaths, parks, sportsgrounds, swimming pools and fitness centres, public domains and urban developments), and managing the 200-plus buildings that the City of Sydney owns (which includes over 50 commercial buildings that generate over \$84 million in revenue per year as well as the community buildings, including Sydney Town Hall, community centres and libraries).

Amit's team of over 300 full-time staff, contractors and service providers have traditionally been based in the CBD, tasked with helping to ensure a vibrant and community-engaged CBD. With the pandemic hitting Australia in March 2020, he

and his leadership team had to quickly shift the majority of their staff to working remotely. While some of the city's critical infrastructure delivery projects had to continue, most of the staff were required to work from home.

This was a massive and daunting task given the majority of roles for the City of Sydney had always been physically based in the CBD since official incorporation in 1842. Given the City's leadership team's commitment to keeping the city going during lockdowns they quickly developed strategies to move to remote working using video conferencing, coupled with strategic on-site face-to-face project meetings that required a physical presence.

The City quickly transitioned systems online and developed strategies to collaborate remotely, including using their intranet to make it easier for people working remotely to know whom to communicate with and how. Keeping staff engaged and connected with the rest of the team was a key challenge. Amit's team started weekly catch-ups at the end of every week to allow staff to have some social time reflecting and sharing. One of the most popular was their 'virtual pub' video meetings that had the staff show off their backyards or balconies at home while having a drink together at the end of a busy week. Amit strategically pushed for this social interaction because he recognised how important it was for his staff to continue to have a sense of belonging.

Another strategy he and his leadership team use is 'Café Roulette', which involves randomly taking two staff members' names from a hat and having them share some personal background, insights and history over lunch time with their colleagues. This further strengthens the sense of camaraderie across his Projects and Property team.

When lockdowns ended, Amit and the team acknowledged that part of their workforce could function just as productively working remotely. This provides them with less time commuting and more time for work-life balance. Although

CASE STUDY

he was a bit sceptical at first, Amit is quick to acknowledge how effective even his administrative support staff (a traditionally in-office role) could be working remotely part of the time — with a massive benefit of reducing stress.

He also noticed a shift with many of the commercial tenants and other corporate businesses wanting more flexible office space that allowed for more meeting and collaboration space as people returned to the CBD. In his view hybrid is here to stay and the majority of businesses based in the city have shifted to this new way of operating with a focus on the future.

Upon reflection, Amit sees how his background prepared him for leading his team into a hybrid workforce. His flexibility as a leader came from his breadth of experience working in various roles across the public sector. In addition to earning his PhD in Engineering from the University of Sydney-Technology, some of his early roles included catchment officer for the former Sydney Catchment Authority under the NSW state government and Public Works Director for the former Kogarah Council. Because of his approach he was known as someone that could get things done and build a team at the same time.

He became the Chief Operating Officer (COO) for the former State Water (renamed Water NSW) in 2008. In this role Amit was responsible for ensuring the catchment and supply of water for 8 million residents across NSW. His role also oversaw the infrastructure and dams division that was responsible for providing a multimillion-dollar water infrastructure program across NSW. On top of this, State Water was a government-owned corporation that ran as a commercial entity tasked with income generation and return on investment, which he helped them achieve before he joined City of Sydney.

Not one to rest on his laurels, Amit has once again been asked to step into a new role that will require him to lead a new group of people. He will soon be taking over the role of CEO of Water Authority for the Fiji Government, tasked with overseeing the infrastructure for all water projects across the entire country.

SELF-HACK **HYBRID SUCCESS**

To increase your chances of success in moving to a hybrid workforce, the culture needs to be supportive, the leaders need to be skilled in working with blended teams and people need to know what to do and how to work. Here's a summary of the hacks you can use to achieve this.

Hack 1: Identify how to build a culture of trust, expectations, accountability and accessibility

After you have decided on the hybrid model and approach that you will be taking, start focusing on building the culture around trust, expectations, accountability and accessibility. This may include:

- ▶ identifying the strengths that your culture currently has and how this enhances trust between people
- ▶ clarifying what your organisational approach is going to be around accessibility, including when and when not to expect a response from others when working remotely
- ▶ leaders recognising how important autonomy is to remote working and how to clarify expectations and accountability with their people
- ▶ ensuring leaders and staff understand how they can build trust when working remotely and the expectations required of them.

Hack 2: Continually strengthen a culture of community and belonging

When shifting to a hybrid workplace it will be important to have a culture where all staff feel connected. If people feel isolated when they are working remotely, this will reduce what the overall organisation can achieve. A couple of ideas to consider include:

- ▶ ensuring that your office has plenty of space for people to meet, collaborate and socialise

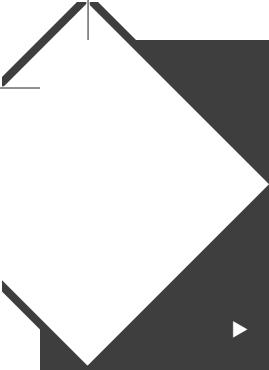
- ▶ engineering ways for people working on the same project to work physically together once in a while, whether at the office or a satellite location
- ▶ holding in-person team events that bring people together to learn, share ideas and strengthen networks a couple of times a year
- ▶ using collaboration software such as MURAL that allows your people both in the office and working remotely to still feel like they are working together at the same time.

Hack 3: Develop staff skills in mindset, activity and belonging

- ▶ Identify the current skills and abilities of all of your staff around working remotely, including what has been working and what hasn't.
- ▶ Develop a skills development program that assists your staff in increasing their productivity skills when working remotely, including virtual project management skills and how to effectively communicate with others in both a face-to-face and virtual environment.
- ▶ Promote the key recharge activities that staff will need to integrate into their work-from-home routine to help increase their productivity.
- ▶ Encourage staff to reach out and connect with others when working remotely to reduce isolation using a range of strategies including video calls, physical meetings and sending them physical items that remind them they are part of a team.

Hack 4: Develop leaders' skills to ensure that they are relatable, reliable and responsive to the hybrid and remote workforce

- ▶ Assess your leaders' current level of capability in how relatable staff perceive them. Based on the findings, identify ways to improve the leaders' skills. This may include training on how to create more shared

- 
- 
- 
- 
- experiences or how to be more supportive of their people so they can add value and create an environment of trust.
- ▶ Have leaders understand how important it is that they are reliable to one another and their people. This includes improving or refreshing their communication, listening and the way they develop their people's skills and abilities. Also ensure that this provides them with practical approaches to do this with staff that are in the office and working remotely.
 - ▶ Identify the guidelines for how your leaders need to adapt their responsiveness to the needs of their people regardless of where they work. A number of leaders may need to be trained in how to quickly and efficiently respond using methods that increase trust.



Final words

Before the global pandemic I wrote the first edition of this book because I was regularly asked by leaders and clients I've worked with to capture the incredible leadership hacks that I've come across. They asked for them to be put together in one place as a resource that can be shared and integrated across any organisation looking to find faster ways to get more things done. Now that we are moving past the global pandemic I am seeing the need for leaders to be more flexible and effective than they have ever been.

I'm finding that as technology becomes more advanced we'll need more highly skilled leaders to become beacons of light that others can follow. We need more amazing leaders who will break the old-school management practices and be open to hybrid workforces and remote staff, creating incredible cultures filled with staff who are committed and want to perform at the next level.

Given you've exposed yourself to a range of ideas on how to hack your approach, now is the time to step up and become the leader others want to follow. My wish is that you take the concepts in this book and hack them in lots of different ways to help you and your teams have a stronger connection that prepares you to be more agile and prepared for the future ahead. Enjoy the ride!







Join the Leadership Hacks community

This book is about leadership hacks that can be used to help boost impact and performance. If you would like to join our community to share some of your hacks or learn about others', you can find out more at our website: www.scottstein.com.

Once there you can download additional resources, subscribe to our blog and share your shortcut hacks. You can also connect on our ScottSteinpathfinder Facebook page.

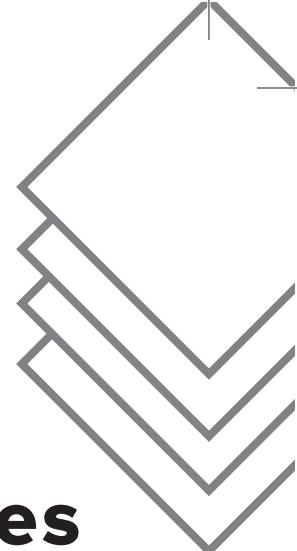
Scott works directly with leaders and organisations to integrate leadership hack strategies into reality. He provides a range of powerful insights, advice and programs, including Leadership Hack programs, one-on-one mentoring and fast-hack training sessions.

If you are organising a conference and are looking for a speaker who can inspire, inform and mobilise your leaders, please contact Scott at scott@scottstein.com. Scott is known for his inspirational style, which encourages people to boost their impact and results and take action at work—and at home.

Leadership Hacks

Please scan the QR code to join Scott's newsletter and resources.





References

- Abboud, L, 2017, 'Uber can't be warm and cuddly and worth \$70 billion', *Bloomberg*, 28 September.
- Allen, R, 2017, 'Search engine statistics 2017', *Smart Insights*, 13 April.
- Aten, J, 2021, 'The CEO that fired 900 employees on a zoom call is out', *Inc.*, 14 December.
- Australian Government Productivity Commission, 2021, Working from home research paper, September.
- Baker, M, 2021, '4 modes of collaboration are key to success in hybrid work', *Gartner Insights*, 14 June.
- Barbe, W, Swassing, R & Milone, M, 1979, *Teaching through modality strengths: concepts and practices*, Zaner-Bloser.
- Bennett, T, 2021, 'Hybrid workplace awaits the brave new world', *Australian Financial Review*, 25 November.
- Bensinger, G, 2017, 'Airbnb valued at \$31 billion after new funding round', *Wall Street Journal*, 9 March.
- Birkenshaw, J, 2021, 'Managing in a virtual workplace', *Forbes*, 16 July.
- Blanchard, K & Johnson, S, 1983, *The one minute manager*, Berkley Books.



Burkus, D, 2017, 'Why you can focus in a coffee shop but not in your open office', *Harvard Business Review*, 18 October.

Buzan, T, 1996, *Use your head: innovative learning and thinking, the power of creative intelligence and how to mind map*, BBC Active, Educational Publishers.

Cambon, A, 2021, 'Executives and employees alarmingly misaligned on the future of work', *HR Daily*, 27 August.

Cappelli, P, 2021, *The future of the office*, Wharton School Press.

Carson, B, 2016, 'How 3 guys turned renting an air mattress in their apartment into a \$25 billion company', *Business Insider*, 23 February.

Choudhury, P, 2020, 'Our work from anywhere future: best practices for all remote organizations', *Harvard Business Review*, November–December.

Chugh, A, 2021, 'What is "the great resignation"? An expert explains', *World Economic Forum*, 21 November.

Church, M, 2013, *Amplifiers: the power of motivational leadership to inspire and influence*, John Wiley & Sons Australia Ltd.

Church, M, Henderson, M & Stein, S, 2011, *Thought leaders: how to capture, package and deliver your ideas for greater commercial success*, HarperCollins.

Cisco, 2020, 'Future of Secure Remote Work Report'.

Cohen, A, 2021, 'How to quit your job in the post pandemic resignation boom', *Bloomberg Businessweek*, 10 May.

Collins, J, 2001, *Good to great*, HarperCollins.

Conner, C, 2012, 'Employees really do waste time at work', *Forbes*, July.

Conner, C, 2013, 'Who wastes the most time at work?', *Forbes*, 7 September.

- Co-op, 2015, '2015 Future Leaders Index White Paper 1', BDO.
- Co-op, 2015, '2015 Future Leaders Index White Paper 2', BDO.
- Covey, S, 1989, *The 7 habits of highly effective people*, Simon & Schuster.
- Craig, W, 2017, 'Growth mindset: what it is and why it makes better leaders', *Forbes*, 3 October.
- Crowley, D, 2016, *Smart work: centralise, organise, realise*, Wiley.
- Deloitte Insights, 2020, 'The social enterprise at work: paradox as a path forward', Global Human Capital Trends.
- Dexus, 2020, 'Working from home experience', A research study on the outcomes of COVID-19, November.
- DDI, 2021, 'Global leadership forecast 2021'.
- DGI, 2021, 'The 7 best video conferencing software platforms for 2022'.
- Dolan, G, 2017, *Stories for work: the essential guide to business storytelling*, Wiley.
- Dropbox, 2021, 'Welcoming our employees to Dropbox Studios', 8 July.
- Dweck, C, 2006, *Mindset: the new psychology of success*, Ballantine Books.
- Fern, N, 2017, '5 best team collaboration and communication tools 2017', *Techradar Pro*, 3 September.
- Friedman, T, 2005, *The world is flat*, Farrar, Straus and Giroux.
- Frodsham, J, 2020, 'Remote coaching does work: 5 essentials for success', *Forbes*, 27 July.
- Gallo, A, 2012, 'Why aren't you delegating?', *Harvard Business Review*, 26 July.
- Gallup Report, 2021, 'State of the global workplace'.

Gartner, 2020, 'How organizations are supporting a hybrid workforce success', 24 June.

Gaskell, A, 2021, 'How productive have remote workers been during covid', *Forbes*, 31 May.

Gerber, ME, 1995, *The E myth: why most small businesses don't work and what to do about it*, HarperCollins Publishers.

Gerber, S, 2017, '9 most effective apps for internal communication', business.com, 22 February.

Glazer, R, 2021, 'The CEO of Goldman Sachs called remote work an aberration — here's why his employees may disagree', *Forbes*, 11 May.

Godin, S, 2008, *Tribes: we need you to lead us*, Hachette Digital.

Goleman, D, 2013, *The hidden driver of excellence*, HarperCollins Publishers.

Gratton, L, 2021, 'How to do hybrid right', *Harvard Business Review*, May–June.

Gouvei, A, 2014, '2014 wasting time at work survey', salary.com.

Hazan, E, Smit, S, Woetzel, J, Cvetenovski, E, Krishnam, M, Gregg, B, Perry, J & Hjartar, K, 2021, 'Getting tangible about intangibles', Discussion Paper, *McKinsey Global Institute*, June.

Henderson, M, 2004, *Above the Line: how to create a company culture that engages employees, delights customers and delivers results*, Wiley.

Hendy, N, 2021, 'Keeping your people', *Australian Institute of Company Directors*, 22 January.

Hill, A & Hill, D, 2021, *Work from Anywhere*, Wiley Publishers.

Hunt-Davis, B, 2011, *Will it make the boat go faster?*, Matador.

Hyken, S, 2021, 'The impact of the remote workforce', *Forbes*, 28 February.

- Internet Live Stats, December 2017.
- JLL Technologies, 2021, 'Guide to the hybrid workplace'.
- JLL Technologies, 2020, 'Reimagining human experience: how to embrace the new work-life priorities and expectations of a liquid workforce', November.
- Kahn, H, 2015, 'Stop calling everything a hack', *Gentleman's Quarterly*, 19 November.
- Kogan, K, Merrill, A & Rinne, L, 2015, *The 5 choices: the path to extraordinary productivity*, Simon & Schuster.
- Korolevich, S, 2021, 'The state of remote work', Good Hire, 27 October.
- Kotter, J & Heskett, J, 1992, *Corporate culture and performance*, The Free Press-Simon & Schuster.
- Kreider, T, 2012, 'The "busy" trap', *New York Times*, June.
- Krogue, K, 2013, 'Level 5 time management: beyond Stephen R Covey and Ben Franklin', *Forbes*, 1 January.
- Kruse, K, 2015, '15 secrets successful people know about time management: the productivity habits of 7 billionaires, 13 Olympic athletes, 29 straight A students, and 239 entrepreneurs', The Kruse Group.
- Larson, C & LaFasto, F, 1989, *Teamwork: what must go right, what can go wrong*, Sage Publications.
- Leiner, BM, Cerf, VG, Clark, DD, Kahn, RE, Kleinrock, L, Lynch, DC, Postel, J, Roberts, LG & Wolff, S, 'Brief history of the internet', *Internet Society*, December 2003.
- Leong, L, Ross, M & Tickle, M, 2021, 'Here comes the great resignation: why millions of employees could quit their jobs post pandemic', *ABC Radio National*, 24 September.
- Levitin, D, 2015, *The organised mind: thinking straight in the age of information overload*, Penguin Group, July.

- Lipman, V, 2013, 'Surprising, disturbing facts from the mother of all employee engagement surveys', *Forbes*, September.
- Loehr, A, 2014, 'Energy: the leader's edge', *Huffington Post*, 18 December.
- Maurer, R, 2021, 'What to consider when moving to a hybrid work model', *Society for Human Resource Management*, 8 February.
- McGeorge, D, 2018, *The 25 minute meeting: half the time double the impact*, John Wiley & Sons Australia Ltd.
- McGregor, J, 2021, 'The hybrid office is here to stay', *Washington Post*, 30 March.
- McKinsey Global Institute, 2021, 'The future of work after COVID-19?', February.
- McMillan, R, 2015, 'This 125 year old letter sheds new light on the word hack', *Wired*, 29 January.
- Microsoft, 2021, 'Work trend index annual report, The next generation of disruption is hybrid work – are we ready?', 22 March.
- Morgan Stanley, 2017, 'Rise of the machines: automating the future', 23 October.
- Morgan Stanley, 2017, 'Surprising Airbnb adoption slowdown in US/EU and what it means for hotels and OTAs', 10 November.
- Muller, J, 2021, 'The 3 biggest coworking trends shaping up for 2022', *Work Design Magazine*, September.
- Neeley, T, 2021, *Remote work revolution: succeeding from anywhere*, HarperCollins Publishers.
- Olds, J & Milner, P, 1954, 'Positive reinforcement produced by electrical stimulation of septal area and other regions of rat brain', *Journal of Comparative and Physiological Psychology*, December.
- Organisation for Economic Co-operation and Development (OECD) 2021, 'Teleworking in the COVID-19 pandemic: trends and prospects', 21 September.

- Palermo, E, 2014, 'Who invented the printing press?', *Live Science*, 25 February.
- Paulise, L, 2021, 'The great resignation: Microsoft predicts 41% attrition', *Forbes*, 21 July.
- Pelz-Sharpe, A & Brooks, P, 2021, 'Hybrid work productivity report', Guru.
- Perlow, L, Hadley, CN & Eun, E, 2017, 'Stop the meeting madness', *Harvard Business Review*, July–August.
- Pink, D, 2009, *Drive: the surprising truth about what motivates us*, Penguin Group.
- Plummer, M, 2019, 'How to spend way less time on email every day', *Harvard Business Review*, 22 January.
- Porter, M & Nohria, N, 2018, 'How CEO's manage time', *Harvard Business Review*, July–August.
- Preson, D, 2017, '12 best iPhone and iPad apps for organising our life', *Macworld*, 2 January.
- PwC, 2016, 'Robotic process automation — friend or foe for your risk profile', March.
- PwC, 2021, 'The future of work: changing places how hybrid work is rewriting the rule book'.
- Radicati, S, 2021, 'Email statistics report 2021–2025', The Radicati Group, Inc., April.
- Richardson, T, 2022, 'Pinnacle boss bullish as shares hit record high', *Australian Financial Review*, 2 February.
- Robinson, B, 2021, 'Future of work: what the post pandemic workplace holds for remote workers' careers', *Forbes*, 2 May.
- Safe Work Australia, 2020, 'Working from home workstation set up guide COVID-19', 30 April.
- Safe Work Australia, 2020, 'Working from home WHS checklist'.

Leadership Hacks

Salesforce, 2021, 'Small and medium business trends report', 5th edition.

Segal, E, 2021, 'Leaders and employees are burning out at record rates: new survey', *Forbes*, 17 February.

Sinek, S, 2009, *Start with why: how great leaders inspire everyone to take action*, Penguin Random House UK.

Steelcase Global Report, 2021, 'Changing expectations and the future of works: insights from the pandemic to create a better work experience', January.

Sunshine, J, 2012, 'Workers spend one-fourth of workday reading, responding to email survey', *Huffington Post*, January.

Suzaki, K, 1993, *New shop floor management: empowering people for continuous improvement*, Simon & Shuster.

Taylor, F, 1911, *The principles of scientific management*, Harper and Brothers.

TechRepublic, 2021, 'Working from home: how to get remote work right'.

Thomas, L, 2021, 'Covid changed how we think of offices now companies want their spaces to work as hard as they do', *CNBC*, 10 March.

Thompson, J et al, 2014, 'Akamai's state of the internet report', Akamai Technologies.

Tsipurski, G, 2021, 'The psychology behind why some leaders are resisting a hybrid work model', *Forbes*, 9 June.

Uber Statistics Report, 2017, Business of Apps.

Unisys, 2021, Unisys Security Index Global Report.

Vergnaud, G, 2021, 'A quick guide to remote work allowances, stipends & tax relief', *New Horizons*, 19 October.

Wade, M & Patty, A, 2021, 'Redefine, rethink, reimagine: the five work models emerging from the pandemic', *Sydney Morning Herald*, 1 November.

WeWork, 2020, 'Six enterprise companies that are reinventing the office', *WeWork Ideas*, 1 December.

Yagoda, B, 2014, 'A short history of hack', *The New Yorker*, 6 March.

Zoom, 2021, 'Planning for You Next Phase of Work Guide'.

Zuckerberg, M, 2012, 'The hacker way', Facebook, 2 February.

The Zebra, 2021, 'AirBNB statistics', January.





Index

- above the line mindset 266
accessibility as cultural pillar 258–261
accountability —coaching for 107 —as cultural pillar 256–258
accountability culture in hybrid workplaces 257–258
action, empowering staff to 168–169
actions —agreeing to 117 —in coaching 113
activity —hacking your 17–24 —in remote working 268–272
activity mapping to increase productivity 28–29
activity mind map 18–24
agenda for meetings 134–135
agreeing to actions and commitment in REAL model 117
all remote working model 200–204
approach issues, coaching for 111
apps *see also* software —types of technology 33–34
Artificial Intelligence (AI) 189
Ask mode of communication 69–73, 77
aural distractions 13
automation, changes in xxi
Azbell, Mike, case study on team meetings 153–155
Baines, Peter, case study on mobilisation 173–176
Barnett, Greg, case study on home offices 240–243
behavioural issues, coaching for 111
belonging, in remote working 272–274
Blanchard, Ken, *The One Minute Manager* 14

- brand, influence of office design on 219
- brand and culture approach to office layout 218–219
- bucket list, changes in 8
- budget, benefits of virtual meetings to 151
- burnout, of staff 276
- busy, biological need to be 8–10
- ‘busy syndrome’ 8
- busyness, culture of 8–9
- Buzan, Tony, *Use Your Head and The Power of Creative Intelligence* 17
- café space 221
- capability issues, coaching for 111
- career development, coaching for 111
- Chanan, Dr Amit, case study on remote working 284–286
- check-in/reporting meetings 136–138
- check-ins, locking in 117–118
- Church, Matt
 - case study on communication 74–76
 - Thought Leaders with Scott Stein and Michael Henderson* 63
- closed questions 71
- coaching
 - changes over time 105–106
 - critical components of 112–113
 - difference from delegation 106–107
 - face to face or remote 120
 - as tool 107–108
- coaching hacks 121–122
- ‘coaching moments’ 118–119
- coaching self-hack 126–127
- coaching sessions, scheduling 118–119
- coaching staff, reasons for 108–111
- Coddington, Leanne, case study on productivity and time management 24–27
- collaboration across geographical boundaries, leveraging 187–188
- collaboration software 36–37
- collaborative meeting spaces 221
- commitment
 - agreeing to 117
 - getting 100% 165–166
- communication
 - case study 74–76
 - ineffective 60–62
- communication sequence, hacking 73–74
- communication software 35–36

- community as cultural pillar 262–264
- Compression Planning®** 143–147
- computer software *see* apps; software
- computer-based office work 215–216
- constructive feedback, coaching for 107–108
- conversations, recording 73
- Corporate Culture and Performance*, John Kotter and James Heskett 194
- cosmetic approach to office layout 218
- costs, reducing traditional 192–194
- coworking spaces 202–203
- critical mass of staff, targeting 167–168
- Crowley, Dermot, *Smart Work* 16–17
- cultural DNA, influence of office design on 219
- cultural pillars in remote settings 249–264
- culture
 - building to support hybrid 248–264
 - keeping connected in hybrid workplaces 194–195
- current activity, mapping 18–19
- cyber security 196–197
- Day-Roche, Ben, case study on hybrid working 205–208
- days in the office, number of 214–215
- decision-making meetings 14
- decisions, excessive number of 10
- delegating
 - common mistakes in 82–83
 - reasons for not 80–81
 - to oneself 84
- delegating tasks, self-hack for 99–103
- delegation
 - case study on 96–98
 - need for 79–80
- delegation levels 84–93
- delegation model 81–83
 - variations to 93–95
- distractions
 - external 10–13
 - internal 4–10
- do it myself delegation 84
- do it, show me delegation 92–93
- Dolan, Gabrielle, *Stories for Work* 164–165
- dopamine, addiction to 9

Leadership Hacks

- The E-Myth Revisited*,
Michael Gerber 20
- effective asking,
hacks for 71–72
- effective showing,
hacks for 67–68
- effective telling,
hacks for 65–66
- email 39–51
—321-Zero
approach to 43–44
—case study in 51–53
—four-step inbox
hack 44–46
—identifying
challenges of 42–43
—inbox hacks for 43–46
email overload 40–42
emails, ‘Send’ hacks for
46–51
empowerment of
staff 168–169
- energy, lack of and
reclaiming 4–6
- environmental distractions 13
- ergonomic desks and
chairs 233–234
- expectations
—clarifying in hybrid
workplaces 254–255
—as cultural pillar 252–255
- exploring options in REAL
model 116–117
- 15 Secrets Successful People
Know About Time*
- Management*, Kevin
Kruse 43–44
- five-step problem-solving
meeting process
139–141
- fixed hybrid model 212–213
- flexibility demands by
employees 186–187
- flexible hybrid model 213
- Focus*, Daniel Goleman 10
- four-step email inbox hack
44–46, 54–55
- Franklin Planner 15
- Friedman, Thomas, *The World
Is Flat* 32
- furnishings for home
offices 233–234
- ‘gain sharing’ 170
- Gerber, Michael, *The E-Myth
Revisited* 20
- goals in coaching 113
- Godin, Seth, *Tribes* 166
- Goleman, Daniel, *Focus* 10
- Hands Across the Water
charity* 173–176
- Henderson, Michael, *Thought
Leaders* with Matt
Church and
Scott Stein 63
- Heskett, James and John
Kotter, *Corporate
Culture and
Performance* 194
- home, leading staff at 276–283

- home offices
 - budgets and cost-covering for 237–238
 - case study on 240–243
 - hacks for setting up 238–240
 - regulations for 235–237
 - set-ups 231–238
 - technology and resources for 234–235
- home workplaces, culture in 249–264
- Human Resources (HR)
 - departments and hybrid workforces 197–198
- hybrid model, selecting 212–217
- hybrid office layout, approaches to 218–225
- hybrid spaces, pictures of 225
- hybrid success, self-hack for 287–289
- hybrid workforce
 - benefits of 189–194
 - challenges of 194–198
 - creating community for 263–264
 - global trends in 185–189
 - and HR departments 197–198
 - self-hack on understanding 209–210
- hybrid working
 - adapting offices for 229–230
- definition 183–185
- hybrid workplaces 204–205
 - accessibility in 260–261
 - case study on 205–208
 - culture of accountability in 257–258
 - expectations in 254–255
 - self-hack for designing 244–245
 - success in 247–248
 - trusting culture in 251–252
- ideal activity map 22–23
- impact, in leadership hack xxvi
- ‘in the business’, time working 20–21
- inbox hacks 43–46, 54
- individuals
 - coaching 107
 - spaces of 222
- Industrial Revolution 31–32
- industries, suitability of hybrid and remote work for 215–217
- ineffective communication 60–62
- information overload 11
- Information Revolution 32
- Intellectual Property (IP) Snapshot 76
- Internet of Things (IoT) 189
- interruptions, distraction of 11–13

- Kotter, John and James Heskett, *Corporate Culture and Performance* 194
- Kruse, Kevin, *15 Secrets Successful People Know About Time Management* 43–44
- leaders, gaining an edge by 5
- leadership, remote 277–283
- left-brain dominance 15
- level 2 delegation
- benefits of 90–91
 - procedure 87–90
- level 3 delegation, benefits of 92
- Levetin, Daniel, *The Organized Mind* 11
- location, securing top talent regardless of 188
- location-based pay 193
- locking in time frames and check-ins in REAL model 117–118
- map, show, do and check in delegation 91–92
- map together, do and check in delegation 84–91
- meeting room space, additional 222
- meeting rooms with technology 226–227
- meetings
- purpose of and agenda for 133–134
- types of 135–147
- as waste of time 132–133
- mind mapping 17
- mindset
- coaching for 108–110
 - in remote working 265–267
 - wrong 6–8
- mobile devices, changes due to 32–33
- mobile video format, traffic in xxi
- mobilisation, case study on 173–176
- mobilisation code, creating 161–162
- mobilisation hack model 162–171
- mobilising staff, failure in 160–161
- mobilising teams, self-hack for 177–179
- motivation in coaching 112–113
- The New Shop Floor Management*, Kiyoshi Suzuki 161–162
- office design and layout, adapting 217–228
- office floor plan
- common 223

- updated with hybrid space 224
- office space
 - amount needed 219–221
 - next evolution in 217–225
- offices, adapting to hybrid 229–230
- older executives, resistance to change by 195–196
- ‘on the business’, time working 20–21
- The One Minute Manager*, Ken Blanchard 14
- open questions 70–71
- open spaces, enhancing 226
- options
 - exploring in REAL model 116–117
 - too many 11
- organisation software 35
- The Organized Mind*, Daniel Levitin 11
- pay, location-based 193
- peers, delegating to 93–94
- performance, coaching for 110–111
- pillars of culture in remote settings 249–264
- problem-solving meetings 138–141
- productivity
 - case study on 24–27
 - improving 16–24
 - using activity mapping to increase 28–29
- productivity hacks 13–24
- productivity improvement by lost time reduction 190–191
- productivity trend in business 185–186
- project management software 37
- promotion campaigns, internal and external 170–171
- purpose of meetings 134
- questions, open and closed 70–71
- REAL coaching
 - model 114–118
- recharge activity 269–270
- recording conversations 73
- relatability of leadership 277–279
- relax activity 271–272
- reliability of leadership 279–281
- remote home offices *see* home offices
- remote leadership, three Rs of 277–283
- remote settings, culture in 249–264
- remote staff
 - headaches in managing 197–198

Leadership Hacks

- remote staff (*Continued*)
 - leading 276–283, 276–284
 - right set-up for 230–238
 - sense of belonging in 273–274
 - setting up for success 264–274
- remote work days 214–215
- remote working
 - activity hacks for 270–271
 - belonging in 272–274
 - case study on 284–286
 - model 200–204
- reporting/check-in meetings 136–138
- responsiveness of leadership 281–283
- reviewing desired results in REAL model 115–116
- right-brain dominance 15–16
- Sadler, Paul, case study on swimming and water safety 122–125
- safe working environments 227–228
- salaries, location-based 193
- satellite offices 203–204
- self-doubt 6–8
- self-worth 7
- ‘Send’ hacks for emails 46–51, 55
- The 7 Habits of Highly Effective People*, Stephen Covey 14
- shared open space and hybrid workforce performance 221–222
- shared workspaces 202–203
- Show mode of communication 66–69, 77
- skill issues, coaching for 111
- Smart Work*, Dermot Crowley 16–17
- software
 - collaboration 36–37
 - communication 35–36
 - organisation 35
 - tracking and project management 37
 - video conferencing 38–39
- space, for home offices 231–233
- Spencer, Kay (case study), on delegation 96–98
- staff
 - balance between office and home 195
 - empowering 168–169
 - failure to mobilise 160–161
 - pitfalls when working from home 275–276
 - reasons for coaching 108–111
 - setting up for success 264–274
- staff retention by enhancing work-life balance 191–192

- Stein, Scott, *Thought Leaders*
 with Matt Church and
 Michael Henderson 63
- Stories for Work*, Gabrielle
 Dolan 164–165
- story, having a 164–165
- strategy-development
 meetings 142–143
- sustainable working
 environments 227–228
- Suzaki, Kiyoshi, *The New Shop Floor Management*
 161–162
- swimming case study 122–125
- team, delegating to 94
- team meeting hacks 156–158
- team meetings
 —case study on 153–155
 —hacks for
 improving 148–149
 —statistics of and increase
 in 131–132
- team mobilisation
 —hacks for
 improving 171–172
 —self-hack for 177–179
- technological advances,
 disruptions due to
 xx–xxi
- technology
 —advances in
 31–33, 188–189
 —being
 overwhelmed by 10–11
 —case study in 51–53
- technology challenges
 196–197
- technology and resources for
 home offices 234–235
- technology software programs,
 types of 33–34
- Tell mode of communication
 63–66, 77
- Tell-Show-Ask strategy 62–73
 —using 77–78
- Thought Leaders*, Matt Church,
 Scott Stein & Michael
 Henderson 63
- Thought Leaders
 Global 74–76
- three-step reporting meeting
 process 136–138
- 321-Zero approach to
 emails 43–44
- time, benefits of virtual
 meetings to 151
- time estimates on activities 19
- time fillers 8–10
- time frames, locking
 in 117–118
- time lost and productivity
 reduction 190–191
- time management
 —analysing your
 approach to 14–16
 —case study on 24–27
- touchpoints, identifying
 170–171
- tracking software 37
- traditional costs, reducing
 192–194

- traditional office layouts 218
- traditional office workplace
 - model 199
- transition plan for activities 23–24
- Triles*, Seth Godin 166
- trust as cultural pillar 249–252
- trusting culture, creating a 251–252
- upwards, delegating 94–95
- Use Your Head*, Tony Buzan 17
- VAK (Visual, Auditory, Kinaesthetic) learning style, and ‘showing’ 68–69
- Velthuizen, Tricia, case study on technology and email 51–53
- video conferencing
 - software 38–39
- virtual team meetings
 - benefits of 150–151
 - hacks for improving 152–153
- vision
 - creating a 163–166
 - sharing with and engaging staff in 166
- visual distractions 12
- water safety case
 - study 122–125
- wins, celebrating and promoting 169–170
- work activity 268–269
- work day, length of at home 275
- work environments, safe and sustainable 227–228
- work from home (WFH)
 - mindset 267
 - model 201–202
- work function-based
 - work 216
- work-life balance, staff
 - retention by enhancing 191–192
- working from home,
 - pitfalls for staff when 275–276
- workplace health and safety for home offices 235–237
- workplace models 198–205
- The World Is Flat*, Thomas Friedman 32
- Zuckerberg, Mark, ‘The Hacker Way’ xxii



















