

# Leadership Bites:

## Virtual Leadership – Paying Attention to Emotions

LEADERSHIP LEARNING IN 20 MINUTES



Leadership Academy

South East

### Introduction

When leading virtually, you may miss some of the usual cues that your team or colleagues may not be themselves, such as the body-language or daily coffee machine chats. It's important to check in with yourself, and those you lead, and using the 4-box model below can help with raising awareness in how you're feeling, as well as identifying, and then supporting your team:

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| <p><b>Pay attention to yourself:</b></p> <p>What were your triggers? What emotions did you feel?<br/>How did you respond? What was the outcome?<br/>When are you at your best emotionally?</p> | <p><b>Manage your own emotions:</b></p> <p>Take a deep breath before reacting to one of your triggers<br/>Plan how you can respond effectively to a challenging situation<br/>Take yourself away from a stressful situation, even briefly, and think about the outcome that you're aiming for and whether your emotional response will help you achieve your aim<br/>Practice mindfulness</p> |
| <p><b>Pay attention to others:</b></p> <p>Watch body language<br/>Watch EQ at the movies<br/>Step into their shoes<br/>Live in the moment and be present<br/>Listen empathetically</p>         | <p><b>Work on your relationships:</b></p> <p>Be open and curious<br/>Take feedback well<br/>Acknowledge the other person's feelings<br/>When you care, show it<br/>Explain your decisions and your intentions</p>   |

### Further learning ...

For further information and learning, as well as suggested activities, feel free to visit the [People.NHS.uk](https://www.People.NHS.uk) website or our [South East Leadership Academy site](#).



# Time to reflect...



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Take some time to note down your thoughts on what you've learned;

What resonated?

What has made you curious?

What small changes could you make to start having an impact differently and quickly?

What might you need to share with your team, and commit to 'testing and learning' together?

A large, empty rounded rectangular box with a thin blue border, intended for writing reflection notes.