



➤ **Virtual Leadership:  
Develop Leaders for the New Reality**



## Leading Teams, Virtually



“If you are stuck up a mountain for three months with someone, then the most important skill is not climbing. It’s empathy.”

- Bear Grylls



# The Empathy Formula

Remember to include the **feelings** and **facts**:

*“It sounds like you’re (feeling) because/about (fact).”*

*- - - - - Pause and Listen - - - - -*

*“It sounds like you’re feeling overwhelmed (**feeling**),  
due to the reduced number of people in the team (**fact**).”*

# Leadership Skills for the New Reality



**Purpose**



**Connection  
(esp. Empathy!)**



**Energy**



# #1: Purpose

# The Impact of Purpose on Financial Performance



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96% of leaders say that purpose  
is important to job satisfaction

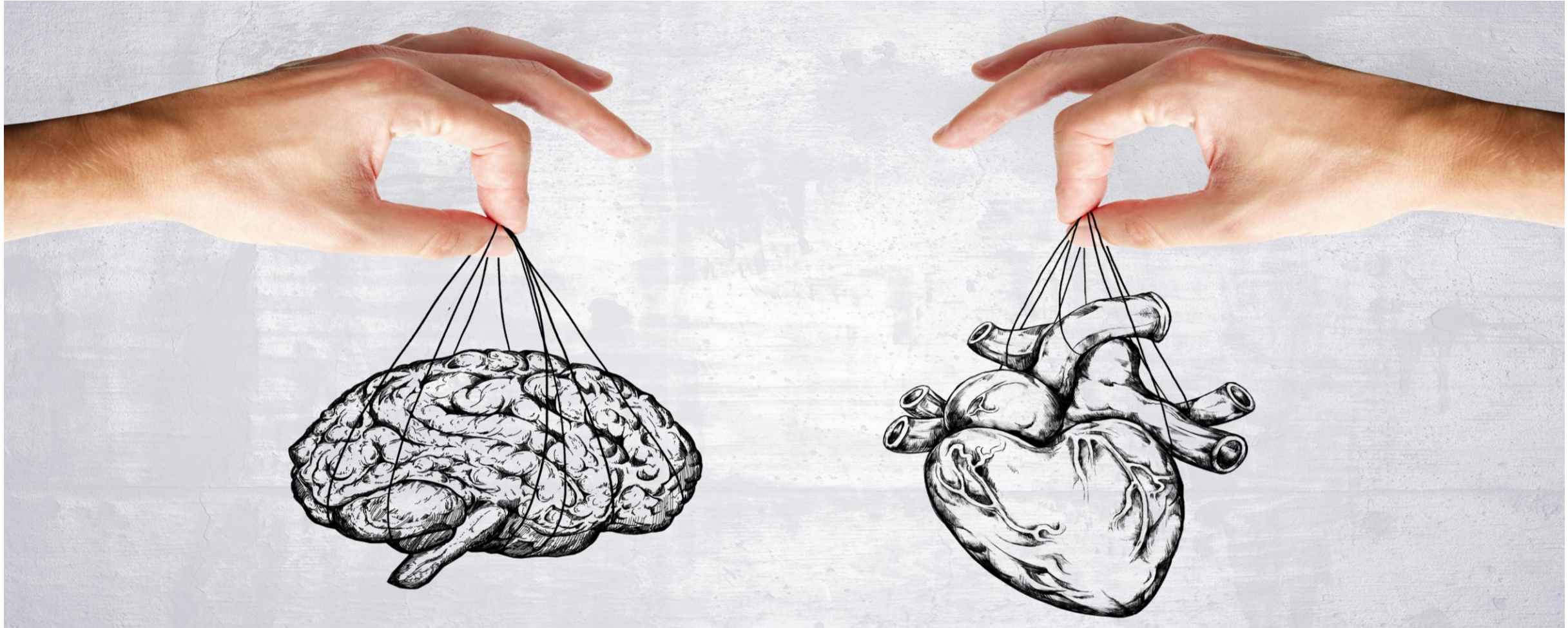
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**Source:** Global Leadership Forecast 2018, DDI, The Conference Board, EYGM Limited.





## #2: Connection



## Practical and Personal Needs



A blurred photograph of two people, likely in a professional setting. One person is in the foreground, wearing a red top, and the other is slightly behind them. The background is out of focus, showing what might be a screen or wall.

## Make Every Moment of Leadership Count

“This change we are having with  
COVID is going to be the new  
normal. Extraordinary moment to  
extraordinary moment, that will be  
a standard.”

– Brené Brown



## #3: Energy



# From Empathy to Energy





## Everyday Engagers

- Know and use people's names.
  - Communicate nonverbally.
  - During interactions, give others your undivided attention.
  - Be sincere and admit mistakes.
- Show that you care.
  - Respect others' time and efforts.
  - Listen first, then offer guidance.
  - Compliment and recognize efforts and results.
- Ask how you can provide support.
  - Reach out often to virtual team members.

# Leadership Skills for the New Reality



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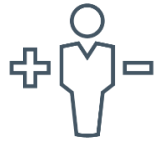
# What are the best virtual options for leadership development?







# A Virtual Learning Journey



**Online  
Self-Assessment  
for Insights**



**Web-Based  
Courses to  
Build Skills**



**Hyper-Relevant  
Microlearning to  
Boost Skills**



**On-Demand Tools  
to Reinforce and  
Sustain Learning**

# Virtual Classroom: Real Connection, Real Results

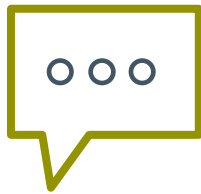


**90%**

Mastery of Skills

**100%** 

All participants were satisfied with the training experience



**Same Behavior Change**

No difference between virtual and traditional classroom

**86%** 

Just as Engaging OR More Engaging than classroom



# Leading Virtual Meetings



# Immersive Virtual Learning





➤ **Thanks! Here's to the future.**