

Leveraging Instinctive Drives® to collaborate effectively with others

...when working from home (virtually)

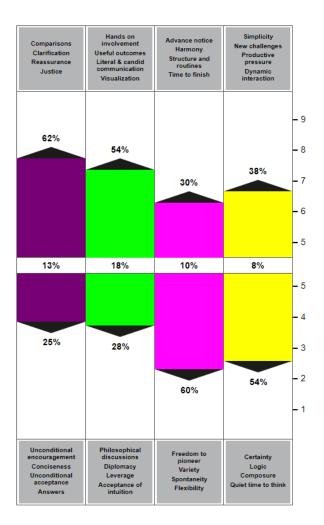
Presented by: Paul Burgess Founder & CEO InstinctiveDrives Inc.

People at their best

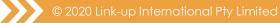




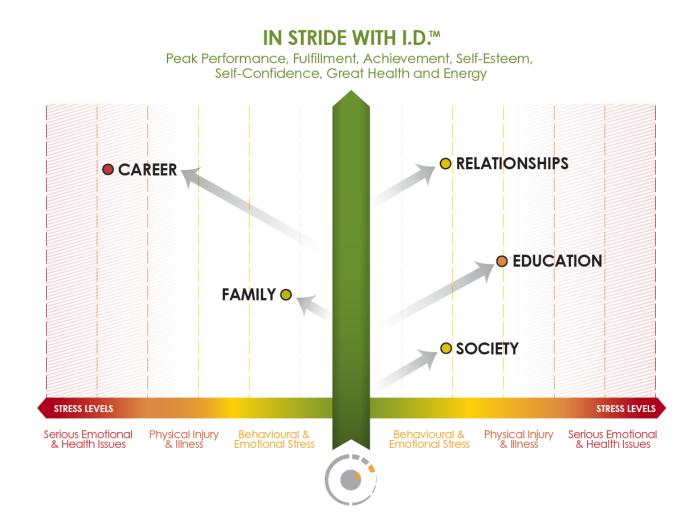
This group's I.D. Team Culture



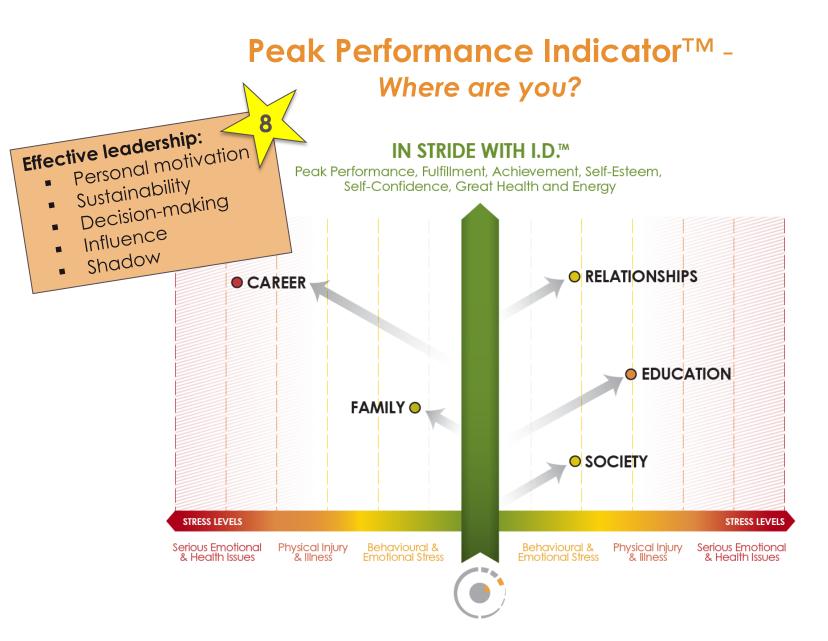




Peak Performance Indicator[™] - Where are you?











Q: "When working virtually with someone who you know is a very opposite I.D. from you, and that person isn't on video (so all non-verbal cues are gone, no way to read facial expressions), what is a good way to "check in" with yourself to ensure you're shaping what you're saying in a way that's resonating with the person not on video"?

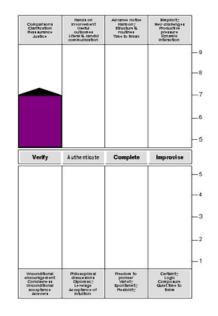




Use Verify

If **YOU** are driven to **USE Verify**

- Increase communication: isolation/working virtually creates vacuums → fosters suspicion.
- Always assume positive intent: your scepticism/ suspicions can amplify with virtual work.
- Don't hide behind email trails. Take the high-road, discuss constructively and get things resolved – with the relationship intact!
- Ask exploratory questions vs. defaulting to sharing your opinions or expertise. Act from <u>genuine</u> curiosity vs. cynicism/judgement.



If working **WITH** someone driven to **USE Verify**

- If possible, give them time to prepare for meetings e.g. give data/questions in writing ahead of time.
- Find out what they're working on and their priorities - show how what you want is linked to helping them advance these.
- If they aren't contributing, ask what they're thinking through. They're always thinking through something!



Avoid Verify

If **YOU** are driven to **AVOID Verify**

- Beware of brevity in written messages - more detail/context upfront can head off a frustrating e-mail chain/chat.
- > When e-mail/chat escalates, take a step back to assess/talk through the priorities – not everything has the same importance!

Comparisons Clarification Ress surance Justice	Hands on Involvement Useful cuttomes Literal & candid communication	Advance notice Harmony Structure & routines Time to finish	Simplicity New challenges Productive pressure Oynamic Interaction	
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If working WITH someone driven to AVOID Verify

- Default to including them (to play team), including copying them on emails & chats, with the option <u>for them</u> to exclude themselves.
- Pure curiosity may still land as an interrogation. Reassure them that 'you're seeking to understand' versus critiquing or interrogating.
- If they don't know or can't decide straight away, something's missing. If it was straight-forward, they'd give a response. More time to reflect won't help so keep moving.
- > Don't misinterpret their lack of debate or silence as implied consent.

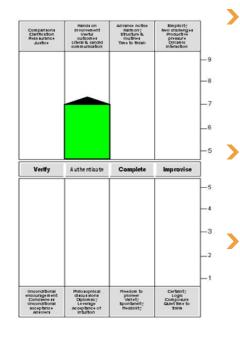




Use Authenticate

If **YOU** are driven to **USE Authenticate**

- Start calls/meetings by checking-in on the relationship, then do the tasks. Show curiosity about them personally.
- Do the 'little things' to show you care: birthdays, remembering anniversaries, successes, etc.
- Paraphrase your understanding to capture the explicit AND implicit – AND confirm the explicit actions, <u>promises</u> and agreements that you're taking away.
- If you're silent, explain why, e.g., you have nothing useful to add/it won't make a difference - so you're not misunderstood or your silence is taken as consent.



If working **WITH** someone driven to **USE Authenticate**

Turn your video on/make sure you have good quality audio and video so they're not distracted by 'poor quality tools'.

Be explicit on what you need THEM to DO – and NOT DO.

If possible, have them walk or DO SOMETHING while talking to you - the more physically active, the better their contribution will be.

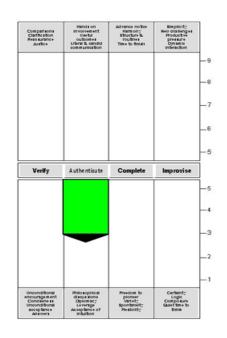




Avoid Authenticate

If **YOU** are driven to **AVOID Authenticate**

- Be extra careful to explain things others can't see/aren't always obvious when not physically together e.g. 'I'm joking...or 'I'm going on mute to deal with an urgent call'.
- > Your behaviour & actions are way more invisible than you likely realise, and especially your motives! Be very proactive explaining yourself so people don't misinterpret the gap between your actions and your motives.



If working **WITH** someone driven to **AVOID Authenticate**

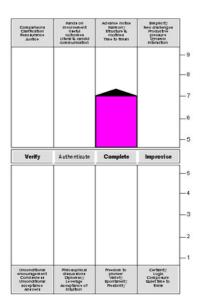
- Take time to connect and build a relationship: be curious about them personally; remember special things e.g. birthdays; ask about their family.
- Let them know if there's a gap between intentions and how things actually land... virtual working can make it hard to intuit tone/ mood/ emotion – they're driven to close this gap, so will want to know.
- > Be careful of saying things publicly that could be better dealt with privately or more diplomatically – think of the impact on feelings/brand.



Use Complete

If **YOU** are driven to **USE Complete**

- If your ideas or concerns seem contrary to others - still speak up: provide your perspective on how you see things 'playing out'.
- Remind others of prior agreements and decisions to help them stay aligned. Teams get misaligned rapidly when working virtually.
- Effort isn't as visible, so you can easily feel unappreciated when working virtually. Plus, "out of sight= out of mind". Keep them informed of your effort as well as the outcome.
- Call it when cut off/interrupted before you're able to finish including by flagging with the facilitator in chat.



If working **WITH** someone driven to **USE Complete**

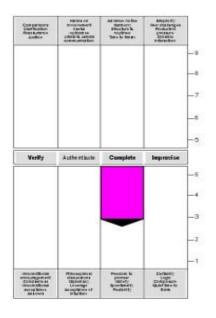
- Assume you're ALWAYS interrupting them - acknowledge this as you start your meeting/conversation.
- > When messaging ask them if they can chat or 'when they have a minute' versus bombard them when they're in the middle of something – ADVANCE NOTICE!
- Finish on time they'll always have the next thing scheduled – to start when this one finishes!
- Proactively and regularly keep them informed of changes to the 'plan' that may not be so obvious when working virtually.
- > Be explicit on what you need them to STOP doing.



Avoid Complete

If **YOU** are driven to **AVOID Complete**

- Over-communicate more detail, more context, more often and allow at least double the time for Q&A so others can get the level of instruction and/or context required to execute.
- If others aren't available when you need them, set alarms or prompts to follow-up, as you now can't rely on them walking past to remind you.



If working WITH someone driven to AVOID Complete

- Be brief, e.g., just a subject line in an e-mail, text messages, chats versus lengthy/scroll-down e-mails.
- Ask for short (5 min) meetings/to "grab a minute" – they will likely change their plans spontaneously if you need longer.
- Expect to act immediately versus arranging formal/planned time.
- Check in often to keep them aligned.

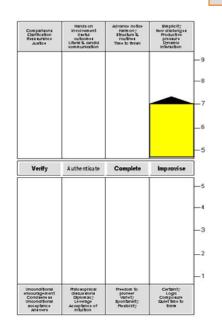




Use Improvise

If **YOU** are driven to **USE Improvise**

- Keep a 'positivity list' to capture all the wins to share in meetings.
- Avoid dominating a meeting and being 'overly interactive' by asking questions inviting others to speak. Focus on 'up-levelling' others by your presence versus impressing them with your ideas..



If working **WITH** someone driven to **USE Improvise**

- Smile, be upbeat and optimistic, a source of positive energy, ideas/positivity/value.
- Be quick to get them talking and interacting, e.g., invite them to present – as this will engage them.
- Interact often to build energy and urgency.



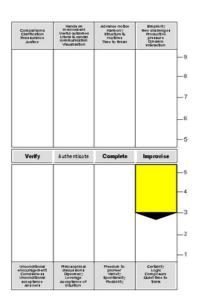


Avoid Improvise

If **YOU** are driven to **AVOID Improvise**

If working **WITH** someone driven to **AVOID Improvise**

- Message the strategic value of your achievements, not just the achievements themselves - it's even harder for your results to 'speak for themselves' out of the office.
- If you need time to process things, let others know - so they don't jump to the wrong conclusion about your silence.
- If stuck for a contribution, think about risks/concerns the substance missing and ideas will very likely flow.



- Make the facts, substance, and value obvious - the more excited/animated you get, the more the substance dilutes/they disengage.
- Use chat and texts to reassure them that they're safe to speak up more publicly - you have their back.
- Give them time to respond and an opportunity to circle back e.g. break a meeting into two.





Q & A

Q: "When working virtually with someone who you know is a very opposite I.D. from you, and that person isn't on video (so all non-verbal cues are gone, no way to read facial expressions), what is a good way to "check in" with yourself to ensure you're shaping what you're saying in a way that's resonating with the person not on video"?

A: You: Be in-stride; be authentic; speak from the heart; assume positive intent.





Q & A

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A: You: Be in-stride; be authentic; speak from the heart; assume positive intent.

Other Strategies:

- Listen for their authenticity (emotional, energized responses) → the more they're striving, the more they're likely representing their I.D.
- Ask questions. And are they asking questions?
- Ask what they "need"?
- Listen for cues: Does it lead to action? Do they have a light-bulb moment?



