



18

Collected articles on:

*Managing remote teams
Transformation & Culture Change
Internal management & leadership*

*and a Bonus short section on small notes
reminding you on how you can embrace your full self*

ALL ARTICLES ORIGINALLY PUBLISHED ON LINKEDIN
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Hello!

Welcome to this eBook with all the articles I have thus far written on:

**Managing remote teams
Transformation and Culture Change
Internal Management and Leadership**

Each article under any of the above headings, has step by step direction that you can easily follow to set a strong foundational strategy and from there, build up your teams.

The last section is a bonus section with some self-leadership tips. Should you be interested in more articles on self-leadership, there is another eBook on my website, which has 20+ articles.

You can also send me an email at barbara@designyourlifefoundation.com and I will send you a link to the eBook, should you be unable to access it on my website.

Website: <https://designyourlifefoundation.com/e-books/>

Barbara Mutedzi



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1

Transformation & Culture Change

How can higher level leadership coaching contribute?

Co-creating the coaching journey

Transformation & Leadership in Action

Humanizing our businesses

*When Eastern, Western & African Leadership Philosophies
meet, what does leadership look like?*

How can higher level leadership coaching contribute to culture change & transformation

Socio-cultural influences contribute to how we engage with our values.

The way we express our values is first of all different by nature of our individual roles in the work place. From there, they differ for each individual, even those with the same roles, in how they uniquely express them. And that's just the beginning.

The next level is how we actually understand the values to be, from (a) an academic, formal learning point of view, to (b) how we then embody this understanding whilst interpreting them within our roles and socio-cultural influences. You can see how this can easily get complicated.

INCLUDE YOUR STAFF RIGHT FROM THE BEGINNING

Because embodying values should be and is a precursor to sustained cultural transformation activities, the thing to do, is to involve our staff in our culture and transformation conversations right from the beginning. And with that, provide conducive environments and opportunities for staff to contribute openly and freely.

We talked more on the subjects of embodying and expressing our values, and on creating conducive environments in the earlier 4 articles. The focus of this 5th article of the week, is on the need for higher and deeper level leadership coaching for business owners and their leadership teams; to create sustained transformation and culture change.

When we as the leaders are not grounded, self-aware, increasingly looking for ways to increase our emotional intelligence and business acumen, we could easily get frustrated and impatient with the process; for all its socio-cultural influences, and at the moment, deep social, economic and political upheavals that have been festering for decades.

CONSCIOUS VS SUBCONSCIOUS

From a brain and mind perspective, this frustration may be experienced as a conflict between our conscious and sub-conscious mind. It is uncomfortable. The conflict is felt as an unexpressed emotion that causes inner turmoil, which may be too small to be noticed. But over the long run, is tiring, creates decision fatigue, poor decisions and subsequent actions.



Continuation

How can higher level leadership coaching contribute to culture change & transformation

This is detrimental for you first of all, because your staff notice, follow suit or go in a direction to where you actually need to be directing the organization you are leading. And if you or your staff are in direct contact with your customers; customer service declines, and with customers having much more choice, being more conscious and also being in the same environment that is spurring conflict, they may seek services and products where they are rightfully treated a better.

There is so much going on in the world at this time, from the pandemic, to protests, an increase, demand and need for more conscious inclusivity and diversity, and so much more. This is just the beginning. The actual work of de-systematizing some of these is still a long journey. We need to humanize our environments (see earlier article on Humanizing our businesses) and to realise that systems are man-made and so can be removed, replaced, adjusted to be flexible and agile as we work to re-embrace each other.

PSYCHOLOGICAL WOUNDS

We at times carry old wounds from the past. This happens collectively as communities and nations, and in families and individuals. We have learnt to ignore or push them down, and in instances where there is a lot of disparities and conflict, we lose the ability to 'control' and hide them.

Any life experiences that left a negative imprint on our minds, can be triggered, with all of these events, without us realizing it instantly, causing us to lash out or not to present our full self for fear of any old narratives that we tell ourselves about what we should or should be saying or doing in each situation.

Old (and new) wounds do affect the way we communicate and the extent to which we can embody personal and professional values in any change and transformation process. Working with inner wounds, sitting down with the inner child, addressing the shadow (Jungian psychology) and so on, contribute to the redressing of the 'masks' we created as frontline personas (usually to fit in / people pleasing etc) in our different environments.

THE POWER IN HEALING YOUR WOUNDS

As much as we heal old wounds, we re-embrace the power we had left behind. Delving deeper into our psyche with the coaching sessions allow us to 're-see' the power we have within ourselves to lead ourselves and others better. Going through the process, allows us to become more compassionate leaders, because we get to understand the human condition and actions even more.



Continuation
*How can higher level leadership coaching
contribute to culture change & transformation*

I myself have gone through all these processes and continue to do so. The lightness, the growth, the increased self-awareness has really been so enlightening. It really is like putting down bags of stones that I have been carrying around with me all of my life, all from past experiences and which I hadn't realized I still had with me.

All my actions, thought patterns and decisions I have made over the years, were to a large extent, stemming from all of this. When we lead others, we have to be super aware of our actions because they do affect others so much more than we realize. because of all this growth over the years, I have made sure to include these processes in my Level II coaching.

You cannot show someone else a path that you have not even found. Neale Donald Walsch

BEING MORE CONSCIOUS

In addressing our old wounds, we are healing them, lowering this heavy bag of emotions we have been carrying with us along the years, becoming lighter and stronger. From there, embracing our power, becoming fully present, aware, reigniting our potential and positively increasing performance in a more positive, sustained manner. We can now launch our transformation journey, from a more intelligent space; creating agile and flexible systems that embrace, allow and create positive change and impact.

The more conscious we are as individuals, the more we are able to appreciate, adjust, contribute and grow. When we sharpen us, the 'leadership tool', all leadership touch-points improve. We naturally include everyone in the conversations that affect us all. Inclusivity and appreciation of diversity stops being an activity, but an after effect of self-awareness, emotional intelligence and agility.

Consciousness can be elevated at any time that you want it to be. The very act of choosing to elevate consciousness causes it to be raised immediately, and the level to which it can continue to be raised is without limitation. Neale Donald Walsch.

We really can only lead others to the level to which we lead ourselves. From this, we work better with our people, they work better together, our customers come back and our business, our families, communities and nations prosper. I look forward to being of continued service to you.

With kind regards
Barbara



Continuation Co-creating the coaching journey

ENGAGING NEW CLIENTS

A common question I have been asked on a number of podcast interviews I have had these past months has been: 'how do you engage clients on coaching practices embedded in deep psychological work. Especially new clients who are new to all of this?'

WALKING WITH YOU

This question usually comes up when I share that I draw my coaching process and exercises, through both my academic and professional experience in psychology, socio-cultural and medical anthropology, neuroscience as well as continued spiritual and conscious leadership elements to all coaching engagements.

This may all sound and feel quite overwhelming for any new person thinking of going on the coaching journey. However, this is the beauty of being trained as a coach. The language I use, is one you understand within your context. We start by and build up on your life examples, words and expressions that you share as we connect.

STARTING FROM WHERE YOU ARE

Each conversation, engagement and exercise, starts from where you are. It is always about you, your beliefs, your needs, thoughts and trajectory. My role, is as a catalyst to your growth journey, helping you gain a deeper understanding of where you are, where you want, need and can be, whilst helping along to bridge the gap between.

CO-CREATING THE JOURNEY

Co-creation of the coaching process increases collaborative, tailor made and sustainable growth. No one transformation between organizations, homes, communities and nations is the same.

Each has its own history, generational experience and wealth of ingrained traits and knowledge. From this vantage point we co-creatively chart both an internal and external map of growth.

EXPERIENTIAL EVIDENCE

Experiential evidence has shown that sharing of the scientific knowledge of how the body works in habit creation and behavioral change for example, lends to clients grasping concepts faster, therefore staying on track on their goals for longer. This is where my knowledge of these sciences comes in. I break them down and explain concepts with real time examples and illustrations, as we embark on this journey.



Continuation Co-creating the coaching journey

FOR INDIVIDUALS

Below are an example of some of the questions we explore, as we co-create the coaching process with business owners and their leadership teams. Feel free to bring out your journal, so you can also delve into these questions as you read along. A journal, by the way, is a must have for anyone on a growth trajectory, coupled with a diary to slot in related actions against actual dates and times.

Questions:

1. Who are you really?
2. What is your purpose?
3. How is your work serving your purpose?
4. How are you leading others? And why?
5. What do you need to embrace, let go and step into, for you to continuously grow as a leader?
6. What support do you need, tangible and intangible, emotional, social, economic and other?
7. How are you creating conducive environments to help others step into their purpose?
8. What does a conducive environment look like?
9. Conducive according to who's definition?
10. How can we increase your business acumen, emotional intelligence and agility?

These questions are of course asked differently for each person. They are punctuated and directed with related activities borrowed from psychology, anthropology, neuroscience and consciousness to help you be clear in your responses as they are true to your true self, as opposed to curated from socio-cultural narratives that a lot of us have bought into, even though they may not necessarily be how we want to express our true selves.

Together, we use the information we are continually sharing and learning; to cement lessons, guide and help toward increased self-awareness and emotional intelligence (EQ):

- For self-awareness and increase EQ, tools largely from psychology help. The resultant increase in emotional intelligence is just the beginning.
- What is important is emotional agility (EA) : i.e. how are we using all the lessons learnt and embedding them in practice, within our own socio-cultural and work environments? Knowledge from anthropology help here, and:



Continuation Co-creating the coaching journey

- Lessons and attributes of neuroscience-based coaching, i.e. how to harness our minds and brains for higher performance are shared to develop a growth mindset amenable to change and transformation.
- Knowledge and lessons borne out of consciousness, spirituality, Eastern, Western and African philosophy, allow us to be more conscious and aware of the higher levels of leadership that we can to embody.

FOR ORGANIZATIONS

When it comes to organizations and their culture and transformation journey, we use your strategy as a guiding torch. For example:

- The purpose of your transformation process
- What you envision in this process in a defined number of years
- A clearly laid out process of activities to be carried out for each year, quarter, month and week, i.e. your mission for the organization as a whole, each team and department and to each staff member
- Aligned resources required to carry out our mission. This will include: people and related skillsets, finances, processes, systems, procedures and other, i.e your implementation plan
- What are our values and how are we embedding and expressing them in our everyday activities for a strong, sustainable and replicable transformation process?

BRINGING IT ALL TOGETHER

The coaching journey is at the same time personal, contextual and collective. All the coaching programs, processes and sessions I have curated, are shaped in a way that allows for continued exploration, an openness to different experiences, borrowing and assimilating from different philosophies, agile and flexible as it's open to continual evolution even after coaching process.

Each coaching program, process and session; builds on the other, starting from clarifying your purpose; with most of the deep inner work that comes with progress, being represented in my Conscious Leadership Program II for individual leaders (3 months after initial engagement); and organizational transformation processes co-created according to each organization's needs.

I look forward to being of continued service to you.

With kind regards

Barbara



Transformation & Leadership in Action

THE CYCLICAL NATURE OF TRANSFORMATION

What if the transformation of your business was evolutionary, flexible and agile to the changing economic, political and socio-cultural environment? What would that do for your business in both the short and the long run?

We talked in yesterday's article (<https://www.linkedin.com/pulse/transformation-culture-change-humanizing-our-barbara-mutedzi-/>), about how any change stems from values: When we embody our values through practice, we create a unique ever-evolving and maturing culture that lends to transformation and leadership on the go. Our interconnected nature, makes it all possible.

CONSCIOUS LEADERSHIP is a good place to start.

CONSCIOUS LEADERSHIP

Conscious leadership is leadership that comes from a deep space of self-awareness. SELF-AWARENESS which is cultivated from continued deep inner work, self-exploration and personal development. The kind of leadership that understands that though each of us are on a different path to achieving our PURPOSE; we can collectively help each other along the way.

The journey into deep self-awareness is one of the first and important steps to higher levels of not only EMOTIONAL INTELLIGENCE - but emotional agility. The more we as leaders take the journey to continued self-knowledge, the more we appreciate the process, and therefore allow the space, the environment and support for those we lead to also go through the process.

The more we positively engage our minds and brains for higher performance, the more positive impact we have on others. And together with a common goal, the more people we influence along the way.

SELF AND COLLECTIVE AWARENESS

We have to create a strong sense of self awareness that increases emotional intelligence across our businesses, communities and nations; and from that, practice these newly acquired characteristics so that we are agile and flexible to any internal or external circumstances, now or in the future.

The deliberate act of practicing what we know, and adjusting as we go along within our different socio-cultural environments. is EMOTIONAL AGILITY. The BIGGEST advantage with this, is that you create SELF-ORGANIZING TEAMS, communities and nations, in context and all aligned toward a common goal.

"By singleness of purpose, by steadfastness of conduct, by tenacity and endurance, such as we have so far displayed, by these, and only by these, can we discharge our duty to the future of the world and to the destiny of man."
Winston Churchill: Onwards to Victory The Fourth Volume of War Speeches.



Continuation Transformation & Leadership in Action

LEADERSHIP STARTS WITH YOU

Leadership coaching sessions that EMBODY LEADERSHIP IN ACTION and which use the TRANSFORMATIONAL STRATEGY, (i.e. the common goal guided by an overall purpose, vision, mission and values, together with daily experiential and related activities), as examples and raw materials to explore, unpack, rework and grow with, lend to sustained change.

I am currently supporting transformation teams in developing a strong growth mindset, by providing them with tools, questions and knowledge that are helping them grow through the journey of continued self-awareness. With this they step confidently into their individual and collective purpose. Their leadership skills increase. They lean more into transformational as opposed to transactional leaders. They work together toward their common goal. They work to provide conducive environments for their teams to flourish and fully use their unique skillsets. Within all this, I advise on the research, constantly refer to the strategy as a common goal and assess the implementation plan on the go.

BRAINSTORMING QUESTIONS FOR YOUR TEAM

Here are some questions for you and your transformation teams to brainstorm on:

- 1.What if we were building our businesses, communities and nations for generations to come? Decide how many generations. How would our transformation journey look like?
- 2.How will our current decisions and corresponding actions look like?
- 3.Do we have a transformation and culture change process that filters down, up and across? One that involves every single person across our organization/s?
- 4.With all this, do we have an implementation plan that is matched with resources we currently have so that soon as we leave the strategy room, it's all go?
- 5.Should we already be in the process of a transformation and culture change, how would we rate our current decisions and progress, when we put in the equation of building our businesses, communities and nations for generations?

THE OPPORTUNITY

If you really think about it, you are already influencing future generations. The way your staff experience working for and with you; and in turn, the way your customers experience your service or product through your staff; all affects all other areas of everyone's lives.



Continuation Transformation & Leadership in Action

Their children (yours, your staff and customers' children) are watching, expressing and embodying these experiences through you, your products and services. The opportunity therefore, is to re-think current and future transformation processes.

It starts with you, the way you lead, your levels of awareness, emotional intelligence and agility; the tools you use, the processes, systems and procedures you rely on, and how you treat your staff.

THE JAPANESE HIRE FOR LIFE

Did you know that the Japanese hire for life? What would your workplace energy be like, if this were your focus? I will leave you today, with the quotes below from Peter F Drucker's book, *The Effective Executive*:

A superior owes it to his organization to make the strengthen of every one of his subordinates as it can be. But even more does he owe to the human beings over whom he exercises authority to help them get the most out of whatever strength they may have...

Organizations must serve the individual to achieve through his strengths and regardless of his limitations and weaknesses...

In every area of effectiveness with an organization, one feeds the opportunities and starves the problem. Nowhere is this more important than in respect to people. The effective executive looks upon people including himself as an opportunity. He knows that only strength produces results. Weaknesses produces headaches – and the absence of weakness produces nothing.

Should you need a coach to work, support you and your transformation and culture change team, let's schedule a consultation. My email address is below. In the meantime, I look forward to your comments below.

With kind regards
Barbara@designyourlifefoundation.com



Humanizing businesses

Your customers are human. You are human. Your staff are human.

In business, the symbiotic relationship between leaders and staff, staff and customers, customers and the overall business is continual. Everything falls and influences the other in an infinity loop. And so it goes.

If our goal is to create and transform businesses that serve our customers, our staff, the business itself, what can we do to create a higher, more positive and continued growth experiences for all involved. Let's look at it from a leadership and staff perspective.

OUR STAFF ON THE FRONT LINES

When your staff feel seen, heard and appreciated, they see and serve customers better. Your business, theirs and your family, community and nation thrives. The internal connection, or lack of, reverberates to all corners of your business. With this in mind,

1. How do we create conducive environments for our staff, that allow them to at the same time gain, serve and create even more?
2. How can we humanize our internal processes, systems and person to person communications, so that our staff do feel seen, heard and appreciated?

ORGANIZATIONAL CULTURE

The common thing that brings us together within an organization is its purpose and vision. Our roles and related activities may differ, but we are all here for a common purpose. What binds us within this purpose, is our culture.

Culture stems from our values. Not in knowing them but in embodying and expressing them in our daily actions. The more we embody and express our values in the unique roles we are engaged in, the more we come together, work better, attract and retain like-minded people, who grow together.

BRAINSTORMING QUESTIONS FOR YOUR LEADERS AND TEAMS:

1. As we interact within our business, are our own values being expressed in the way we engage with each other?
2. Where the answer is a yes, what can we do to continue on this trajectory?
3. If the answer is no, what do we need to change?
4. Where we know that we are in this infinity loop of many chances and replays, how are our internal environments (systems, processes, procedures and the way we communicate) allowing us to serve our customers in a way that makes them keep coming back?
5. Borrowing from Maya Angelou: '...people will forget what you said, people will forget what you did, but people will never forget how you made them feel'...How are we making our staff and in the end, our customers feel at the end of it all?



Continuation Humanizing businesses

A QUICK REFLECTIVE MOMENT

Let's take a quick step back to expand on this thought: the challenges we are currently experiencing world-wide, really stem from the fact that for millennia, we have slowly lost our humanity. What if our values at home, at work, in our businesses, communities and nations were a result of us coming together at the basic level of seeing another as an extension of who we all are?

There is so much that we need to unpack. Some of our socio-cultural rules, regulations and expectations have stripped us of the notion of interconnectedness. Some of the rules may have served us well in the past, but as the dynamic beings we are, they no longer do. Some never did serve us in the beginning, but we held on. As we become more conscious and aware, we have the opportunity to reset.

SUSTAINABLE TRANSFORMATION

It is possible to reassess our culture, our values and to transform with a view of each of us being an extension of the other; and so the way we would like to be treated; should and can be the way we treat the other.

Transformation therefore, has to be intrinsic and personal for it to be adopted and sustained earlier in the process. You are the source. How are we going to reshape your business in a way that truly embodies the reason why we build it in the first place? Re-look and re-clarify your business' purpose, who you are serving and why, and from there how you are going to positively influence and impact all those in the infinity loop.

Below are some more brainstorming questions as you start and continue your organizational transformation and change process.

- 1.What is our purpose, our reason for being?
- 2.Who are we serving, why and how?
- 3.As we interact within our business, are our own values being expressed to each other, so that by the time we are at the front lines with our customers, they become part of whom we are and how we serve?
- 4.Are our internal systems, processes and communication, supporting our staff so that they can at the same time gain and contribute as individuals and teams?
- 5.Do we know not only what our values are, but how to express them in each of our daily actions?
- 6.Do we need targeted training on how we can express our values in our different roles?
- 7.Do we need to re-look at our training budget to re-imagine and incorporate what is more important for sustainable growth?
- 8.At the end of it, how are we making our customers feel?



*Continuation
Humanizing businesses*

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With kind regards
Barbara



When Eastern, Western & African Leadership Philosophies meet, what does leadership look like?

DIVERSITY

Two of the things I remember when I read Nelson Mandela's Long Walk to Freedom were.

One: everyone at the gathering, including the chief, sit in a circle and at the same level; Two: the chief is the last to speak at any gathering. This for me is an expressed illustration of the concept of ubuntu in practice. I am because you are, and you are because I am. We all have something to learn and teach.

In a world where we have learnt to compare and judge either by elevating or reducing others the significant of others; the question becomes, where does the true concept of togetherness, ubuntu fit in. The top down way of running businesses is not sustainable. It does not fit into the ubuntu paradigm.

We are one and the same thing. Interconnected. We may have different skillsets, but that is the advantage of leading diverse and inclusive teams with a common goal. Everyone has something different, unique that can lend to innovative ways of product development and service provision, to the equally diverse national and international communities we serve.

INTERCONNECTED

This for me, extends to the philosophy of the Eastern Tao Te Ching. It is paramount that we know our purpose, our contribution and how we can engage with and to the greater good of those around us. Self-awareness and integrity, the big characteristics of the Tao Te Ching, are a great space to start. We have talked extensively about self-awareness in each of the articles this week.

My clients find that Eastern philosophy of leadership goes straight to the point in sharpening our connection of and to everything for more symbiotic growth of our businesses to those we lead, our customers and to each other. It enhances the African concept of Ubuntu in practice, whilst a look at African philosophy of positive leadership, lends to the diversity and positive aspects of imbuing culture in our businesses.

All three, when we bring in the deep Western psychological theories and practices, show and help us in removing any 'masks, personas, characteristics' that do not serve us anymore, so we can lead more effectively. All three, touch on different belief systems and practices of the different clientele that I coach and commune with. We start from where you are. You are the source.



*Continuation
When Eastern, Western & African Leadership
Philosophies meet, what does leadership look like?*

INCLUSION

Parallels in the combined Western, Eastern and African philosophies of leadership is continual. The research, the work, the co-creation of the process, lends to the increased awareness of any masks and personas we take when we work to survive in the world; and allow us the opportunity to 'de-mask' so that we become positive co-creators and contributing members of our environments.

In including and borrowing from all these philosophies, we begin to remember the way we can contribute and serve at higher levels. We re-expose ourselves to a different way of seeing our world as we manage and direct it as leaders. Exposure to these philosophies elevates our consciousness and provides us with more examples of leadership as we preserve and include them in our everyday actions.

WHAT'S IMPORTANT

In high demand at this time, are leaders open to self-awareness, forgiveness and thoughtfulness for themselves and for others; leaders who welcome open communication and also open to being both right and wrong; but with the door always open to understand first, before being understood.

When we take the time to understand the human condition for what it is, what it can be and how we can create conducive environments for us to get there and beyond, we all flourish. With leaders who are ready to dismantle the systematic processes of oppression, we can bring and represent everyone. One day at a time, we can start to unravel the lessons we have learnt from the day we were born, the socio-cultural boxes we find ourselves either by conscious or unconscious choices.

STEPPING INTO LEADERSHIP ROLES

Each of us contribute where we are. Leadership is not necessarily a position. We are all leaders in one way or the other. We all have something to bring to the table, and when we work together, we build better lives, and better resources for those around us.

And when we do step into leadership roles and in running businesses and nations, the question should really be, what is my true purpose first and foremost, and from there, how can I use this role, this business and this platform to be of greater service to those I have the privilege to lead, look after and serve?

I look forward to being of continued service to you. Where you need help clarifying and stepping fully into your purpose, all my coaching processes and programs are geared to get you started. With kind regards. Barbara





2

Managing remote teams

Part 1: The Blueprint

Part 2: The Practicalities of working from home

Part 3: Monday Check-ins

Part 4: Hello Leader_Let's check in on YOU

*Retaining and regaining our client's trust
as we use the digital space more*

*Working from home: surviving burn out
and mental health issues*

Managing remote teams

Part 1: The Blueprint

Are you are a leader, a manager, someone who is now faced with leading people remotely? Is this a cause of concern for you in this time of social isolation and social distancing? Are you worried, concerned and anxious on how you are going to do it? How are you going to change from in-person management of your people to effectively managing them remotely, yielding the same level if not a higher level of performance, of impact and revenue? If these are questions you or fellow leaders are wrestling with at the moment, this article is for you.

What I can tell is that, it does require a lot of trust, discipline, dedication and a strong sense of belonging and teamwork for each of your staff members. It does take you as a leader to step up, harness the strength you already have within you, seek out help from your staff and work as part of a team. Everything starts with you. Your team is only as strong as your leadership.

Most of the traits mentioned, i.e. trust, discipline, a sense of belonging and teamwork are habits, behaviors and attributes that take time to develop. We are in isolation now. What do we do? How do we continue providing our clients services? How do we reassure them of our promise to them, especially that they are also going through this same process as you? How are we showing strong groundedness, accountability and agility that comes with change? How do we stand out so that we continue to be of higher level impact and value to our clients; at the same time bringing in the revenue to keep us and our business partners afloat? What do we do in this case?

The best place to start is always the beginning, making sure our foundation is indeed grounded, yet flexible. From there we join the dots, we build the pillars that join the skillset of each of our team members. Your foundation, your starting point is the organizational strategy, specifically the purpose, vision, mission and values. Are these areas clear to you as the leader? Are they clear for your team as a whole and for each member? If the answer is no, re-evaluate. I won't go into detail on this, in this article. If the answer is yes, here are follow up questions to address:

1. What is the role of my team, in line with the purpose of the organisation?
2. What is the vision of my team in this regard?
3. How am I and my team going to achieve this vision, i.e. what specific activities are we / do we need to engage in (the mission/s) in order for us to achieve the vision. List all of these down.
4. What are our values in the organization and how can we uphold them in the specific activities of each team members' role



*Continuation
Managing remote teams
Part 1: The Blueprint*

For point number 3 above, list all the members of your team.

Against each person:

- (a) list down the person responsible for each activity;
- (b) Make sure that each can see how their role affects the other – think cross silo management* and leadership;
- (c) Have timelines that allow activities to be achieved.

Make use of online collaborative tools for high performing teams. Examples may include: Zoom, Skype, Slack, Asana, Trello and Google Docs.

More resources can be found online, for example at:

<https://resources.workable.com/tutorial/collaboration-tools>.

You can also draw up a Gantt chart or simplified excel sheet against timelines, using formulas that change with each input.

- Once all is clear and everyone is in agreement, call a meeting (can be an online meeting using platforms such as Zoom, Skype and Group voice calls) to discuss what needs to be achieved: every day, every week, every month. Then move through the period with ease and with constant feedback. Make sure feedback times and updates are established so that nothing falls through the cracks.
- Timelines: agree on a reporting structure so that the team platform is either updated in real time by each staff member responsible for each activity; or by yourself as the leader.
- Updates and feedback times can be updated in real time, i.e. as each activity is completed; and or at the end of each day or week depending on the type of work being done and the length of time it takes to be completed.
- Have daily or weekly check-ins with everyone on mental health, adjustments to working from home, scheduling and keeping time. As a manager and leader, your role is to provide a conducive environment where your staff to use the skills you hired them for, and for you to monitor systems, making sure that they are flexible and agile enough to allow your staff members to do their work efficiently and effectively. You are essentially playing the role of their coach; being a catalyst for growth, change and progress. This will increase performance, impact and revenue.

Resource re-allocation: It is important to note that with remote working, there may be some resource allocation required without spending outside of the current budget that you already work with. 'New' resources that would be needed, include:



Continuation
Managing remote teams
Part 1: The Blueprint

1. Communication gadgets: does everyone have access to a phone and a computer, internet and communication costs.
2. What do you usually use in the office that you don't use as much when people are working remotely. Can we reallocate these funds to make sure employees have access to the above within their remote locations?
3. Some of these can include, the water bill, the electricity bill, the organisational in building communication bill, teas and coffees usually taken in the office, transportation bill etc...
4. Do you need to train your staff on the use of some of the online programs? Zoom, Google Docs, Skype, Excel formulas etc...
5. What is the turnaround time for these resources – you may need to have a discussion with your accounts department. Make sure to list all expenses required, then suggest where money can be repurposed. And where possible, show how the way you have set up your team, will in effect, reduce the costing.

SUMMARY

- Align team strategy with organizational values
- Align each person's roles with team strategy
- Establish roles and timelines against each activity
- Establish reporting times
- Train team where required
- Reallocate resources
- Check in with your team

The above is a blueprint that any organisation, team, group can follow. A good blueprint to use even after this period of social isolation and distancing. All activities in a team, a department, an organization, should be aligned to the organization strategy, i.e. the purpose and vision of the organization. Effective teams use this as a foundation to higher performance, higher levels of impact and effectiveness.

Clarity of purpose and related activities being the crux of it all. I have a few complimentary resources to share. Type in your name in the comments and I will share with you: (a) a PowerPoint presentation on how distrust in organizations has long term adverse effects on productivity, and (b) Tips on overcoming procrastination as you sharpen your leadership skills in this time of reflective growth; (c) Let me know if there are other areas of managing teams remotely that you would like to be addressed.

Barbara



Managing remote teams
Part 2: The Practicalities of Working from Home

“Okay Barbara, so we have followed the Blueprint as you laid out in yesterday’s article: Managing Remote Team. Part 1. Okay, now how do we manage people who have (a) never worked from home and (b) have family and others disturbing them at home, (c) family and others who themselves, may not have an idea or understanding of what working from home looks like?”

THIS IS WHAT WE WILL ADDRESS IN TODAY’S ARTICLE.

My quick response would be: ask them to set up an ‘office’ space in the home, perhaps to find the quietest time in the house to do some concentrated work? Can they invest in noise cancelling headphones, or use earphones with some background music that will help them focused on the tasks at hand. But are these tips helpful? Your team, like you, are only human (said in the utmost respect of the immense potential that us as humans have), dynamic and likely from different socio-economic backgrounds, ages and gender. What then?

This is a very good question. Conscious Leadership comes to mind. Let’s look at a few scenarios and options that you could explore. Note that they are all centered on collaborative conversations; a co-creation of ideas for collective growth:

Self & family meetings: is there a way we can sit down with our families and map out a daily or weekly schedule? A way which conveys that, even though we are at home, we are expected to deliver on our work? Could everyone in the family, household and property, also plan what they would like their day to look like for the next day? In this way, we can work at making sure everyone is given the space, the environment and resources they need to accomplish their tasks and activities? Have a schedule for yourself and the family.

Including our children: Include your children in these discussions. What activities can they and would like to engage in during the next day? Have a discussion on all the resources that the children will need for tomorrow, and match quiet activities with the times set for online work meetings. Having a separate office would be ideal. One where you can shut the door, or one furthest away from the play space.

Perhaps one where a note can be placed on the door for when they can come in for questions, and when there is an ongoing call. We need to sit down with them and explain the importance of why you are or need to work. We also need to actively and deliberately find time to engage with them in this time as well. Your presence may be their joy and they would like to engage with that. Perhaps plan the main meals of the day together and or carve out some play time.



Continuation
Managing remote teams
Part 2: The Practicalities of Working from Home

Extend the work space: In home environments with limited indoor space, are there options to extend work and play areas into the outside area? Again at designated times. Are there options to do concentrated work activities whilst for example, children are napping, the household is sleeping and they have gone to shops? A step back into talking about office space. If you have office documentation in the house, is it protected and lying around all over the house. Especially when we handle clients' personal information; should the information even be at the house? What are we doing to uphold confidentiality agreements with our clients. All these are questions that need to be addressed. How can we protect ours and our clients property. Your legal and risk assessment departments should you have one, may need to relook at all these. It should be part of their process.

Household staff: Note that your household staff are also part of the family. The time they clean certain parts of the house affects your work. You don't want to have the washing machine, the tumble drier, the hoover, the lawnmower and any other gadgets going off in the background when you are on a call. Make sure you also sit with them and find out how best you can all schedule activities that don't disturb one or the other. Notice that everything is centered on collaborative conversations that consciously respect all parties. All people and all these things matter.

Remaining professional: In all actions and decisions, we have to remain professional. If the team have a scheduled time for calls, is there a way that these become more set at a specific time so that your team members are also able to plan accordingly with limited disturbance in the background? This is an important discussion. Have you ever had a call with someone and they either have a noisy television, radio, video game or people having a loud conversation either with another person or on a call in the background? It may make it a tad bit hard to focus on the call you are having. An etiquette protocol may help, and these rules can be set with the group together. What works and what doesn't? And sometimes a trial and error phase can help the team. Together, let's try and see what will work. We are human, we are dynamic, we can't control everything – so we adjust as we go along. An ongoing 'rule' board can be kept and updated.

Compassionate leadership: Now remember, as a leader that the first few weeks may take time for all of us to settle in, into this new routine. Like most new habits, it takes time. Our role as leaders is to help our staff, to provide them with a conducive atmosphere whether online or in person, for them to flourish in the way only they can. Always ask yourself, how can I help my people adjust in this time? We are there to serve them.



Continuation
Managing remote teams
Part 2: The Practicalities of Working from Home

In that we create a strong culture of interconnectedness and trust. From that, our teams are able to perform better for themselves, their families and for the organization. It does take time, patience and continual check in with them at all levels from personal to professional and business. What structures have they put in place to make their home space a productive work environment for themselves and their household? Have they put in breaks in between for coffee / teas, lunch and support? Have they put in time in between to check in with everyone in the house so that there is continual communication at home on progress in this new routine.

Managing diverse teams: If you look at all of the above information, it is centered around higher levels of self-leadership. Once we make it routine to lead ourselves better in different situations, the home and personal spaces being the starting point, it becomes easier to engage at higher levels in other areas. We become the directors of our own lives, making decisions each day that lead us on the path to self-sufficiency and valuable contribution to our home and work team. Imagine if you had a team that was completely made of these highly engaged, conscious way of living and working? What sort of personal, intellectual, communication, mindset and collective leadership outputs would you all enjoy?

I would love to know what you and your team put in place, to effectively adjust to working from home?

Barbara@designyourlifefoundation.com



Managing remote teams *Part 3: Monday Check-ins*

MENTAL HEALTH CHECK-IN

Monday. A good day to have a scheduled start-of-the-week meeting. A time to check in on how everyone fared over the weekend, if at all - because, was it even a weekend? It may just have been like any other day because of the quarantine period. Your people may not even be feeling tired from the actual weekend, but from the prospect of another week in isolation, distancing and working from home. What then?

Mental health is an important check-in meter, as some cultures are not taught to speak up about what no one cannot 'see', even if it is affecting behavior. This is where your training and knowledge around managing diverse teams comes in. One of the most effective way of managing diverse teams is by asking questions, learning through them, seeking to understand from their perspective – all in the same way that you yourself would like to be understood when given the opportunity to share.

Empathy. Compassionate leadership. Put yourself in your staff's shoes in relation to being understood. Everyone has a voice, a perspective, a worldview. Assumptions are not helpful. As the saying goes: seek to understand before we are understood.

CONNECTING

Connection is a big factor in our lives. We are essentially interconnected, whether we choose to believe it or not, whether we are aware of it or not; whether we choose to learn how to practice it or not. It's a fact. Could we try to work in its awareness? What extra support does your team need to make it through this week.

This is also a good time to monitor and evaluate together with your team, what may have worked and what did not work on the work front in the past week working from home. A good time to make adjustments as needed, whilst staying on track with the vision and goals of the organization and the team.

As a leader, take this time to see who may not have performed well in the past week and who did well. Make time to inquire, to listen and support as needed. Make time to learn, to grow and to share from those who did well. Use this as a starting space to connect with your people at individual level if you're not doing so already. Where needed, allow for rest and recollection.

The collective consciousness of the global and national communities is affecting all of us differently. One of the effective ways to know is by asking and or creating spaces for these conversations. We all need to be heard. To feel taken care of and understand. When we feel safe we tend to be productive.



*Continuation
Managing remote teams
Part 3 Monday Check-ins*

FLEXIBILITY

As time moves forward in working in isolation and away from the office and with close proximity to each other, there may be a tendency, a need to get back into the office. This restlessness may be difficult to address. What can we do as leaders? What may help our teams get through the restlessness as we adjust to this new way of working? Could these change in activities help you?

1. Reducing monotonous tasks by changing up activities that each staff member is performing?
2. Providing an opportunity for each to sharpen different areas of their skillsets, such as communication?
3. A change up of group / team leadership every so often to keep everyone interacting with different people each day or week may help
4. Increasing team cohesion by suggesting and creating a buddy system between team mates to check on each other. This also removes sole responsibility of only you doing this when you are needing a quick rest yourself
5. A sharing of strategies around working from home?
6. Allowing for mental health check-in, rest and recovery
7. What else can you think of that may help you and your team?

INCLUSIVE CONVERSATIONS

In my work as a Medical Anthropologist, I have lead on a number of research projects and accompanying programs. In all of them, I have taken advantage of the effectiveness of Gantt charts as a great management tool. They are great tools in managing cross silo teams; and concurrently making it easier to monitor progress, identify gaps and adjust on the go.

They are also useful reference tools and conversation starters where you may not feel too confident to speak to some of your team members, or if having discussions with team members at individual level is something you are still new to as a new leader. The conversation starts with a sharing of where the team is, relative to where they need to be. It moves on to how each person's contribution matters as everyone has a skillset much needed to get the job done (this is of course if we hired correctly). From there we highlight where there may be gaps in work outputs and the questions would be:

1. What can we do to support you so you are able to bring in your input as needed?
2. Is there something we can change bar delaying the whole process?
3. Are there any areas that we may have overlooked in putting the worksheet together?



*Continuation
Managing remote teams
Part 3 Monday Check-ins*

The conversation is inclusive. Not a blame game. These never work. Once one person, leader or team mate, points a finger, everyone else starts doing the same and before you know it. No one takes responsibility or is accountable and the work is either delayed or not completed. Your customers take the slack. In a world full of choice for most, your customers will move elsewhere. You lose your positive reputation, your market share and your revenue.

Companies were built to serve. And to be able to serve, we need to be able to bring in resources (finances, people, buildings, equipment etc...) All these will help us to serve our customers, our communities, our families and nations. Let's preserve the need to serve.

SUMMARY

1. Mental health checkin is important
2. Collaborative teams get the job done
3. Flexibility in systems and processes helps
4. Inclusive conversations improve cohesion
5. Program tools for management help with all the above

Great! Let's now have an inclusive conversation as you comment below. Tell me, What else would you include from our topic today in terms of checking in with our teams?

I look forward to hearing from you.
With regards
Barbara Mutedzi
Conscious Leadership Coach



Managing remote teams

Part 4: Hello Leader_Let's check in on YOU

Hello Leader

How are you holding up today? Who is checking on you in this time. We are all on the same boat. We are also human. Experiencing the same challenges the planet is going through. How as leaders, do we grow through this? We can only help others to the extent that we are helping each other, and to the level to which we ourselves are. If our engines are running low on fuel, it's going to be a difficult uphill battle, if at all to encourage, motivate and inspire our own teams.

PERSONAL LEADERSHIP

What support structure have you put in place as you work and lead from home? Good quality sleep, drinking lots of water, eating energy rich foods, exercising, getting fresh air, being compassionate with yourself, allowing yourself to rest? Are you keeping a routine? A diary with scheduled activities does help keep you focused, and it does help to schedule downtime and reflective periods. Planning your next day as much as is possible before you end this day is a good idea so when we wake up in the mornings, we are not in reaction to the world. We are driven by an agenda that is true to us, and most of, true to those we have the privilege to lead, serve and look after.

Having a morning and an evening routine helps you feel centered as much as is possible. It works wonders as something to fall back on when you are not on track. Do you have someone who can check in on you? Or someone you can reach out to? What do you do when you feel overwhelmed, and are not clear of mind due to a lot of internal and external pressure? My go to? A nap; I'm an avid reader, so taking time out to read helps. The most important one is definitely keeping up with my spiritual practice as a grounding factor. Meditating. Breathing. A walk outside. All to clear my mind. Creating a quiet space.

SPIRITUAL PRACTICE

My spiritual practice sometimes encompasses all of the above. I have created a designated area in my home to sit and meditate. What's your spiritual practice? What grounds you, gets you re-centered to clear your mind? Sometimes even 10 minutes helps to regain composure, and to have a renewed perspective. I would love to share a quick one minute meditation practice script that I curated for my clients. Type your name in the comments and I will email it to you.

When it comes to your work environment, do make sure you have also created a conducive office space in your home for when you are working. The same suggestions for establishing a home office and space as suggested for your teams may also help. Here is a link to the ARTICLE with all the information shared.



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Managing remote teams
Part 4: Hello Leader_Let's check in on YOU

Meditation, visualization, work to connect with our inner power, to remember the interconnectedness that is all of us together and the planet - these are some of the parts of the Conscious Leadership Program I curated for leaders. Continually researched, developed and adapted, it is a program that helps you re-focus on your personal purpose, vision, mission and values. Iron sharpens iron. The higher our own self-awareness, emotional intelligence and business acumen, the higher engagement, performance and impact we make not only to our own lives, but to those we lead, serve and look after. How sharp is your iron? How sharp are your leadership skills?

CAPTAIN OF THE SHIP

The role of the leader is the visionary. If we were to take the analogy of a ship, its captain and staff; you should be at the realm of the ship, looking out to see that we are staying on track to the destination, i.e. our purpose, our vision.

Your team, depending on their role in the organization (and if hired correctly) are in their related 'departments', doing what they know how to do best.

For increased collaboration amongst team members and departments, delegate or have people delegate, nominate a team lead for each department. In this way information is shared across the organization in a systematic way to help the organization move forward and in the same direction, as a whole unit. Why not rotate the team leadership role if there is no specific job for that? Someone who collates all information from co-workers and presents it as needed, updates the Gantt chart and ensures cross silo work with other departments. The ship moves forwards along its course, its purpose.

If you take your eyes off the steering, the storm of unexpected events will take over and lead you and your team to where it wants to take you. Unless that's your goal – an unknown adventure – then taking your eyes off the steering may not be a great idea. It's easy to take our eyes off the vision when we for example, go and micromanage, when we don't trust our employees, when we are not rested, when we are too tired to care or even notice, when we do not take care of our own emotional, physical and spiritual self. CLARITY. PURPOSE. ACTION. For everyone on the ship. Let's steer the ship toward our goals with a healthy, rested mind, body and soul. sit and brainstorm on what this means for you - then move forward with clear purpose.

INCLUSIVE CULTURE

An inclusive culture where everyone steps up to the plate of change – or at least the majority of them, especially the key influencers, helps. This kind of team would be super helpful in times when you yourself need to take a quick step back to re-calibrate.



*Continuation
Managing remote teams
Part 4: Hello Leader_Let's check in on YOU*

If you are leading from the front, a small and reflective step back should not affect the team too much unless if you are in their way. If you are in their way, and their way is inclined to moving the organization forward along its purpose, then the team and in turn the organization and your customers are negatively affected.

If you are leading from behind and your team is moving forward ahead on a pre-determined path, which is in turn moving the organization and customers ahead – then all is well. In re-evaluating our processes, our focus would then be on increasing quality and where needed planned growth. In all of these, clarity of purpose is important.

INCLUSIVE TEAMS

How can we start creating an inclusive team if we haven't in the past, or at least how can we rev up our game in this department? All these pertinent questions to ask. Perhaps a bit late in the game if you haven't done so already – but important ones none the less. As you have someone who checks in on you and vice versa, it is likewise important to check-in with your team. Each person can also check in on the other. Supporting, collaborating and moving forward together. It reduces the need to micromanage, allowing you more time and energy to concentrate on what you are good at. Micromanagement chases good employees away anyway, and you don't want that to happen.

Alright leader. That's it for now. Let's keep chatting in the comments below. What other ways are you taking care of your personal and professional space? As you collate your answers below, don't forget to include your email address in the comments so I can send you a copy of the short meditation script that I share with my clients. Happy Tuesday!



Retaining & regaining our client's trust, as we all use the digital space more

I had the following message from a recent article I placed online on the need to embrace the digital platform:

Thanks Barbara for such insights. For me the challenge has been on coping with technology. I delayed engaging with clients on the how that things would quickly go back to normal and then I would do the usual face to face interactions. The truth is this is the new normal. Everyone has to learn to work on their own, set targets and deliver without visiting the office. This is relevant to keep it up. Unfortunately our clients are lagging behind. They want to see our faces. They trust physical exchange of documents. How do we help them trust us without shaking our hands?

So there are a lot of areas to unpack in this message, from:

- The coping of technology for both service providers and our clients;
- Embracing the new normal versus waiting for things to go back to the 'norm';
- Working from the office to working from home;
- Tracking and Delivering on results;
- Face to face engagement to physical contact

TRUST

When I look at this list, the first thing that jumps out is TRUST. How do we retain and regain trust between ourselves and our clients in this changing environment? How do we ensure that our clients and colleagues feel safe online? What do we need to do to engage them in a way they feel they can continue to trust us with their requests, needs and emotions? How do we make sure we work toward having the same engagement, trust, openness and protection?

The shaking of hands is a signal of trust; I see you, you see me. Eye contact is another important aspect of human engagement. Conversations are always more full in person because of the totality of behaviors and actions around them. So how do we take these activities and translate them with the same effect, online?

The best thing we can do as service providers, is to revisit our PURPOSE & VISION. What is our purpose, the reason why we are in existence? What is our vision in the next 6 months or a year? How did we deliver on this in the past, and how can we still deliver on this in the present?

PURPOSE. VISION. MISSION

The clarity around our reason for existing (PURPOSE) and our focus in a designated time period (VISION), makes it easy to be agile and flexible amidst changes in the environment.



Continuation Retaining & regaining our client's trust, as we all use the digital space more

What should change is the MISSION, i.e. the activities that we engaged on any every day, weekly, months basis, that allowed us to stay on track with our vision and purpose.

As long as we know where we are going (PURPOSE & VISION) and why, it becomes easier to find different ways to get there (MISSION). The environment changes all the time, and it is important that we embrace change as long as it is serving our purpose and vision. What we concentrate on is making sure to deliver on the promise that we gave to our clients at the beginning of our relationship with them. In this way, retain their trust.

RETAINING & REGAINING TRUST

In any relationship, when things change, communication is paramount sooner rather than later. Reach out to our clients. Acknowledge the change.

Acknowledge the change. Reiterate on the goal agreed at the beginning of your relationship with them so they are assured that despite the changes, they will still receive what they signed up for, when they chose you as their service provider. Share information on how you will be engaging with them moving forward, being absolutely clear on all changes, the reason behind each change and how these changes will affect (both positively and negatively) your service delivery.

Do make the conversation an open discussion, so that they can also contribute what would work for them, and what would not. Continue engagement, showing proof of success as well as flexibility, empathy and compassion on what the client is also experiencing in this time.

Virtually hold your client's hands, as you take them through the changed systems and processes. Include them as much as is possible. A good way to envision how you can 'virtually' hold their hands, is by thinking of how you would engage with them in person, and then translating that to an online platform. Let's see how this can look like when we use our five senses as an example:

TOUCH

If your service provision includes filling in forms for example, fill in the forms with your clients online. Literally hold their hand in the process. Take them through the process. Schedule a phone call, or Skype call or Zoom call, and other platforms that you are now engaging with. Talk your clients through the process. Ask them questions. Let them ask you questions.



Continuation *Retaining & regaining our client's trust, as we all use the digital space more*

Make sure you also a copy of the forms in front of you so you can guide them through. This exercise may take time, but remember that it probably also took time for this client to trust you before this pandemic and so give this re-process the time it deserves.

SIGHT

When we go on zoom or skype and all other platforms we do have a tendency of looking at the person on the screen or at looking at our own selves on the screen. It would be good to look straight into the camera so that it feels like you are looking at the person, as if they were literally sitting across from you. They will feel seen, and therefore heard.

One strategy that helps especially on zoom is to change the viewership so that the picture of the person you are communication with is near to the actual camera on your computer. In this way, should you momentarily look at the person, your gaze is not too far from them.

In the room that you physically are in, make sure that the background, if you have the client on camera, is professional. Make sure there are no distractions that will negatively affect your engagement with your client. Remember everything is about our client. It is about making them feel comfortable with the new process.

LISTEN. HEAR

Noise in the background needs to be eliminated. Should you have headphones, find a quiet room, something that makes sure that all the focus is on the client. Nod your head as you are listening to your so that they feel heard. Say encouraging words which also them to feel heard.

Summarize any thoughts they have mentioned, to make sure you have understood their requests and needs, and for them to also feel like you were truly listening. Ask them if they have any more questions before you log off. It is advisable you allow the client to log off first so they don't feel cut off at the end.

Your tone of voice is so important. People can 'hear' your feelings especially since all the senses are at a lower frequency with distance. Smile and the world smiles with you. When you engage with your clients online, make sure that you are presenting a friendly face of engagement, as opposed to an angry, tired voice.



Continuation Retaining & regaining our client's trust as we all use the digital space more

Know when you have higher levels of energy and use that time for client engagement. Being authentic and real in times of higher energy, is easier compared to times of low energy. Remember everything is about the client. What it is we can provide to keep them engaged.

TOUCH

Be accessible as much as is possible online. Take yourself through a user experience process so you can experience what the client experiences when they engage with you. Have you for example, tried to fill in forms under the guidance of one of your colleagues online, with you acting the role of the client? The way it felt for you, is the way it will feel for your clients. To make sure as many of the client demographics that you work with are taken care of; look at the 2 extremes of your demographics, and then make sure your product and service process is easily accessible to both.

In the end, if proximity is still a need, with all of the above completed, contact is either totally eliminated or at best limited.

TASTE

When it comes to taste, we can't exactly do that online; but perhaps we can have items around us that evoke taste. Whether it's a cup of coffee on our desk.

A 'tasteful' photo in the background etc...all these visual items evoke different effects on clients and so we want to make sure we do not have distasteful noise, sights, photos etc...in our background.

CONTINUAL ENGAGEMENT

It would be good if each client had one or two people within your organization whom they receive assistance from. A consistent and familiar face increases likeability and trust. In this way, the client doesn't have to, for example, repeat their needs to different people in an organization. It is emotionally draining, exhausting and time consuming. We are here to make our clients' lives easier as much as is possible. Consistency is important to develop the trust.

When it comes to online engagement, do ask the client what platform is more accessible and easier for them to use. We as service providers need to be well versed with as many different platforms that we can use. From skype and zoom to WhatsApp video calling, webinars and so forth. Or at least have 3 options that a client can choose from. We never know what access they have and the more options we offer them, the more we are able to help them.



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SUCCESS

It is always a good idea to keep the client informed at each stage of the process so that they not only trust you and the process, but they get quickly acquainted and comfortable with it all. Consistency is important. Delivery on goals is important. Keeping your service / product delivery is important. Trust is of the essence. Continual and higher level communication is key. Think of how face to face engagement worked, and re-create the same techniques online.

What else have you seen that is key in continual engagement with your clients? I look forward to hearing from you.

Barbara



Working from home: surviving burn out & mental health issues

So the tables of turned in the last few months. We are all now working from home. For those who are knew to this, it is a challenge. You have the kids at home as well with schools still closed and also the extra task of helping your young ones navigate online schooling; the maid, the gardener, your partner are also at home; or if you stay alone, or with other family members and friends, in a community, a flat, a neighborhood – everyone is at home.

As the human beings we are, there is bound to be noise, there is bound to be people stepping on each other's toes; there are bound to be incidents that need your attention more often than when you were working from the office. Your patience may be tested, your mind all over the place, less work being done because of the noise, the disturbances, the ease of giving up and going back to bed, especially if bed is now only a few feet away. Also easier to stay in bed longer, fooling ourselves by saying that since we are not having to commute, we have more time. Perhaps we do have, but in light of everything else that demands your attention in the home – do we? The times we are in, are unprecedented. We can either take advantage or not. It is really up to you.

It may start off very well, because now you don't have the morning commute. It may start off very well because now you have more time with the kids and your partner at home. It may start off well, because now you have more time to give instruction to the maid and the gardener around what needs to be done. What I can tell you though, is that with no planning, with no rest, with a higher demand of your attention – your mind and body will take its toll.

When we fail to plan, we are actually planning to fail; and trying to look like you have it all under control, will make it even harder. Your attention is going to be pulled left right and center because now that you are home, everyone will want your attention.

Your friends and your relatives all now call you because 'you are at home' so there is an assumption that you are not working. Everyone calls you to come and see you and spend time with you – because let's be honest, not everyone is following the rules around social isolation and distancing. All those people who had small businesses and relied on going out to sell or do other forms of face to face business, cannot earn money or at least the same amount, because of social distancing – so they all now call you to ask for money, for food, for assistance to feed their families. And at times for company and emotional support. Let's see what we can do:



*Continuation
Working from home:
surviving burn out & mental health issues*

In the recent articles on LinkedIn, I talked about the need to create schedules at home and a conducive home / work environment. Not the same as the one we had at the office perhaps, but a schedule nonetheless. Some sort of plan and structure – that can be flexible to some extent. And on top of that, make sure that everyone at the house is in the loop. Let's begin:

If you think about it, when the kids are at school, they follow a schedule. They have a morning check-in, then lessons, breaktime and then more lessons, lunch and perhaps more lessons before the day ends with them either going home to do homework or to play sports.

For you, there is the commute to work, and before all that, breakfast with the family perhaps, packing of lunches, preparing and taking the kids to school. When you get to work there are meetings, then work, a tea break, more work, lunch, work then home. How about creating a schedule for the family that uses that as a framework each morning or week?

Example: Wake up in the mornings and have a family meeting on what the day or the week is going to look like. Time your work time with the kids work time. You all break for tea at the same time and lunch at the same time. In this way, you stay connected and everyone has everyone's attention at times that are convenient for both. If your kids are not old enough for school, perhaps the maid can take them for a walk. Time your work meetings and work time with their napping time. If you live in a household where you are your partner share chores, perhaps you can both find equal time to entertain and or help the little ones. If you have staff, they have to be brought into the conversation as well. They are part of the household. No cutting of the grass, or noisy cleaning around the house when you are working. There are other duties they can do during your busy times and or when you are on a work call. It's unprofessional to take a work call when there is noise in the background that can be avoided.

Having a designated work space is important to re-create the idea that you are going to start work. If you don't have an actual office at home, have a work area, a desk in a quiet space of the house. Everyone is aware of the times when you are free and vice versa. Notices on the doors for when you are on a professional call should be placed up.

It would be great if you knew when office meetings are so that you can time these when there are going to be less disturbances in the house. Is there also space outside so you can be outdoors away from everyone? And also good for your soul if it is not a noisy neighborhood. It is an advantage to work out in the garden – something you may not have been able to do in the office.



*Continuation
Working from home:
surviving burn out & mental health issues*

If you live in a community with people in close proximity, know that it is going to be noisy outside. So have noise cancellation headphones if you can. Ones that minimize noise from the outside. How about regular headphones with quiet music in the background to reduce being distracted? Sometimes even dressing up like you are going to work helps in the mornings. Then you trick your brain into that work mode. Is there a space in the community that is not being used that you can go and use should you need to actually get away?

Friends, relatives, others: People treat you the way you want to be treated. If you have a schedule, stick to it, share it. If personal calls are needing to be made, have them during lunch or your break. Or after hours. Or weekends. Let people know you are working. You now have to master the art of self-leadership before you get burnt out. It starts with you. Do you have a diary and a journal? Start scheduling your week like you would do at work.

Stress and anxiety are because we are worried about what happened in the past and what will happen in the future. Both which we cannot predict. So how about concentrating on what you can control today. Your schedule. Make sure to leave 10 minutes in between each activity in case something runs over, or you do need to attend to something urgently that was on the list.

Schedule it in every day. Long term effects of stress and anxiety include hypertension, diabetes, weight gain, muscle loss, loss of concentration and a poor mood – all which lead to low productivity, burn out and other mental health challenges. Having a schedule helps. Don't forget to schedule in play time as well. You can define this in any way you would like. An activity that brings you joy and lifts your mood up, whether it is playing with the children for a little while, taking a walk, cooking a favorite meal, chatting with a friend who feeds your soul, practicing your spiritual practice. You know what that would be.

Stress hormones vs good feel hormones: Do take the time to exercise because this releases good feel hormones like oxytocin – all of which will counteract any stressful situations, which will pop up once in a while as is the nature of being a human being. Eat healthier. The more we are at home, the easier it is to go into the kitchen which means we gain more weight, which means we become more lethargic, we stop liking how we look and feel, our productivity goes down, we become irritated and the vicious cycle persists for our brains which start releasing stress hormones like cortisol. The longer these hormones stay in our bodies, the longer we feel not so great, the more we feel dejected and not great.



Continuation
Working from home:
surviving burn out & mental health issues

People in abusive homes – emotional, sexual and physical are really struggling at this time, where they are in the same home with their perpetrator. The national rates are high. There is no 'escape' anymore. It is not the greatest of spaces to be in. Is there a way you can wake up earlier, go to bed later so you can get work done before everyone else wakes up? Are there other work spaces you can go to where a co-worker may have space during this time?

Since not many people are at the office at the moment, is there a way you can go to the office? What support do you need and whom can you call or message? Perhaps a co-worker comes and works with you at home to reduce the incidences from occurring whilst you are needing to work? In all of this, this is not a great situation to be in, in the first place and you need to leave, plan an exit strategy, go for counselling, speak to your person. On the flip side, do you know someone in this situation? How are you reaching out to help them?

All situations are different, but know that any form of abuse is not okay in whatever form; and the more you stay the longer it will take for you to leave in the first place and also to heal and become the best version of whom you were born to be. I won't pretend to be an expert here, but do reach out through your HR department, or other organizations who do support and have more professional advice on what to do in the case of abuse.

In the end, we all want to be happy. We all want to be productive toward the things that we are engaged with at personal, professional and business level. What is the best thing you can do right now, with the resources that you do have? Have a diary and a journal. Put together a schedule. Find ways to make your environment, workable. Make sure everyone at home is on some sort of schedule. Notify others of when you would be free. Take breaks. Exercise. Practice your spiritual practice. Be available for you and what you need so that you can serve and lead others better. Reach out to those who can help.

In the meantime, do stay safe, sane and healthy. If you would like a pdf copy of this article to share with your team mates and others, do send me a message in the comment section below and or direct message with your email address and I will send it to you.

With the kindest of regards
Barbara





3

Internal management & leadership

Our collective purpose in business

Companies exist to make money, not to lose it

How to make your organization fail proof

How micromanagement chases away good employees

Our collective purpose in business

WE SPIRITUAL BEINGS LIVING A HUMAN LIFE.

As spiritual beings we are all interconnected. Interconnected in that what we all bring to the table is in service to another. And we do this through our chosen roles, jobs and vocations at different stages of our lives.

Our collective purpose is therefore to be of service to another; to allow each other the space, the tools, the environment and resources for all of us to express our individual human existence through the unique bodies and lives we have chosen.

LET'S PUT THIS IN BUSINESS SENSE

Whatever the purpose of your business is, it's to serve another. The other is you, your customers and your staff. When you supply, provide a service and product for your customer, you are supplying, connecting and providing a service to your staff through the roles they get to play as they either live their purpose or walk on a journey to figure it out.

When your staff are in a space to be able to live out their purpose or figure out their purpose in the role that they play within your organisation, you are in turn, providing them with that platform to be able to do so.

When they are provided with a conducive environment to be able to live or figure out their purpose; they flourish, contribute, engage, communicate and positively work as higher functioning and self-organizing teams who in turn, provide a service and product to your customers from a place of love, connection and growth.

YOUR PEOPLE

When your staff are happy, your customers are happy, which means they are more likely to come back. In a way, you are helping your customers live or figure out their purpose, in an environment that allows them to do so without worry, or concern. They feel safe and seen physically and psychologically. Both which go a long way in engagement and contribution in all areas of their lives.

Most of what we do and decide on, at human level, is through our lived worldviews and experiences. When your staff are happy, their families are happy. When they leave work to go home, they carry that energy of love, connection and growth with them. They in turn, provide conducive environments for their families to thrive.

When your staff flourish, your business does too, as your family, your friends and all those you lead and look after. Your purpose as a leader is important. You are in effect, serving your community, your nation, your country.



Continuation Our collective purpose in business

YOUR INFLUENCE

We are all interconnected. Questions to think about: What is your purpose? How are you best serving it? How are you using your business and the way you lead, in a way that serves you, your staff, your customers?

What we do, has far more reach than we can ever fathom. We have the opportunity to be aware of this fact, and to be proactive in how we curate conducive environments for mutual benefit in all the spaces we commune in, on an everyday basis.

This is one of the core values and outcomes of Conscious Leadership coaching.

Creating interconnected, beneficial and conducive environments for growth, contribution and expansion through our daily actions.

CONDUCIVE ENVIRONMENTS

Conducive environments are not only focused on the individual, but on the emotional, social and other aspects needed for human growth and contribution. The more in tune we are with our environments and ensuing actions, the more we can fine tune them for higher level and positive impact. It all does start with an inner journey of self-awareness, which increases emotional intelligence and practiced emotional agility.

This whole week, I will be posting, especially for those who are, and will be going through culture and transformation processes within their businesses, the questions which will allow us to become more aware of our everyday actions, so that we can curate and express the true purpose of our businesses and leadership through and for our people.

It starts with us. The more we are in-tune with ourselves as leaders, the more positive actions, systems and processes we can curate for positive impact. I look forward to being of continued service to your growth.

In the meantime, I do trust that you are always finding ways to express your core values in all your actions. If you need help figuring out and clarifying your purpose at individual, team and business level, feel free to reach out. All my coaching programs start off with this element of purpose. Without a purpose, our people will perish.

With kind regards

Barbara



Companies exist to make money, not to lose it

Have you ever been part of a team where one or two members are not pulling their weight? Not pulling their weight, not because they don't know what needs to be done or how to do it; but not pulling their weight because they can get away with it?

Have you ever been in a position where team leaders, bosses, owners of the business regularly offer up excuses on behalf of that individual – mostly to do with the fact that that individual is 'busy'?

A note to team leaders: When you make excuses for under-performing team members on your team, these are some of the negative consequences that come with ignoring and making excuses for under-performing team members:

1. The fact that the under-performer is okay with not contributing where needed, should raise an eyebrow for those in business to truly serve the end user. You can be sure that the higher performers in your group are doing so, if they have not raised the issue already. According to Peter Thiel et al. in the international bestseller ZERO to ONE: Notes on Startups, or How To Build The Future: companies exist to make money, not to lose it. When the high performers leave, or when under-performers bring the team down...we start losing money
2. Progress, performance and output is low when each a team member is not pulling their weight. A lot of things are left to chance and they slide.
3. It encourages passive aggression in the under-performers' work or lack thereof, because they know they can get away with it and tend to resent those who keep asking them to do their work – even done in an inclusive 'let's help the team together'
4. If continual over time, it definitely chases away high performers because one can only pull others so far. It is tedious and time consuming to chase after grown people. High performing team members feel frustrated for lack of progress. They opt out. They leave either physically or emotionally. They look elsewhere for progress, for high level stimulation and higher levels of quality output.

Forward thinking and inclusive higher performers may lead a discussion on what the team can change or what could be changed in the processes and systems available to complete tasks on time and within other available resources, so that everyone is able to positively contribute to productivity. This works only if the leader, the boss and the team are all willing to have these type of decisions, or happy to trudge along.



Continuation
Companies exist to make money, not to lose it

To be part of a team, everyone has to contribute in ways that are beneficial for the team. The underperforming team mates become bottlenecks for progress. Team members' performance is reduced as they wait on the underperforming team members to catch up, if they do.

When all each person is aware of the reason they are part of any team- finance, human resources, sales and marketing etc. and what their role toward that is, it becomes easier and efficient to first of all, measure progress and second of all, to make adjustments in the systems and processes required to help them make use of the skills they were hired for. This means that systems and processes are to be agile and flexible so that they are always in line with the organisational vision. The questions to ask are:

What does this system, this process have to do with our strategy?
Does this system and process feed positively into the strategy?

The agility of changing processes and systems comes where we additionally ask:

1. Is this the fastest, simplest, cost and time efficient and effective system that is in line with our needs?
2. What adjustments can we make to make sure our current system is made simpler, efficient and effective for quality output of our services?

More systemic, progressive and building questions:

1. Are your systems positively contributing to the efficient delivery of your overall vision?
2. Do you have the right teams and individuals who know and are positively contributing to positive outcomes in a timeous manner?

If not, you will need to reset, reevaluate and recalibrate; each time making sure that all processes, resources (including time, talent and skillsets) positively feed into the organizational bottomline. Companies exist to make money, not to lose it.

Part of my work is assessing and advising on how current systems and process – especially talent – can positively transform for higher impact for themselves and their colleagues. The end goal being your bottom-line, your vision. Contact me and let me know how I can continue to be of help.

With kind regards
Barbara



How to make your organization fail proof

I have been hired as an in-house coach in several organisations. The main challenge I see in Talent is the leadership. I read somewhere about the first thing that an investor or new business owner does when they buy an organisation that is not doing so well - They fire the leadership. When asked why they did that – their answer went something like:

'if the organisation has been failing, it means the leadership was not suited for the organisation and or the post they are in'.

I thought that was rather cruel or a rash decision. But I am starting to get it now. The leadership needs to change, because they are the gatekeepers of the organization's strategy:

1. If they are not protecting the strategy in a progressive, proactive way that makes use of the Talent, the systems and processes, they have within their organization, then there is a big question mark right there on what they are doing.
2. If they have not taken any action to curb challenges within the organization, then they are responsible for its failing.
3. They are responsible for not making necessary adjustments, they are responsible for the poor productivity of their teams and their talent, they are responsible for not hiring the right people, for retaining the wrong candidates, for not providing support, training and resources required for the effectiveness of the organization.
4. All stemming from the fact that the strategy in place may not be clear, concise and measurable with processes in place to protect its sustainability if it is a viable one.
5. If they themselves did not raise their hands, come together collaboratively to both address and curb challenges, and at the same time, elevate and sustain what is working – then are they truly leaders?

Where the leadership is not strong enough, this trickles up, down and across the organization; resulting in poor or no productivity and lack luster products and services. A lot of things slip through the cracks and with time they build up to a whole department's ineffectiveness, seeping through to all other departments and with time the whole organization is negatively affected.

Things to look out for, that may be signs of poor leadership include: employees not knowing who they report to, a lot of pointing fingers, not being accountable and responsible, the shrugging of shoulders when asked pertinent questions, dishonesty, a lot of complaints, favoritism, misused funds and other resources, ineffectiveness and an organization carrying dead weight (employees who are not positively contributing to the strategy of their teams, departments and the organization as a whole) that either stalls it or slows it down – if on the right tracks to begin with.



Continuation

How to make your organization fail proof

Businesses, organisations, nations that run like this only last for so long, and where they do, they are barely hanging on and or are running on a loss. There is demotivation, there is lackluster contribution, employees and citizens are not engaged, why should they bother when those they report to are okay with mediocre work, they themselves start taking the stance of the leadership in other spaces that they engage in.

Systems and processes are meant to be put in place to allow for space of high performance, of creativity, of increased engagement with the things that matter the most, to allow employees to free them up to use the skills we hired them for. Each person should know why they are at that organisation and the organisation should know what the role of each person is. The agreement signed, the contract should reflect these clearly for both parties and where each party does not understand the other, clarity should be sort before signing a contract.

- Systems and processes are borne from the strategy of an organisation.
- Questions such as why are we here, what's our purpose, our ultimate goal, our mission and values should be at the forefront of any organisation, in fact of any person.
- Where there is no vision, people will perish.

The strategy which clearly spells out the organisations purpose, vision, mission and values, should be measurable, scalable and clear. Once clarified, we then build systems and processes that are aligned from this strong foundation. This is where all the pillars of the organisation stem from. In turn, the systems build feed into the foundation, the strategy – placing meaning into its ethos and making it stronger with each step. Systems and processes are made to engage the strategy. Every question should thus be aligned to the how each resource, each action, each process is feeding into the strategy. Where it's not, it needs to be adjusted. This is the beginning of monitoring and evaluating progress.

Once aligned, we then build systems and processes that are aligned from this strong foundation. Systems that feed into the strategy, should always answer the following questions: What does this have to do with our vision? Where the answer is nothing, replace it. Where the answer is something – is the something worth it, within our timing, and with the resources we currently have? Instead of complaining about there being lack of resources, the first point of call should be:



Continuation
How to make your organization fail proof

"Are we being resourceful with the resources that we do have?"

This is a good question to ask in everything we do. Here is another question: Where are you with your strategy, your resources – including your talent?

Thank you for reading this article. My name is Barbara Mutedzi. I am a Conscious Leadership Coach; a Medical Anthropologist with a background in neuroscience-based coaching. Working with leaders, organisations, teams and businesses, I combine my research, program and leadership coaching experience to help them (1) clearly articulate their strategy and life purpose (i.e. their vision, mission and values), (2) streamline and (3) operationalize their strategy for higher impact and return on investment, for themselves and those they lead and serve. Let me know how I can help you as you ask the questions above.

With kind regards
Barbara@designyourlifefoundation.com



How micromanagement chases away good employees

Progressive companies and leaders crave for innovative employees. They crave for employees who engage with the tasks at hand with the ultimate outcome in mind; employees who use their talent, skills, network and communication skills to deliver results that are in line with the strategy of the organisation.

The way these types of employees work, is founded from the values of the organisation they contribute to; the way they communicate is inclusive and transparent for progress; the goals and therefore results are aligned with the ultimate goal for the week, which feeds into the goal of the month, the quarter and the year. they course correct as they progress toward the clear goals. All these lead and feed into the vision of the company.

Transparency is absolutely important.

Transparency in the vision (reason for the organization's existence), the different ways to achieve that vision (i.e. the mission), with an organisational platform supported by systems and processes that encourage an openness to explore different paths leading to the vision and the values that it stands on.

Do not micromanage these types of employees who know why they are there, how they can contribute to the organizations' bottom line, and make sure to align their purpose with that of the organisation for a collaborative win win scenario.

Where there is transparency, innovative employees, know why they were employed, their employees know why they were employed, there is a mutual agreement and negotiation right from the beginning, with adjustments as time goes by where both parties within the contract live the table excited about the journey they are embarking on.

In this, there is no room for micromanagement. In this, there is no room for colleagues who are flailing or who come to work just for the paycheck at the end of the month. It is exhausting having to pull others up, it is exhausting having to report to a boss every second of the day, it is discouraging for those who are creative in their commitment to deliver high outputs.

- Micromanagement breeds mistrust
- Micromanagement breeds mistrust on the part of the employer to the employee. Where there is mistrust, there is usually little communication and things are not so clear between the employee and the employer.
- Micromanagement frustrates innovative employees because there is no room for growth, there is no room for them to use the skills they were hired to do to their full potential, it is stifling.



Continuation
How micromanagement
chases away good employees

- Micromanagement limits movement and in having to answer to the demands of being questioned every so often, makes it challenging to focus energy on the time required.
- Micromanagement removes the actual work of the leader, the manager to make sure that the overall vision of the organisation is aligned through supportive systems and processes developed to make sure the employees we have hired are able to use the skills we hired them for, to the highest of their abilities.

HOW TO CURB MICROMANAGEMENT

From the time you contract an employee, know that it is a two-way conversation: what you require from the employee in the post you are hiring them for.

Not the qualifications – because the reason you are interviewing – at least the hope is – that they have the skills you advertised for and you called them in because of that the interview should be focused on how they can use their experience to contribute to the tasks at hand. The employer is also obligated to ask the employee what their expectations of this post are, so that both are served in a mutual agreement. Jordan Petersen mentioned in one of his talks that:

“Negotiation should leave everyone at the table excited to engage”.

1. Monthly and perhaps weekly meetings to report on progress on tasks can be scheduled.
2. A project management process can be adopted where a goal is set for each week, month or quarter; and assigned tasks aligned to achieve this goal.
3. Timings can be discussed between employee and employer depending on resources available.
4. Suggestions should be collaborated in line with the ultimate goal. In this way, it becomes a mutually beneficial conversation and negotiation. This is how train, retain, respect and allow innovative employees to do the work you hired them to do: to use their skills, knowledge and networks toward a common goal for the organisation.

In the above 4 points, there is no room for micromanagement because everything is clear, processes, actions and results. There is a focus more on the results, not so much in the processes. We hired our employees - if done right - for their skills. let's let them use those skills. let's provide a platform for them to excel.



*Continuation
How micromanagement
chases away good employees*

TRANSPARENCY IS ABSOLUTELY IMPORTANT.

Does your leadership, or do you as a leaders know how to work productively with high performing individuals?

Does your leadership or do you as a leader, know how to help other colleagues level up and align all their work to that of the organisation and consequently the bottom-line?

I work with leaders to help them positively transform for higher impact for themselves, and those they lead in their organizations, communities and nations. I am typically hired to work with leaders. My knowledge and belief is that:

Leaders, as the gatekeepers of organizations' strategy (i.e. the vision, mission, purpose and values) are a key group in achieving short and long-term goals of the business, the community and the nation. Their output contributes directly to the bottom-line, and so their development and support is important to the growth of the business at hand.

On a scale of 1 to 10, how are your leaders managing?

Where are you at?

How can I help?

Send me an email at barbara@designyourlifefoundation.com

With kind regards

Barbara





4

Reminding you of your greatness

Embracing your uniqueness

How having your own success story spurs you on

Why planning, goal setting and intention setting, produce better results when paralleled with your life purpose



Embracing your uniqueness

Every single human being is a unique handmade wonder of the world. There is no other person like you - think about that... I can never be you and you can never be me - we are each truly unique. Even identical twins are not truly the same - isn't that amazing?

Every single person has a different thumb print - what is your thumb print? your blue print? your talent? How can you use it to become the best version of yourself, to be even greater and do better things that serve you and those around you in the only way that only you can?

No-one can do whatever it is you do best, exactly the way you can do it. No-one can replicate you, your worldview, your experiences and the way you understand and use the knowledge within and around you.

Everything you need is within you. How about celebrating each of these individual talents by communing together instead of pointing accusing fingers to the other?

When we point fingers are we asking that the other person act in the same way as ourselves or in the same way that has been 'set as social rules of behavior' which at times we ourselves do not understand or subscribe to, but follow anyway so we don't step out of line?

Wouldn't this world be boring if we were all the same, and we all did the same thing? We wouldn't have different ideas, different types of cars, professions, hair styles or clothes, houses etc...it would be such a bland boring world. I don't want to live in a world like that!

So why not embrace your beautiful, handsome, uniquely talented selves to truly color the world beyond the color of the rainbow! Embrace your uniqueness

Enjoy!



How having your own success story spurs you on

ARE YOU AN INFORMATION JUNKY?

Collecting a lot of useful, motivational stories that get you thinking of a lot of things that you could implement to get to where you want to be in life - and then not doing anything about it? Do you love hearing other people's success stories, reading autobiographies and other books and quotes of and by those who have achieved greatness and success; getting motivated and spurred on through their trials and tribulations?

Think of a person you know who has impressed you or impressed upon you the tenacity that any one person or group of people can achieve if they put their mind to it? What is it in your life did that person's story fuel within you? What did they motivate you to do to achieve the success you want with your finances, relationships, communication, career, business and life in general?

THE BIGGER QUESTION

What did you change in your life to embrace that same tenacity? How far did you go within your motivated state? I found that the challenge with motivation, is that it can be temporary; or for that moment. One would need to constantly expose oneself to motivational platforms, to keep strong in one's conviction in the process of acting towards one's dreams. And it is truly possible – there is absolutely nothing wrong with that or with motivation. There are a few things we can do however, to make sure that that motivation lasts longer:

(1) Using other people's success stories in a productive and diligent manner

It is a great thing to learn from those who are successful. Make sure that you also define what success means to you; then find a way to strive toward that by learning what those who are where you would like to be, did to get there. Know their 'grind' so to speak - when you read and listen to their success stories - ask them what they literally had to do to get to where they are. Ask them to be specific. Working hard is not a full answer...what does it really mean to work hard? How many hours, what strategies and resources did they use, what activities did they engage in, where was their mindset, what support did they need, who did they reach out to for help and so forth. Once they answer these questions, you will have an idea of what you need to do each and every day, week, month and year to make sure you get to the success level you would like to be.

(2) Having one's own success story to keep that fiery motivation going for longer

I found out that when one does something toward their own vision and what they want to achieve in life – the motivation and point of reference is closer to home, relatable and in most cases attainable. The motivation is so much stronger becomes you have actively done it, know you can do it and have proof.



How having your own success story spurs you on

The important thing is active self-reflection of your own past successes. What did you do each day that made you progress toward your goals, what do you need to do better tomorrow to make sure you stay on track? What help do you need and where can you find it?

YOUR REFLECTION POINT

Think of one thing in your past, which you had to work really hard to achieve and managed to do so:

This could be anything from starting a business, growing a business, passing your exams, attaining the degree, marrying your partner, starting a family, improving your communication with loved ones – it can be anything

What did you have to do every day to make sure you achieved that; how did you know you were on track? How did you measure? How many times did you have to adjust to make sure that you were on track?

I am sure there were some days things did not work out well – but with focused effort, you told yourself you could do it and you did

You made plans, you set goals and intentions, then you got on and did it. It may have felt like a mammoth task in the beginning but you had your outcome in mind and that kept you strong. Once you completed that task and reached your destination, it all was worthwhile.

Next time you have another ‘mammoth’ task to complete, a reflection on the above goal that you achieved, will allow you the strength to know that you can achieve anything you set your mind to:

Having your own success story top of mind will spur you further toward your goals

Collect lots of information, ask the right questions, start your own success story journey, remember past successes and move forward toward those goals knowing that you can and will achieve them as before.

Enjoy!



Why planning, goal and intention setting produce better results when paralleled with your life purpose

Every decision you make in your life should be guided by your reason for living; i.e. your life purpose or what you want to achieve before you die. When your plans, goals and intentions are aligned with your life purpose, your outcomes are stronger, they last longer and keep you on track along your chosen life trajectory.

Knowing your vision and life purpose: one way of figuring out your life vision is to ask the question: what do I want to achieve before I die? Am I on the right track of the life that I want to live? What do I need to do to readjust, to refocus and to get back on track? What would that track look like?

Knowing your mission: your mission/s are the actions you take every day, actions that lead to you realizing your vision and life purpose. In this space, you set your goals and your intentions.

Knowing your values: your character and non-negotiables you are going to carry with you along that journey of realizing your life purpose.

The difference between planning, setting goals and intentions

- To plan you have to know what you are planning for
- To set a goal, you have to know why you want to reach that goal. A goal is a set target or destination on your course to your vision.
- Setting an intention should be aligned to your goal. Intentions are deliberate actions taken to make sure that you achieve your goals as well as a deliberate shift in one's mindset positioning toward set goals.

The different facets of your life: finances, relationships, business, education etc... should all include a process of planning, goal and intention setting which will allow you to attain your vision.

Example: where your life purpose is to travel from point A to point B

- You plan how you are going to travel. e.g. fly, drive, walk, cycle or run.
- You plan the travel dates, routes and actions you would take to reach your destination. e.g. buy air ticket, obtain passport, check weather so you know what to pack, arrange accommodation at destination and so forth.

Using your plans as a guide, you set goals along the journey to check that you are on the right track toward your destination. e.g. if you are flying, your goal checking points would be:

- (a) arrive at Point A International Airport
- (b) check in desk for the correct airline and obtain a boarding pass
- (c) board the right plane as indicated on your boarding pass
- (d) arrive at destination B





*Thank you for spending time
with me!*

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or if you are unable to access them via this link, you can email me at Barbara@designyourlifefoundation.com and I can send you a link.

If you are wanting to engage me as a Conscious Leadership Coach as an individual or within your business with your teams, I am available on the same email address. In the meantime, here are some of my coaching programs:

<https://designyourlifefoundation.com/packages/>

Have a lovely rest of your week!

With kind regards, grace and gratitude

Barbara Mutedzi

