

Leading in a virtual world



Strong leadership is needed to proactively respond to the disruptors in today's digital environment

93% of CEOs who had introduced upskilling programs said these programs increased productivity

9% of executives strongly believed their leaders had the right skills to thrive in a digital economy

Source: PwC's 23rd Annual Global CEO Survey; The New Leadership Playbook For The Digital Age

Current challenges

- The shift to virtual work challenges the ways we have been leading and managing teams.
- While experiencing the new norm themselves, leaders are expected to embrace change and role model new ways of working.
- While the expectations from the leaders evolved such as being agile and empathetic, the big question is whether the leaders have the skills required to effectively lead in a virtual work.

Issues to consider

Role modelling and being visible is key for leading in uncertain and difficult times. Encouraging and role modelling a culture of collaboration, inclusion and cohesion will drive the desired behaviours. Communicating in a clear and transparent way is more important than ever.

As things are evolving fast, leaders need to be **agile** in their decision making and be comfortable with an **iterative process**.

More human leadership is a phenomenon we are seeing more of. People want to see leaders being human. Showing vulnerability can be powerful! **Empathetic leadership** is crucial for managing teams in a hybrid model, which requires asking new questions and accepting that the answers might be difficult. This however will enable leaders to get to know their teams, understand their needs and being aware of their feelings and thoughts

Trust is going to be the common denominator. Remote working has given autonomy to workforces that they haven't experienced before, which led to an increased productivity and higher motivation levels. There is a risk of losing this if we were to go back to traditional management approaches, i.e. command and control. We need to embed empowerment and focus on goals rather than process or actions.

It is time to rethink about who our leaders are. **Authentic informal leaders** are people without 'real' leadership power but can create energy across the organisation and inspire. Do you know who they are?

How can we help?

Cultivate AI

- *Cultivate AI coaches leaders and managers to be better leaders and strengthen their workplace relationships without the need for time consuming surveys or classroom training. The software draws themes and trends from a leader's email, calendar and HR technology data to give specific and actionable nudges/recommendations*

Workshops & trainings

- *Facilitating discussions around the role of the leader and the capabilities required.*
- *Training the leaders to equip them with the new set of skills required.*

Upskilling

- *Utilising PwC's STLL proposition to prepare suite of learning to upskill leaders and reskill the workforce.*