About
Carla Canning

Carla has 20 years of leadership experience, 15 years of HR and Learning and Deve-lopment experience & has contributed to the for-purpose sector as a proud part-icipant of the Australian Mental Health Leaders Fellowship & involvement in various industry advisory boards. Carla's unique mix of skills provides the basis for the suite of services Connect Lead Achieve now offers.



“Clear is Kind” Conversation Planner

Use this structure to plan your conversation:

Clarify the Purpose

- What outcome am I seeking?
- What values do I want to uphold?
- What impact do I want this conversation to have?

Describe the Behaviour

- What did I see/hear (be objective)?
- How did it impact others/the team?

Identify the Gap

- What’s the gap between what you observed and what is expected?

Explore with Curiosity

- What might be driving this behavior?
- What curious questions do I need to ask?
- What do I need to better understand?

Tips to help the conversation run smoothly:

1. *Regulate your own state: Pause, breathe, ground yourself before the conversation.*
2. *Listen to understand, not to respond.*
3. *Stay values-aligned: Return to your shared purpose and organizational values.*
4. *Use silence as a tool: Let them process and speak.*
5. *Follow up: Trust is built in consistency.*

For specialist advice contact:

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Ideas to support collaboration in remote teams

Below is a selection of our tried and tested strategies to help leaders foster innovation & meaningful collaboration in dispersed, time-poor teams by embedding creativity, peer connection & continuous improvement into day-to-day operations.

Light touch collaboration ideas

- Virtual "Lunch & Learns" – Monthly 30-minute sessions where a team member shares a passion, project or learning with the team (you might even like to record them so they form a video library for people to access at a time that works for them).
- 5-Minute Idea Sprints – Start a meeting with one quick "how might we…" prompt.
- Innovation Slack/Teams Channel– Share small ideas weekly; tag themes like #customerwin or #quickfix.
- Flash Poll Fridays – Pulse check or idea voting using tools like Mentimeter.
- "One Small Change" Wall – Use a Miro board or Jamboard where anyone can post a simple improvement suggestion.

Peer Connection Strategies

- Match & Mentor – Pair up team members across roles or sites for regular scheduled chats around structured prompts like:
  - "What's something you've improved recently?"
  - "What do you wish people better understood about your role?"

  Provide a different prompt each fortnight or month to encourage deeper conversations.
- Remote Buddy Check-Ins – 10-minute fortnightly virtual coffees using random pairings.
- "Walk & Talk" Calls – Encourage phone calls while walking to boost energy and reduce Zoom fatigue.

Start/Stop/Continue Feedback Sessions

These feedback sessions can be run in person, virtually, via group chat or a virtual whiteboard. Encourage staff to come up with ideas about they would like to see the organisation start doing, stop doing & continue doing.

Customer-Care Credits

Encourage team members to actively seek feedback from participants and share 'shout outs' to colleagues who have done a good job in a virtual location (giving credit where credit is due).

You can do the same with constructive feedback as well – encouraging team members to offer suggestions and ideas for improving service delivery directly from participants' perspective.

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