



Tri-C
WEBINAR
SERIES

How to Effectively Manage Remote Teams

April 28 2020
9:00 AM EST





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INTRODUCTIONS . . .



Geraldine Weiser, MA, LSSYB

VIRTUAL PRODUCER

DIRECTOR OF CLIENT BUSINESS DEVELOPMENT AT CORPORATE COLLEGE



Janine Sergay, MA, Industrial Psychologist, LCTL

PRESENTER, FACILITATION SPECIALIST

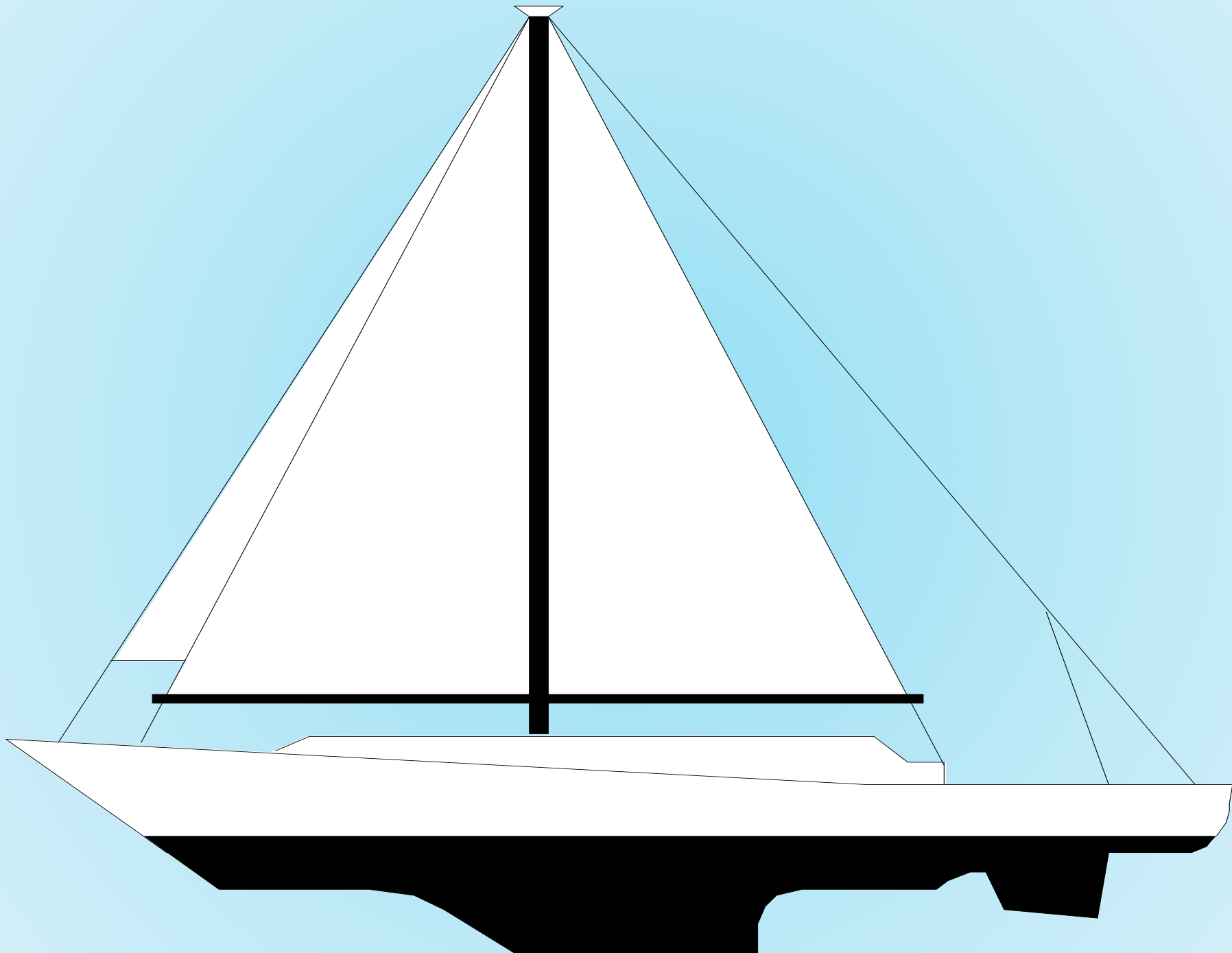
THE SERGAY GROUP - STRATEGY, OD, LEADERSHIP



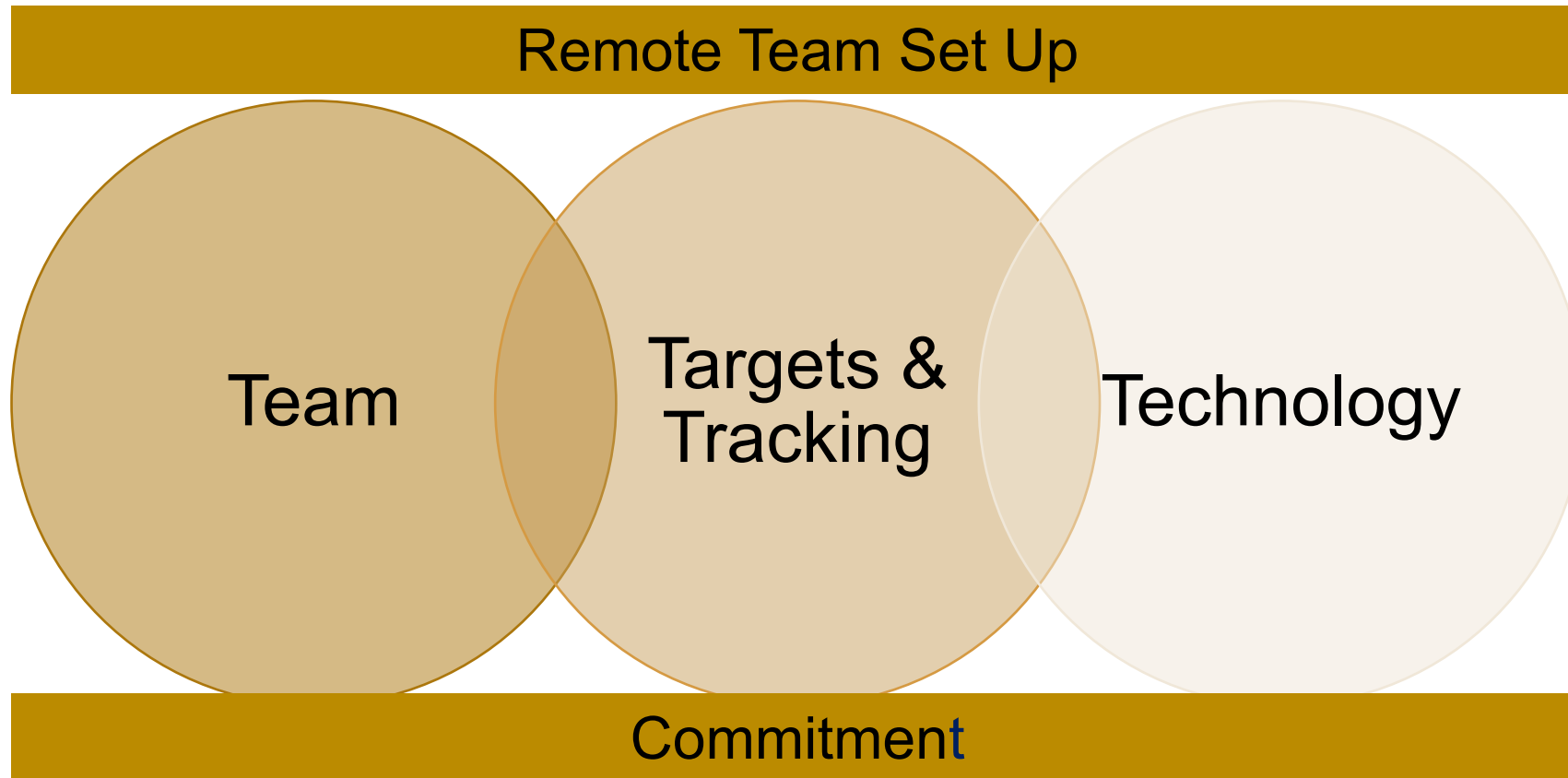
Rafaela Reyes, MPOD

LEAD CURRICULUM DESIGNER

DIRECTOR OF ORGANIZATIONAL EFFECTIVENESS AT CORPORATE COLLEGE



Our Journey





With moving to a remote team set up, have you considered...?





At Set Up

- **Communicate**

- ✓ Create a communication campaign strategy

- **Clarify**

- ✓ Establish specific collaboration norms within own team

- **Care**

- ✓ Sent guide of how to set up a remote work space to team members

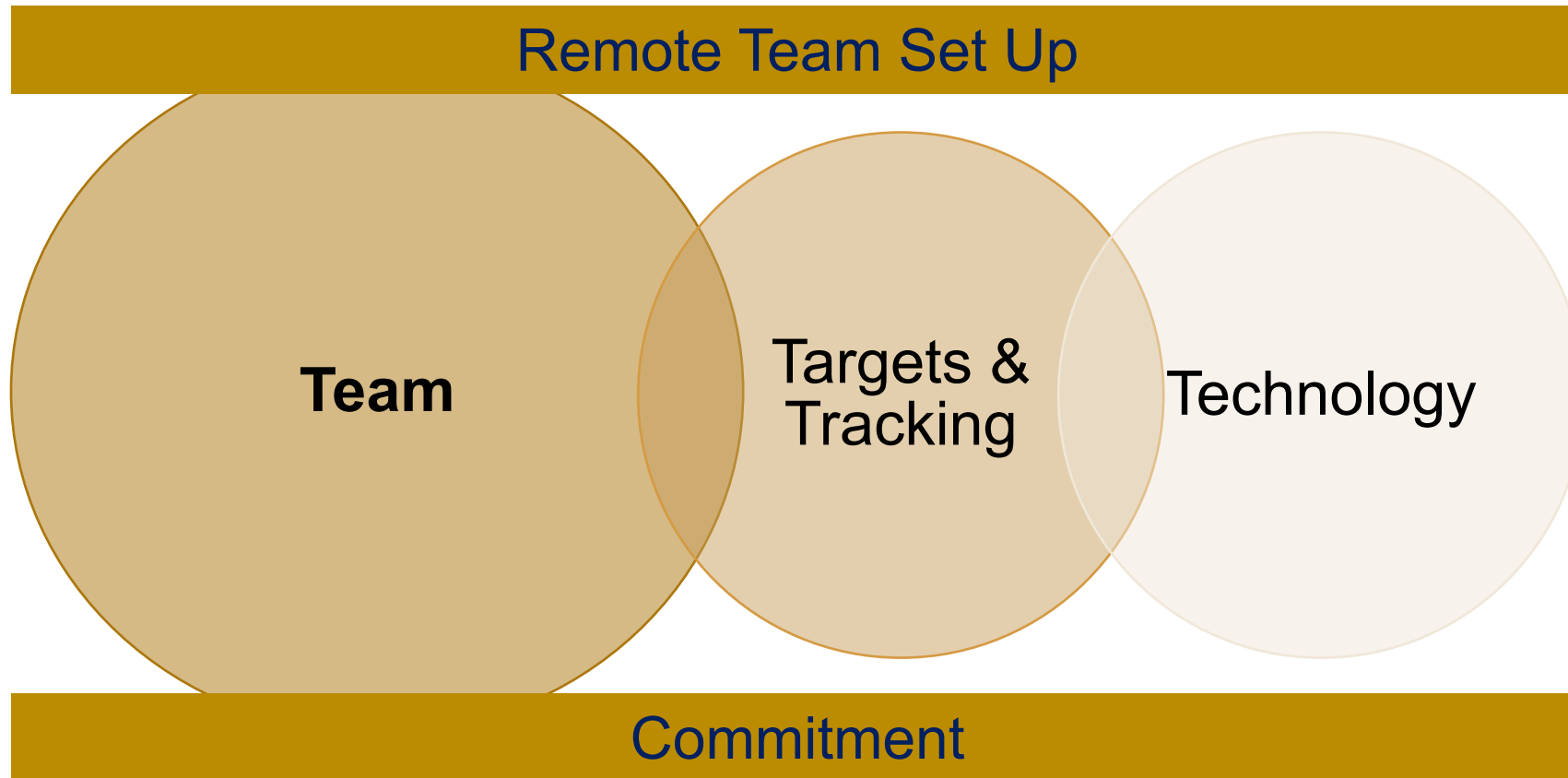


Example Communication

Tips to Navigate Your New Virtual World	
Create a new normal work routine	Prioritize your wellbeing
<ul style="list-style-type: none">Stay flexible.	<ul style="list-style-type: none">Keep an exercise schedule.
<ul style="list-style-type: none">Maintain work hour boundaries.	<ul style="list-style-type: none">Take breaks to recharge.
<ul style="list-style-type: none">Set expectations with manager when to be online.	<ul style="list-style-type: none">Separate work from private time.
Establish a work zone	Stay informed and engaged
<ul style="list-style-type: none">Create a dedicated work area.	<ul style="list-style-type: none">Listen to, or read, communications from the organizations.
<ul style="list-style-type: none">Put things need closest at hand.	<ul style="list-style-type: none">Focus on data gathering.
<ul style="list-style-type: none">Use a different room, if possible, from distractions.	<ul style="list-style-type: none">Allow for creativity in developing a solution.
Keep connected to your team	Flex your new normal
<ul style="list-style-type: none">Use video conferencing to bridge the gap.	
<ul style="list-style-type: none">Go in earlier to chat before meetings.	
<ul style="list-style-type: none">Organize informal get togethers online.	



Our Journey





Which FUD Do Remote Teams Want?



FUD

Fear

Uncertainty

Doubt

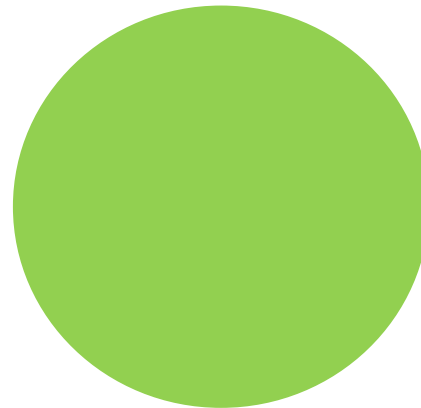
FUD

Feedback

Understanding

Development

What Are You Concerned About?



Move to Your Circle of Influence

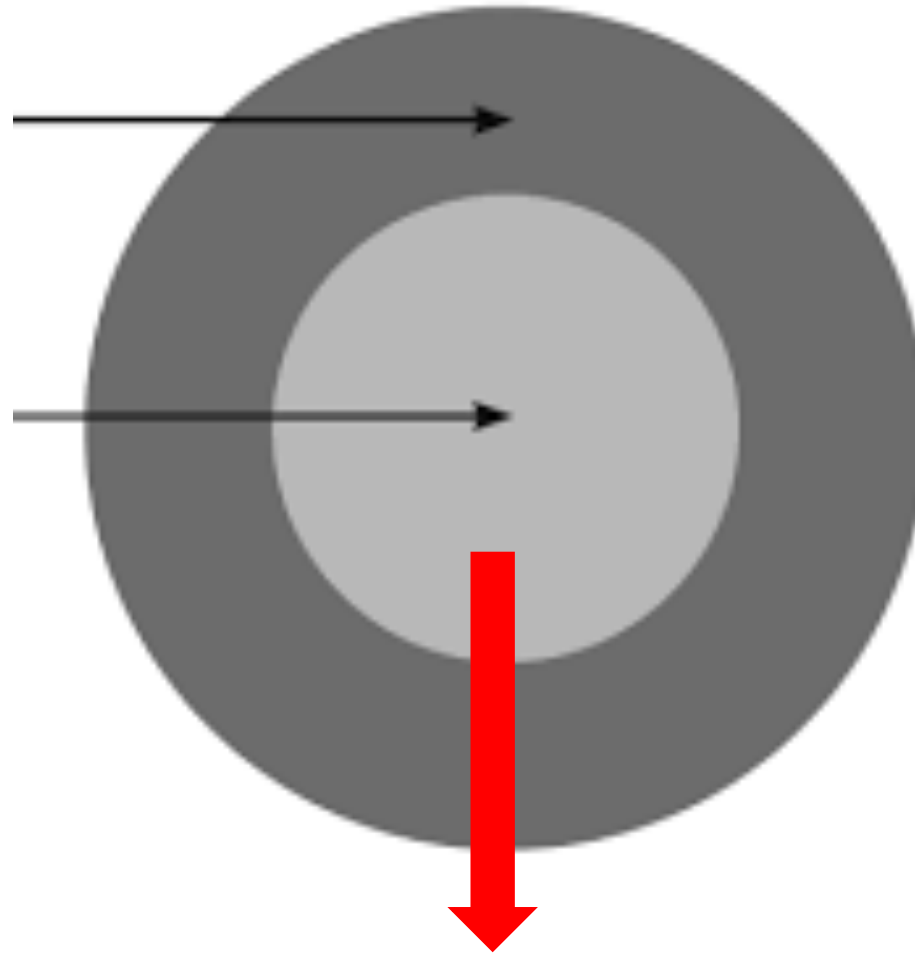


CONCERN:

Things that worry,
bother, frustrate

INFLUENCE:

Things you can do
something about

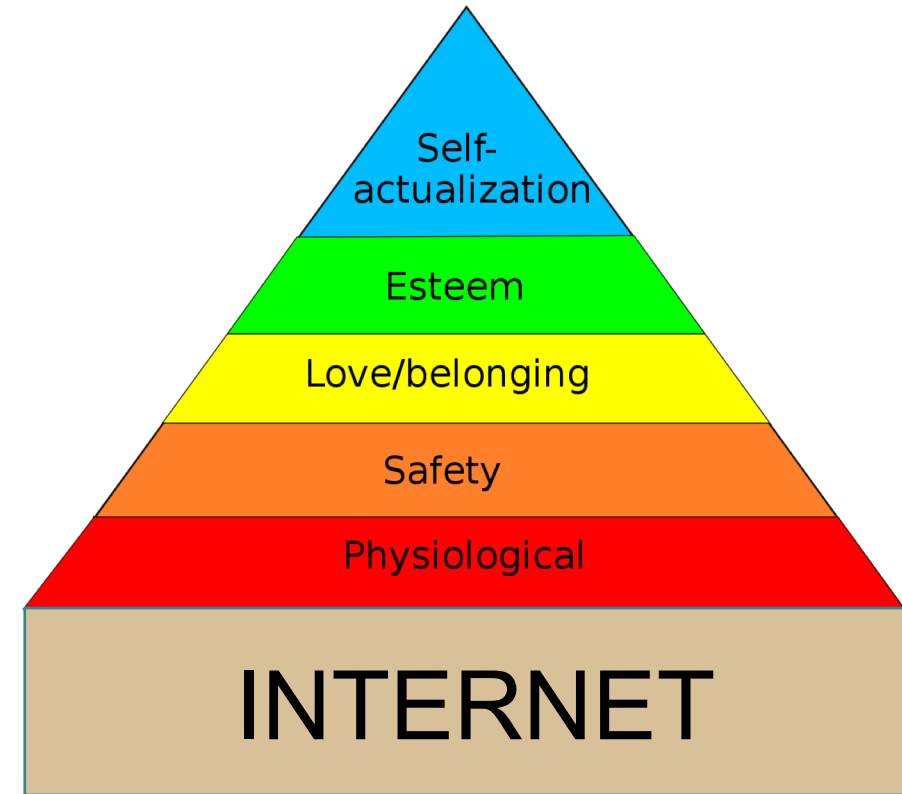


Take Action



Remote Team Member Needs

- Purpose
- Feedback
- Objectives
- Autonomy
- Resources
- A Career Path
- Communication
- Sense of Belonging
- Clarity of Expectations
- Rewards and Recognition
- Development Opportunities
- Performance Management Conversations
- ...



Rules of Engagement



Develop a Team Working Agreement

Work Hours

- What core working hours members are expected to be online (or in the office – post Covid-19 lockdown)
- What the expected response times are during core online, and outside the core, hours
- How to communicate vacation or sick days

Meetings

- When and where regular team meetings take place
- Who should attend which meetings
- Expected behavior during the meetings

Connecting

- When 1:1 conversations are to take place
- What is expected from these 1:1 conversations
- When to use intra-team member collaborations
- What days the team eats lunch together
- What the rules for handling conflict are

Performance

- Expected behavior during the rest of the day
- Which software products are to be used to track work and to communicate
- How and when to use these software products
- Who plays which role on the team
- Expected completion of deliverables
- What is expected when difficulties experienced
- What the level of decision making authority is in each role and for different deliverables



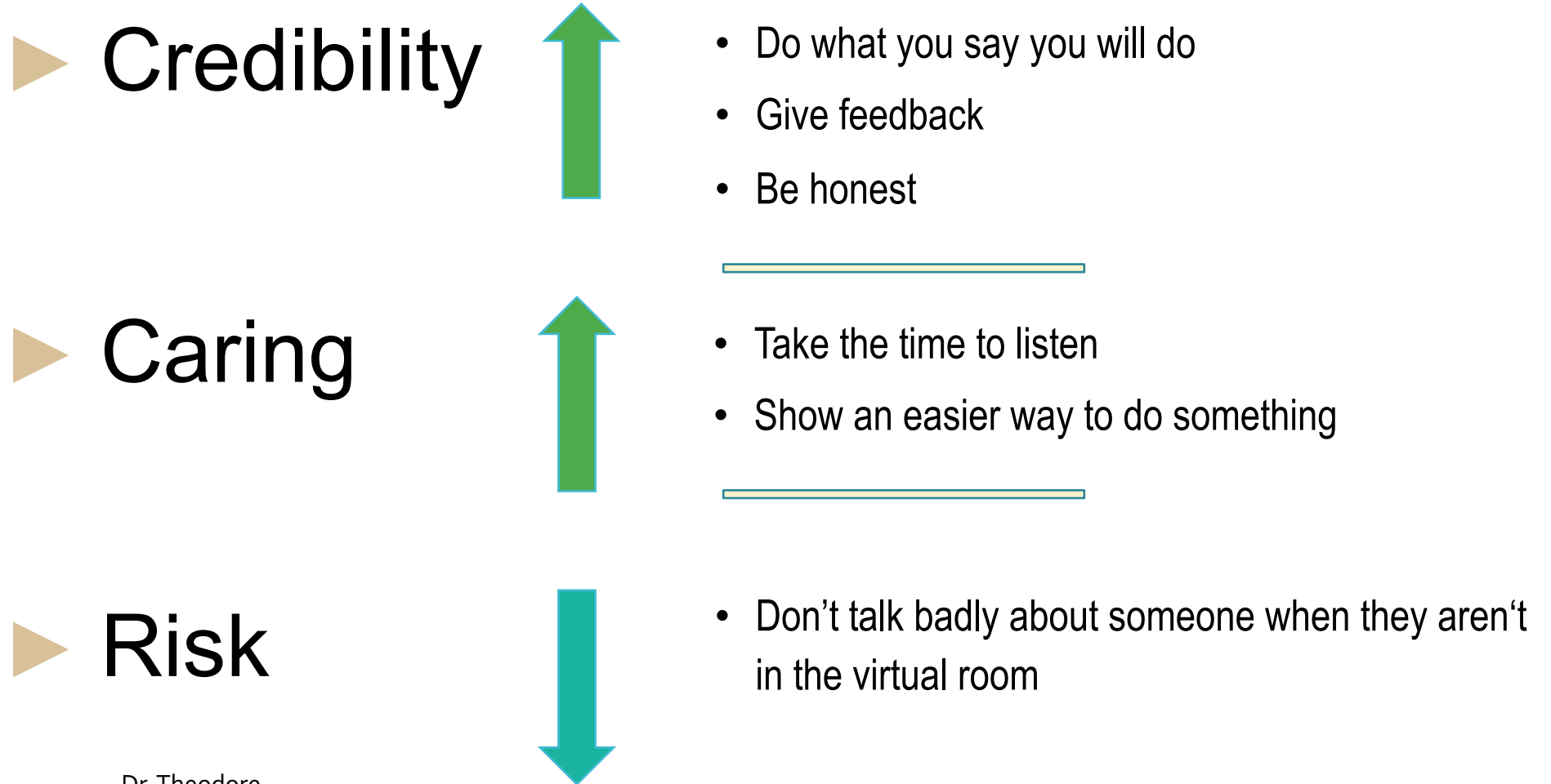


We shape company culture by:
how we show up on a daily basis and
how we interact with each other and external stakeholders

- Janine Sergay



Build a Trust Culture



- Dr. Theodore



Build Trust

enable

Relationships

Results

Think **relationships**, not transactions

Think **collaboration**, not competition

build

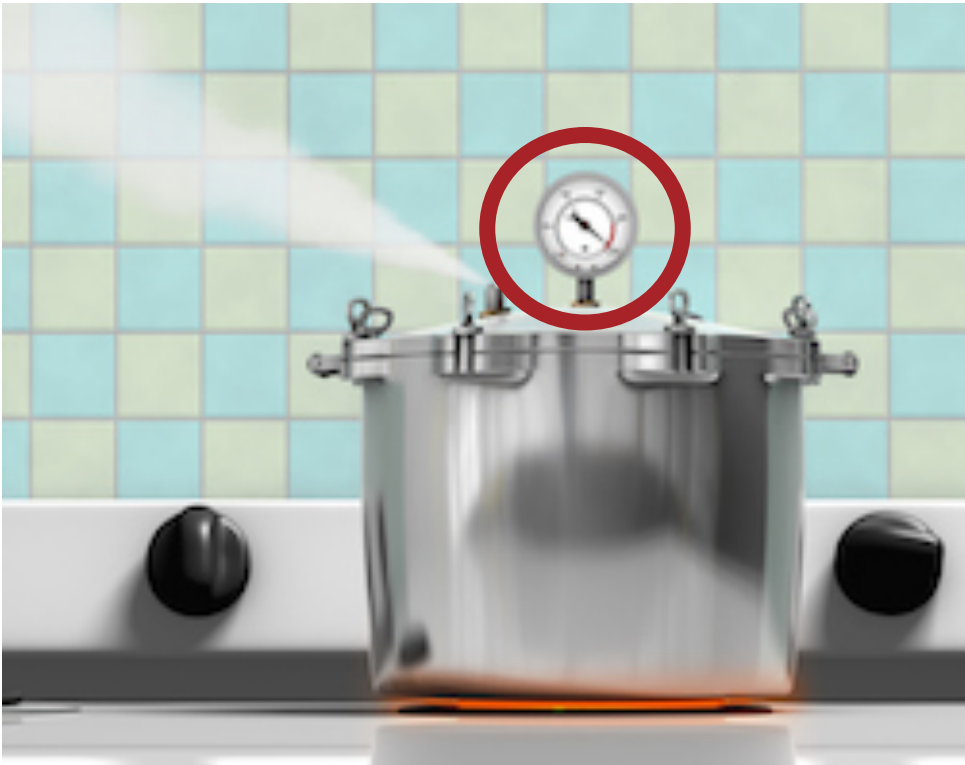
The basis is **Trust**.

Build Social Capital



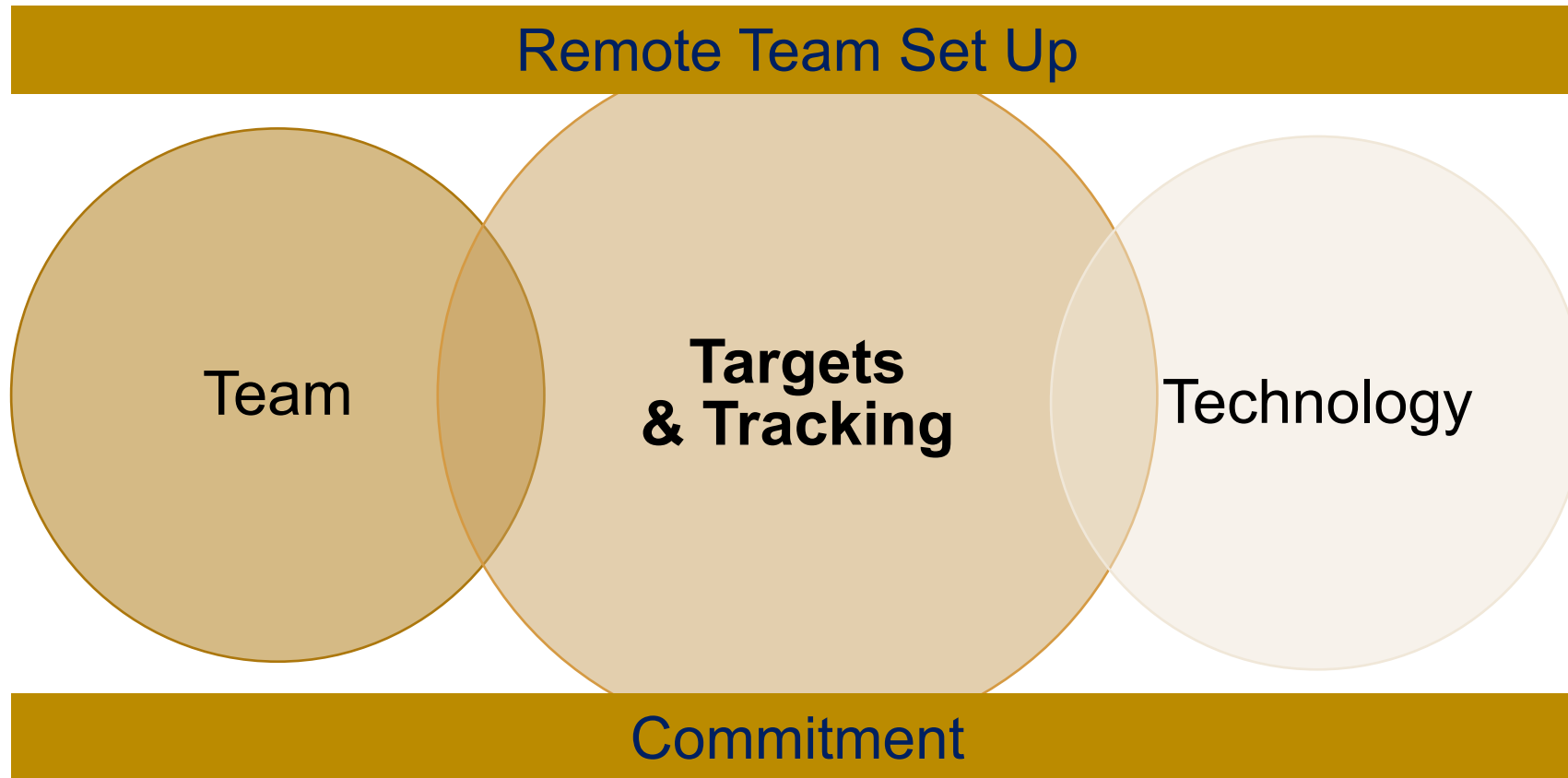


CONFLICT



Create some
parameters for
handling conflict

Our Journey



Clarify Expectations





Roles and Responsibilities

TEAM:	Team Lead	Team Member	Team Member	Team Member	Team Member	Team Member
Roles						
Responsibilities	KPI's					
Deliverables						
Decision Making Authority						
The “go to” person in the team for...						

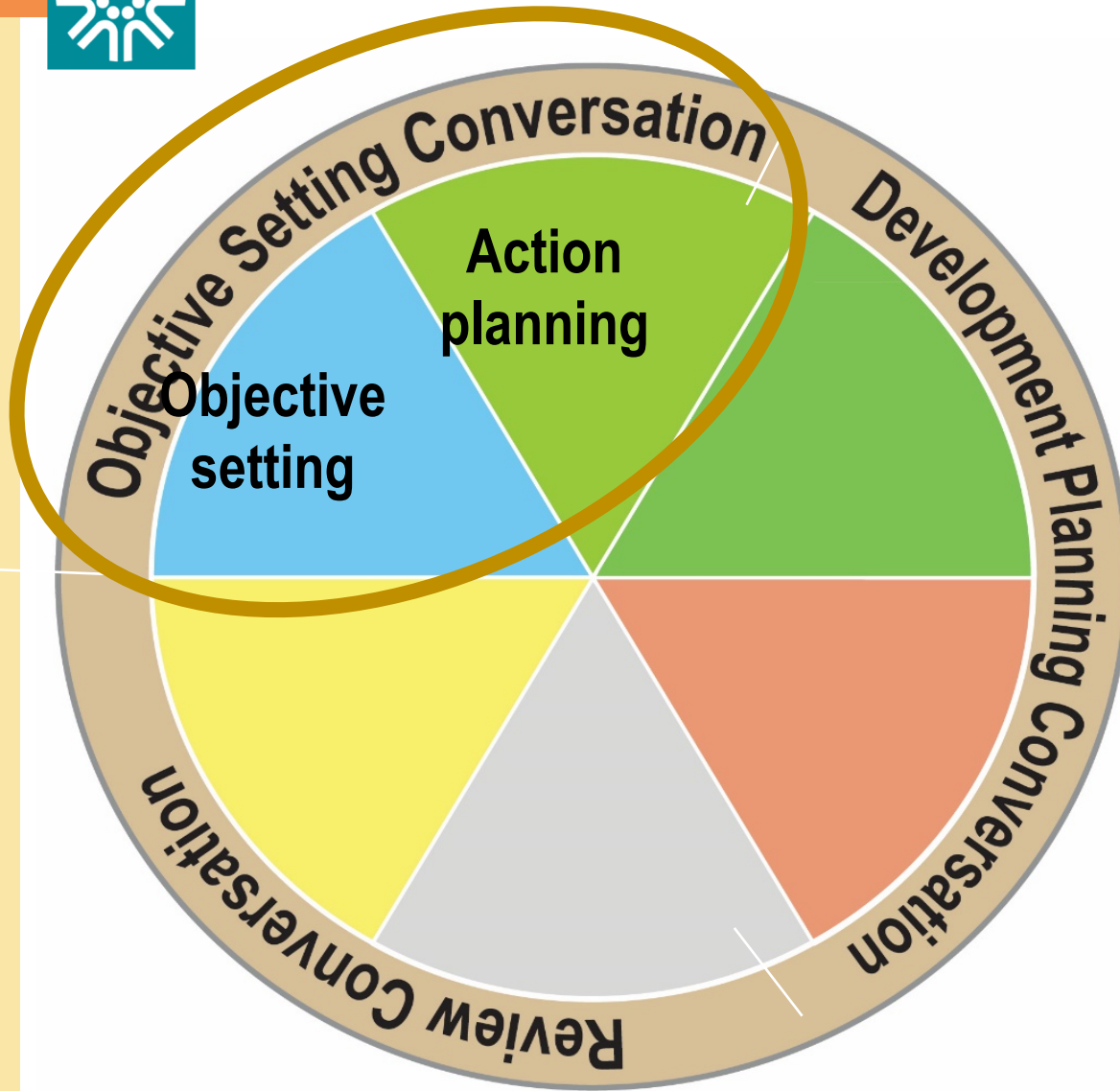
Make it visible





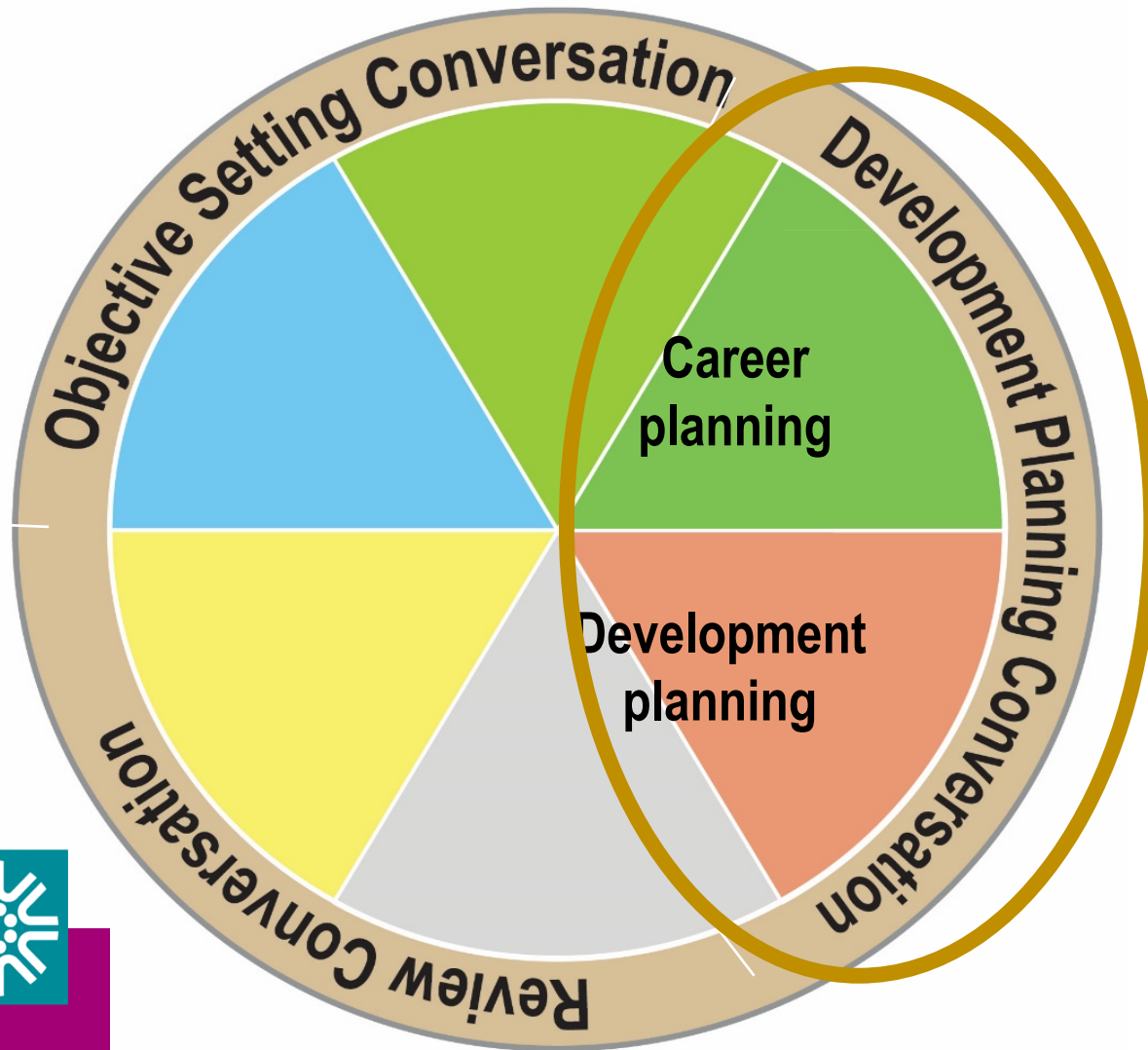
**You can't manage without
managing performance!**

Objective Setting Conversations



- Set clear SMART objectives before the work begins
- Clarify why, what, how, when, and how much
- Align within and between teams

Development Planning Conversations

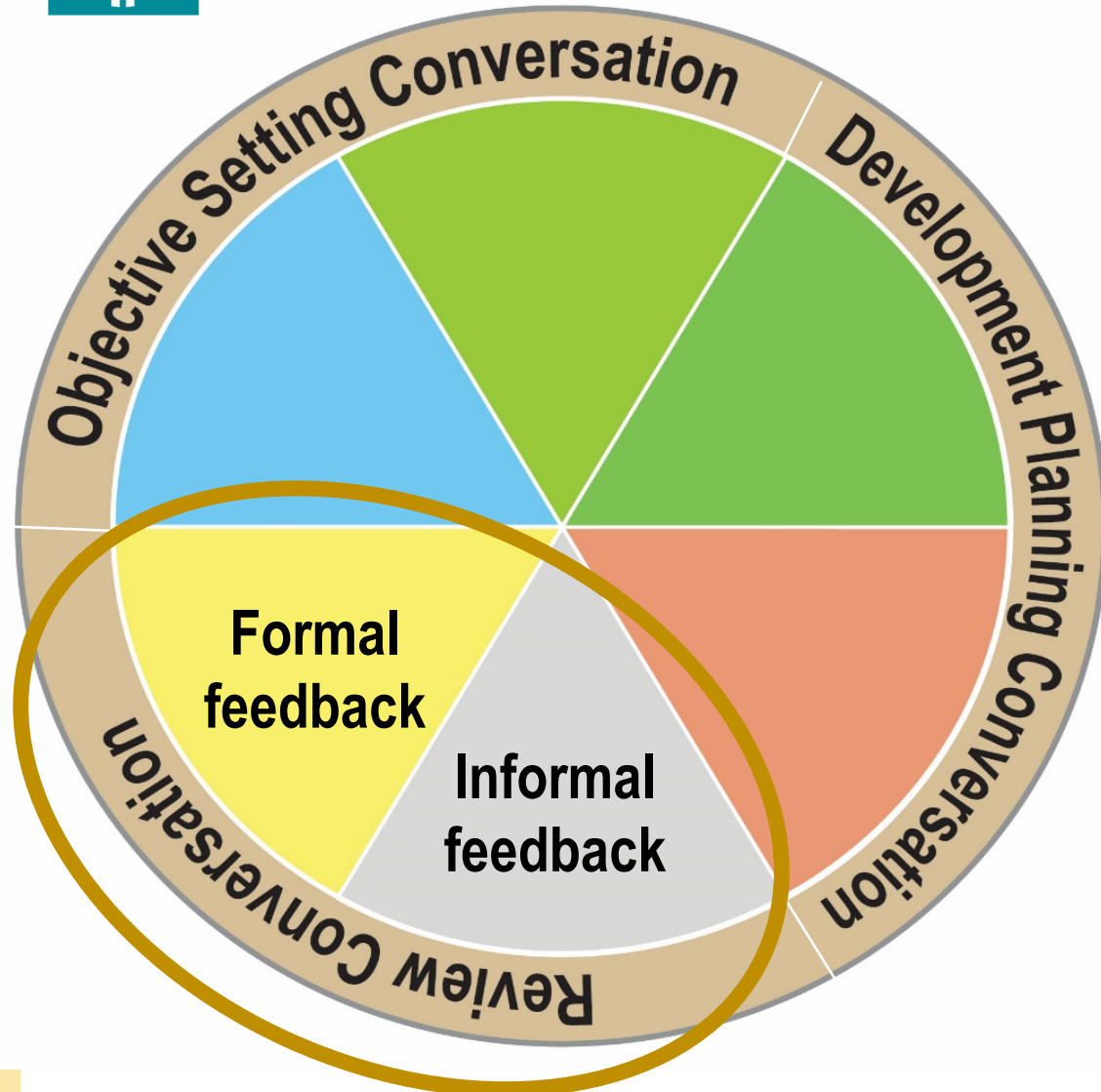


- Determine the needs of the
 - Individual
 - Job
 - Team
 - Department
 - Organization
- Create a realistic plan
- Coach



Review Conversations

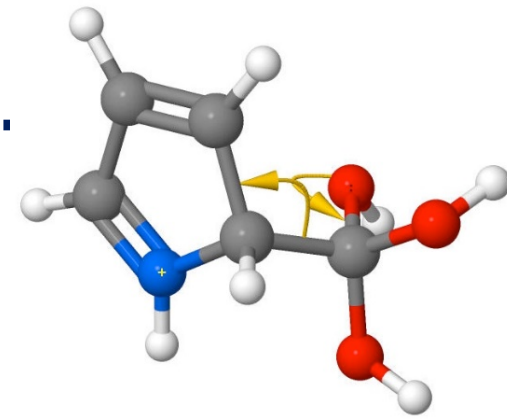
Trust, but verify



- Timely
- Throughout the year
- With a coaching focus
- For mutual understanding
- No surprises at the final review



Engage Your Team Members – Have you..



- In the last seven days, provided praise or recognition to others for doing good work?
- In the last two weeks, talked to direct reports about their progress?
- In the last three weeks, really listened to your direct reports' experiences?
- In the last month, shared some of your stressors and some creative solutions you have used?
- In the last month, involved team members in identifying and collaboratively solving emerging problems?
- In the last quarter, encouraged your direct reports' personal development?
- When working remotely, consistently allowed your direct reports' opinions to count?

Apply Project Management Principles and Tools



Keep Performance Status Front and Center



Performance Issues in a Remote Team

- What are possible signs that there is a performance issue?

Share cues to look for in **chat**

- Conversely, how do you reward and recognize at a distance?

Share ideas in **chat**

Coach: the Bottom Line

The background of the slide is a collage of business-related graphics. On the left, there is a 3D pie chart with orange, green, and blue segments. In the center, a black text box is tilted diagonally. To the right of the text box, there is a 3D bar chart with several bars of varying heights. In the bottom right corner, there is a 2D bar chart with five bars. A line graph with a red line is visible in the upper left. The overall color scheme is blue and white with some orange and green accents.

Effective coaching is about
development,
relationships, and
results.



Availability for Communications & Collaboration

- AirTreks – 7-10am PST M-F, not available on weekends or holidays, not contactable
- Appirio – answers questions via email
- Boldly – answers questions via email
- Attentiv – answers questions via email, also Attentiv
- DVMelite – answers questions via email, also company-wide for updates
- DevriX – Monday-Friday 9am-5pm PST, also Hipchat on mobile phones for questions

What criteria
should your decisions
be based on?

How to Deal with Your People

Affecting Thoughts

Self-fulfilling prophecy
and positive reframing

“Nothing is either good nor bad,
but thinking makes it so”
– Hamlet

Providing Information

Different motivators



Different needs



Different information

Handling Change

Context

Control

Comfort zone

Being Hardy

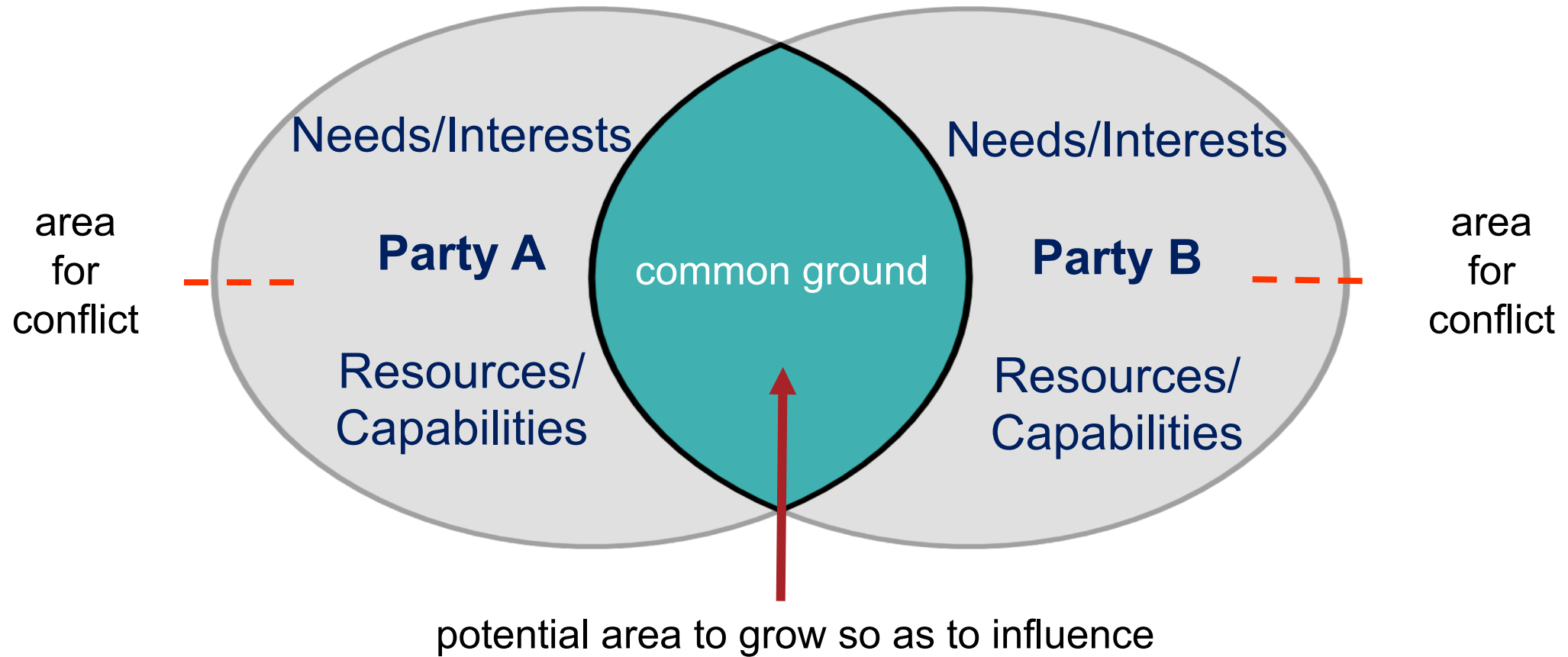
Commitment

Control

Challenge



Collaboration





When to Use....

Synchronous Collaboration

- Have to be working together
- Done in real time

ASynchronous Collaboration

- Can be done independently
- Need information to cross interfaces

Share ideas in **chat**



Context



Take the time to
Understand Context





Consider Your Organization's Culture

- What information is shared
- How information flows
- How honest and transparent people are willing to be
- If mistakes are seen as development opportunities
- How emotion is interpreted
- What biases exist and how they are expressed
- What solutions are considered appropriate
- What conclusions are accepted or questioned
- How criteria are developed and weighed
- How problems are defined
- If process challenges can be made
- If initiative is reinforced

*What communication plans
are you sure to include now?*

To build culture

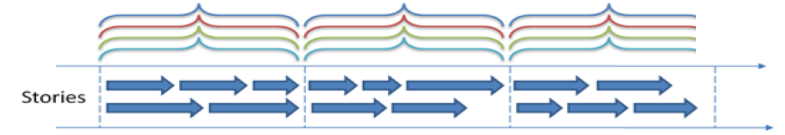
Build trust

Build openness

Build transparency



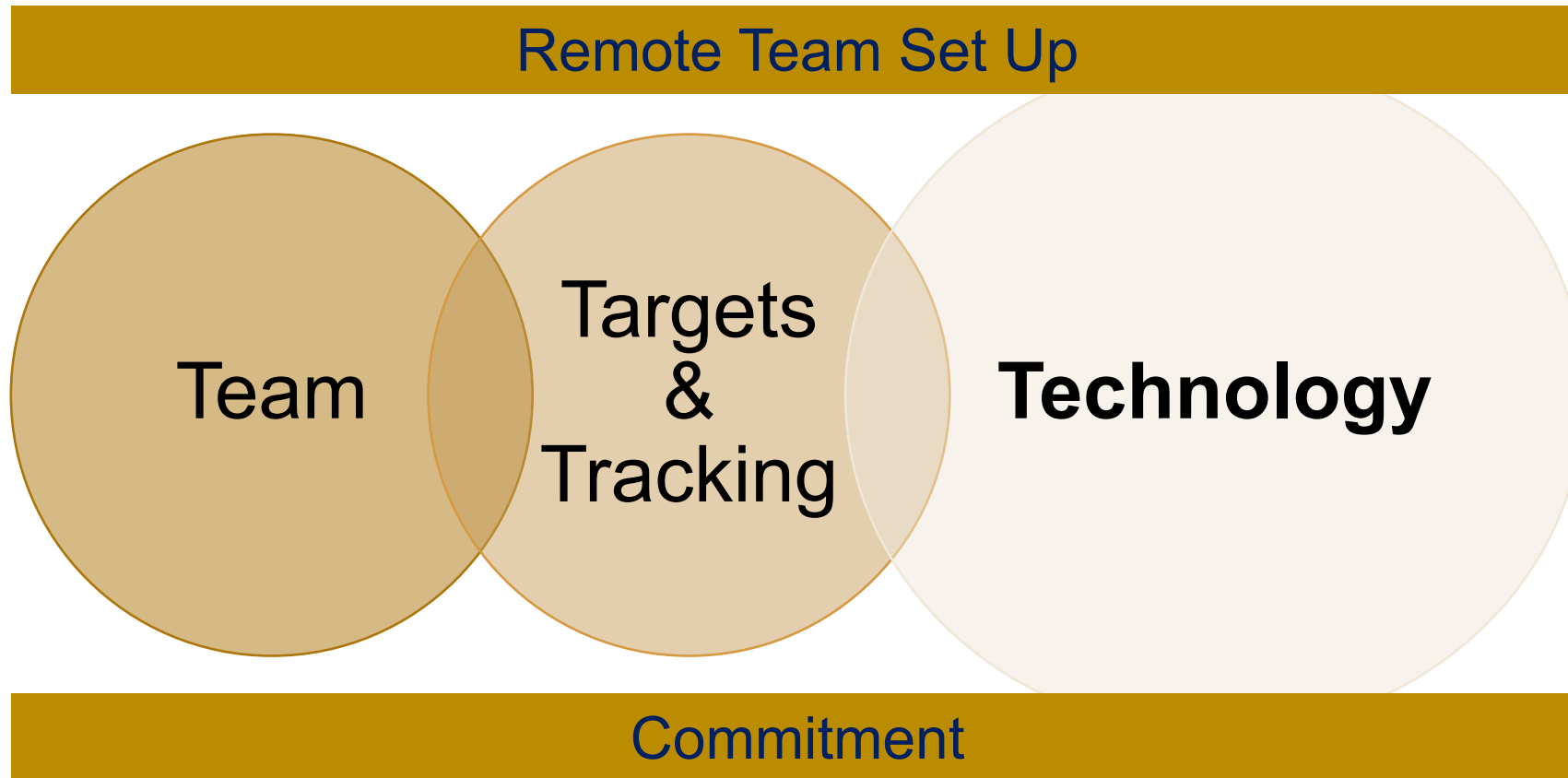
Cadence



- At work, an informal cadence seems to form in the physical environment
- Close your eyes
- Picture yourself coming into the work environment pre-being a remote worker
- How do you enter?
- Who do you walk past?
- Who do you say hi to?
- Do you pick up a cup of coffee?
- Go through a normal day's cycle of work in your mind.

Needs to be deliberate
Needs to be team based

Our Journey



Technology as an Enabler

Needed for:

- Video conferencing calls
- Screen sharing
- Formal presentations
- Office presence tools
- Project management tools
- File storage
- Instant message and chat tools
- Informal connecting
- Coworking spaces

Decision of which tool to use based on:

- Gets the desired results
- Availability of systems
- Limited complications
- Effort to Impact Ratio
- Team's competence



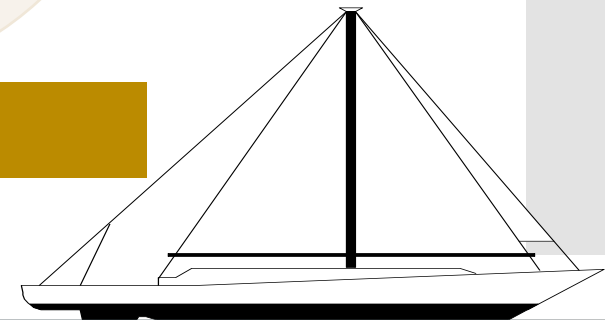
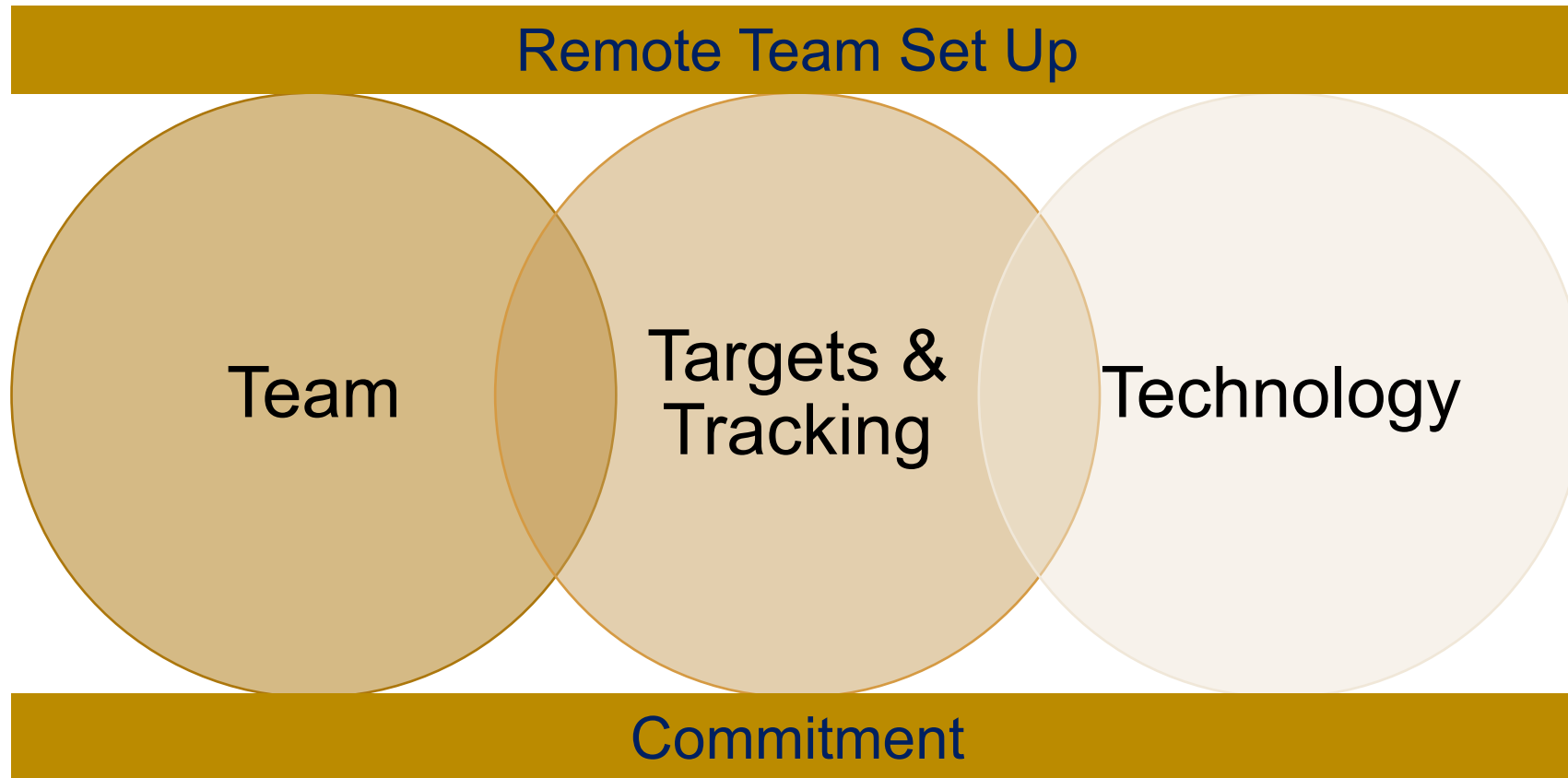


Make It Happen

- Plan the actions you will take now

Date:	
Specific Actions to Take	When
Support Needed:	
Conversation Follow Up with my Manager – Date:	

Your Journey to Traverse





Take Ownership for the Success of Your Team

Communicate

Clarify

Care

Coach

Culture

Cadence

Collaboration





Thank you for joining us today.

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