

MOTIVATING FROM A DISTANCE: FROM REMOTE TO HYBRID WORKFORCE

Whether you are managing remotely for the first time or leading a hybrid workforce, both on the frontline and remote, times of immense change and uncertainty add their own unique challenges. “Instead of monitoring them, try motivating them,” suggests [Adam Grant](#).

So, what can we do as leaders to motivate employees and set them up for success from a distance?



Most frequently asked questions by managers leading from a distance

What are **best practices** for managing my team remotely?

- Set up regular, recurring one-on-one's and team meetings where employee's questions will be heard. Communication is key.
- Use technology to maximize visibility, availability and accessibility. Do not rely on emails alone.
- Develop [norms](#) for [virtual teams](#) to set “rules of engagement”
- Create processes and tools for collaboration both professionally and socially e.g., virtual water coolers
- Provide regular [feedback](#)
- Offer encouragement and emotional support

How can I manage my hybrid, distributed team?

- Create an environment of [trust](#) through compassion, character, consistency and competence
- Focus on a [common mission and team goals](#)*
- Promote collaboration and celebrate [team success](#)*
- Manage consistently despite different work settings
- Be present
- Cultivate a sense of community to keep members connected – with you and between each other

How do I manage my team's performance remotely?

- [Set clear expectations](#), goals, deliverables and timelines with a focus on outcomes/results
- Don't micromanage but delegate effectively
- Encourage team members to take ownership and keep each other informed, e.g., project status, etc.
- Be flexible and allow choices around when, how and where the members work
- Explore a robust, output-based evaluation process

How can I run **virtual meetings** effectively?

- Plan ahead: choose and test the right technology
- Use [icebreakers](#) to establish a sense of community
- Assign roles, call on people, etc. to [get them to participate](#)
- [Combat “video call fatigue”](#)

How can I ensure sustained team success in the new working environment?

- Normalize the new environment and keep an open mind
- Address isolation and create a [team spirit](#)
- Brainstorm strategies for managing distraction

Consider How You Can Motivate Others

- *Am I communicating regularly and consistently: key updates, individual and team goals, etc.?*
- *Do I know what motivates individuals on my team? Am I empowering them accordingly?*
- *How can I foster a sense of belonging and team spirit?*

Create a remote environment that empowers and engages!

*We are one Penn Medicine, and we are in this **together!***



Want to learn more?

- [This is how Covid-19 could change the world of work for good](#) (World Economic Forum)
- [5 Questions that \(newly\) virtual leaders should ask themselves](#) (HBR)

- Created by Penn Medicine Academy (PMA) for Penn Medicine leaders | Visit [Lead Strong](#) site for more information -

* VPN required for access