

Lunch with Leaders: Engaging Virtual Teams

May 28, 2020



Welcome to our virtual waiting room!

While you wait for the session to start, please take time to:

1. Mute yourself – audio and video
 - 1 in the picture
2. Familiarize yourself with BlueJeans
3. Visit the chat window
 - 2 in the picture
4. Check your name- update if incorrect
 - 3 in the picture

BlueJeans Participant Screen

1. Camera mute, Audio Mute, Share your screen and Leave meeting
2. People roster, Chat, Apps and Settings
3. People roster detail

The screenshot shows the BlueJeans interface during a waiting room. The top bar includes a 'Start Rec' button and a status bar indicating 'Anne is talking'. The main video area shows a group of four people in a meeting. The bottom of the screen features a gallery of participant thumbnails, including Anne, Rachel, Daniel, Leopoldo, and another participant. The right sidebar contains the 'PEOPLE' tab, which lists participants with icons for video, audio, and screen sharing. The 'WHO'S TALKING' tab is also visible. The bottom of the sidebar shows a meeting link: bluejeans.com/6786088830.

Who's talking

Hide menu

View People

Click to see only who's talking (also shown by blue mic highlight)

Click pencil to change your name. Mute/unmute your camera or microphone.
Note: only moderators (marked by a ★ next to the name) can also mute & unmute other participants

Click name to see call details and connection stats. Moderator has ability to drop them from meeting

Moderators only can Mute & Unmute All participants at once

Copy meeting link, & share with others

Hide Video Thumbnails

Switch Video and Content Frames

Your self view, with quality bar and mic status

Send Meeting link to others

Virtual Meeting Norms

- Mute yourself (audio and video) unless speaking
- Actively participate to make this engaging for you
 - Respond to all polls
 - Share your experiences
- State your name when contributing to a discussion
- Ask questions: there are no stupid ones
 - Please ask questions in the chat window unless the facilitator requests otherwise
 - A moderator will monitor the chat window and ask the facilitator questions

Please note that the session will be recorded



Today's Agenda

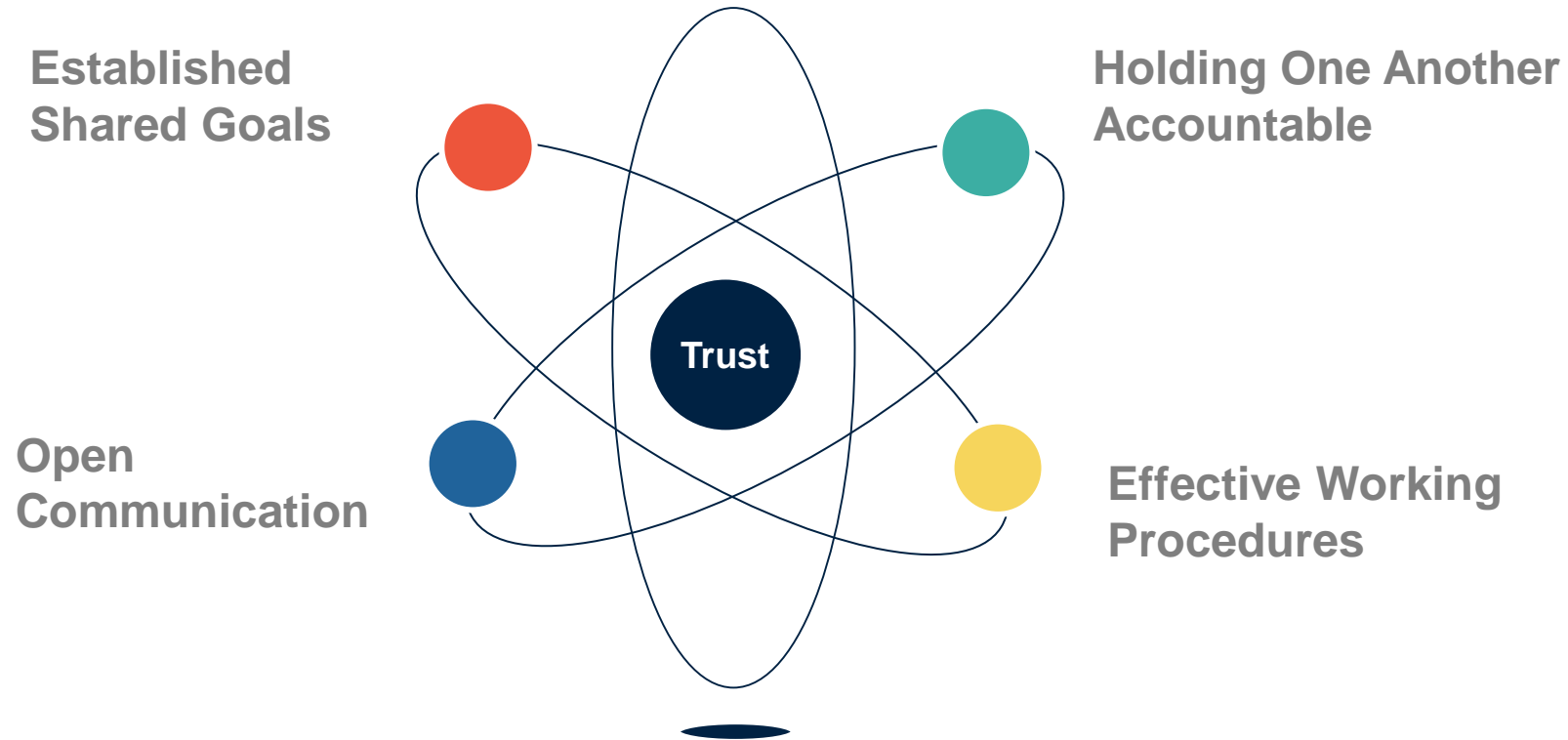
- ▶ Welcome
- ▶ What is Lunch with Leaders
 - Upcoming topics include: Facilitating virtual meetings/trainings, Leading with emotional intelligence, Prioritizing employee's mental health
- ▶ What to expect today
 - Understand what it take to lead a remote team successfully
 - Share challenges
 - Discuss tips and best practices
 - Explores available resources



Lunch with Leaders



What Makes a Team Successful

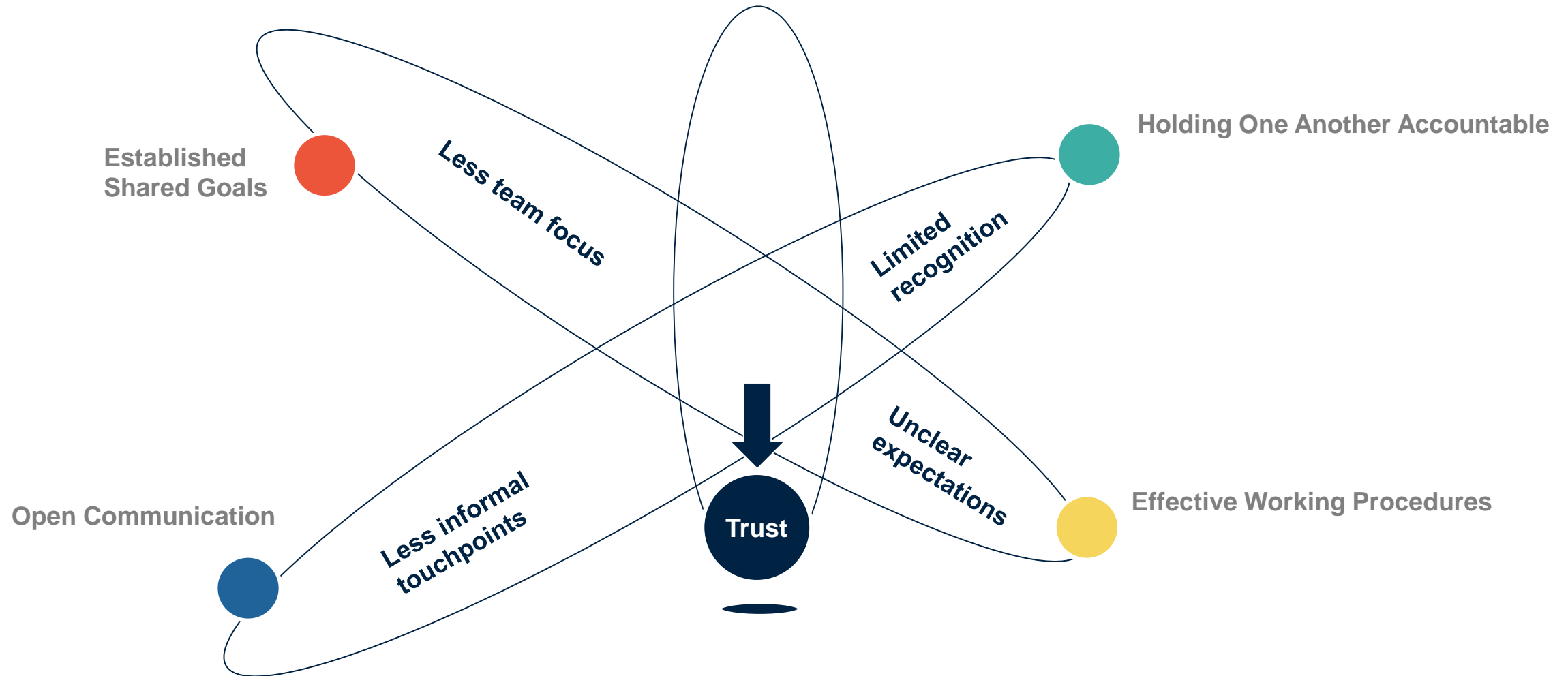


Source: High Performing Teams: What Are They and How Do I Build One? · Activecollab Blog. (2017, June 21).
Retrieved from <https://activecollab.com/blog/collaboration/high-performing-teams>.

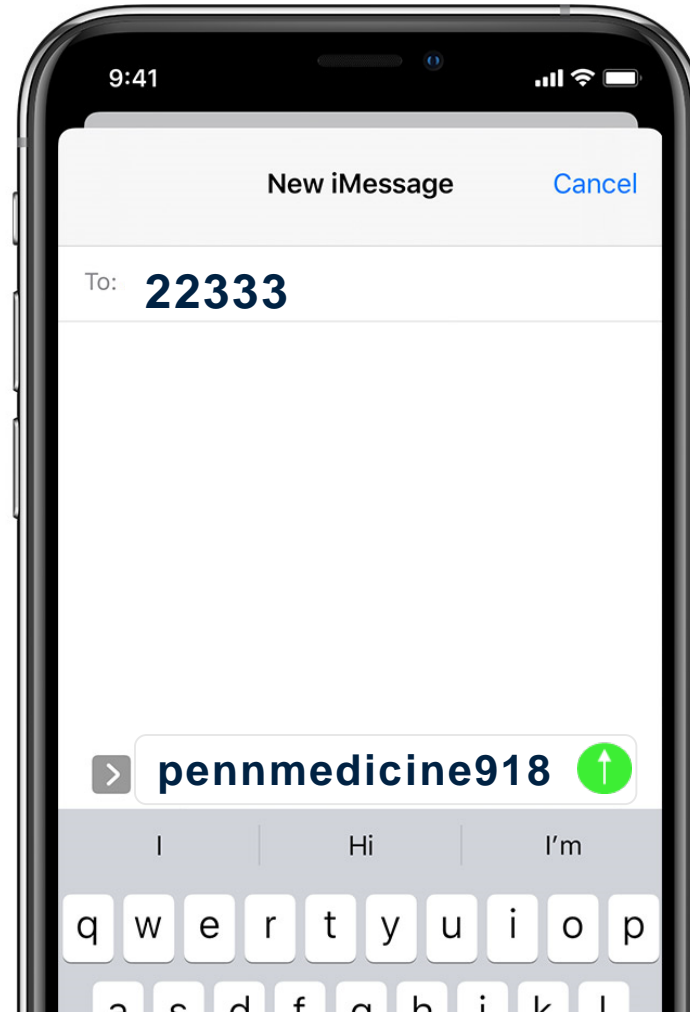
Remote Work Reality...



Challenges of a Remote Environment



Participate in Poll Everywhere



Poll Everywhere

What have you found most challenging when it comes to leading your team remotely?

Clear goals and expectations

Communication

Accountability

Ways in which the team works together

Trust



Focus Areas to Remotely Lead Your Team

Leader's Checklist

Shared Team Goals

- Clarify and reiterate team goals
- Ensure clear accountabilities
- Celebrate wins to reinforce expectations

Open Communication

- Create virtual team engagements
- Use questions to deepen understanding
- Formal and informal approaches

Accountability

- Manage outcomes versus tasks
- Connect what (outcomes) and how (behaviors)
- Provide ongoing feedback

Effective Working Procedures

- Establish virtual working norms
- Lead effective and engaging meetings

Trust

- Lead with compassion and empathy
- Create environment for building relationships
- Cultivate a sense of community to keep members connected and supported



Established Shared Goals

KEY POINTS

Clarify and reiterate team goals

- Create a common, unifying team to help members stay aligned and engaged

Ensure clear accountabilities

- Use Responsibility Assignment (RACI) matrix to clarify roles aligned to a goal

Celebrate wins to reinforce expectations

- Start team meetings sharing accomplishments and shout outs



TOOLS

[Create shared goals](#) tool

[High five](#) recognition site

[Responsibility Assignment](#) matrix tool

Open Communication

KEY POINTS

Create virtual team engagements

- Schedule recurring team meetings to check-in on priorities and connect as a team
- Set up team 'happy hours' with no agenda

Use questions to deepen understanding

- Increase your affinity, and deepen empathy
 - “Tell me about your week.”
 - “What are your highs and lows?”

Formal and informal approaches

- Send quick text – “How’s today going?”
- Call to debrief recent meeting

Set clear expectations on when to use which technology tool

Real-Time
Communication
Tools
i.e. Phone

Delayed
Communication
Tools
i.e. Email

TOOLS

[Virtual Ice-Breaker ideas](#)
[Giving Real Time Feedback](#)



Holding One Another Accountable

KEY POINT

Manage outcomes versus tasks

- Establish and agree upon Smart, Measurable, Agreed upon, Realistic and Time bound goals
 - Is the outcome clear?
 - Is the outcome achievable?
 - How will success be measured?
 - Does this outcome help you decide what to do as you encounter decision-points in your work?

Connect what (outcomes) and how (behaviors)

- Leverage Behavioral Competency rubric to articulate how to achieve the right outcomes

Provide ongoing feedback

- Positive and constructive are important

Use status tracking table

Project Plan							
Task/Activity	Task Start Date	Task End Date	Due/Completion Date	Task Owner (R)	Status (P,IP,C)	Percentage Complete	Notes
					P		
					IP		
					C		

TOOLS

[Behavioral Competency Model](#)

[Performance review leadership pathway](#)

[Giving Real Time Feedback tool](#)

[Lead Strong: Managing priorities](#) / [Sample Project Tracker](#)



Effective Working Procedures

KEY POINT

Establish virtual working norms

- Platforms to use for different purposes
- No interruption time
- Status indicator
- Urgent communication approach
- No-camera day

Lead effective and engaging meetings

- Use more video
- Stick to meeting basics (pre-reads, agenda, next steps)
- Capture points in real-time for alignment
- Announce approach at the start your meeting



BlueJeans



Skype



TOOLS

[Establishing Team Norms](#)

[Facilitators Guide for Virtual Meetings](#)

[Participants Guide for Virtual Meetings](#)

[MS Teams Video Training](#)



Trust

KEY POINT

Lead with compassion and empathy

- Show that you understand by expressing your understanding
- Take the time and listen
- Ask what the person needs at this time
- Remember no two people are the same

Create environment for building relationships

- Create more opportunities to connect, share and collaborate
- Be open to experimentation
- Identify ways for different team members to lead

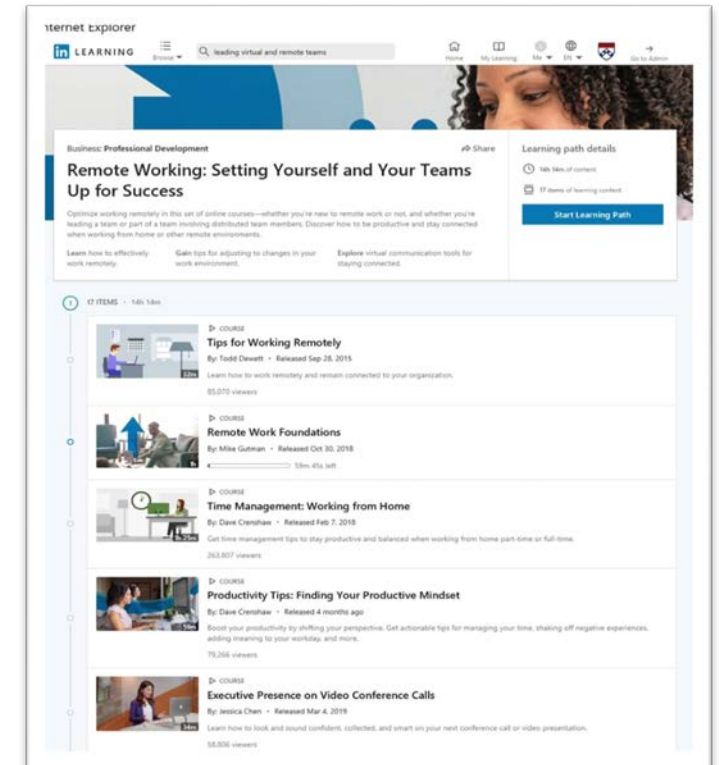
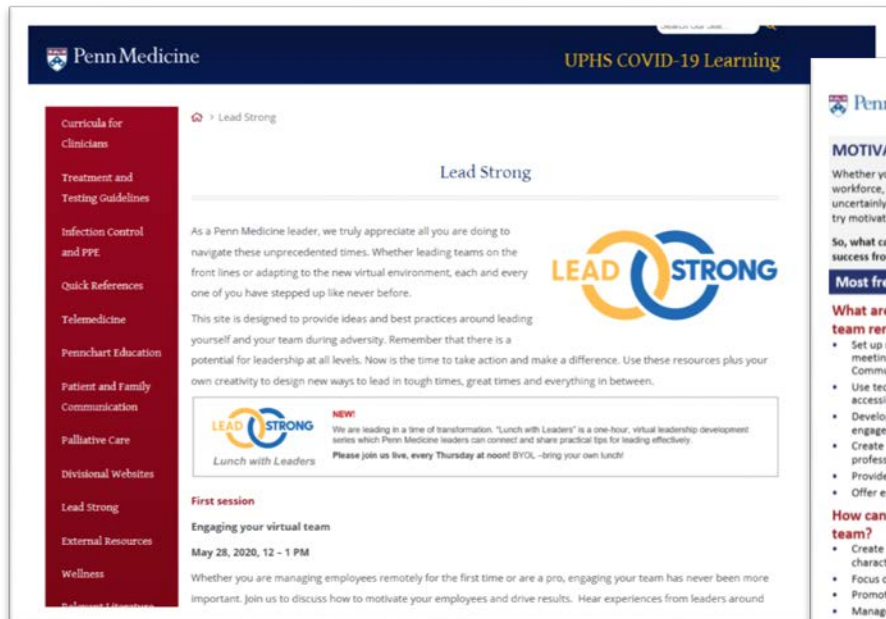
Cultivate a sense of community to keep members connected and supported

- Hold weekly happy hours
- Address isolation and create a team spirit
- Celebrate team success

TOOLS

Lead Strong: Leading with emotional intelligence
Cultivating compassionate leadership in a crisis
(McKinsey article)

Other Resources



Visit the [Lead Strong site](#) with curated leadership articles, resources and weekly tips.

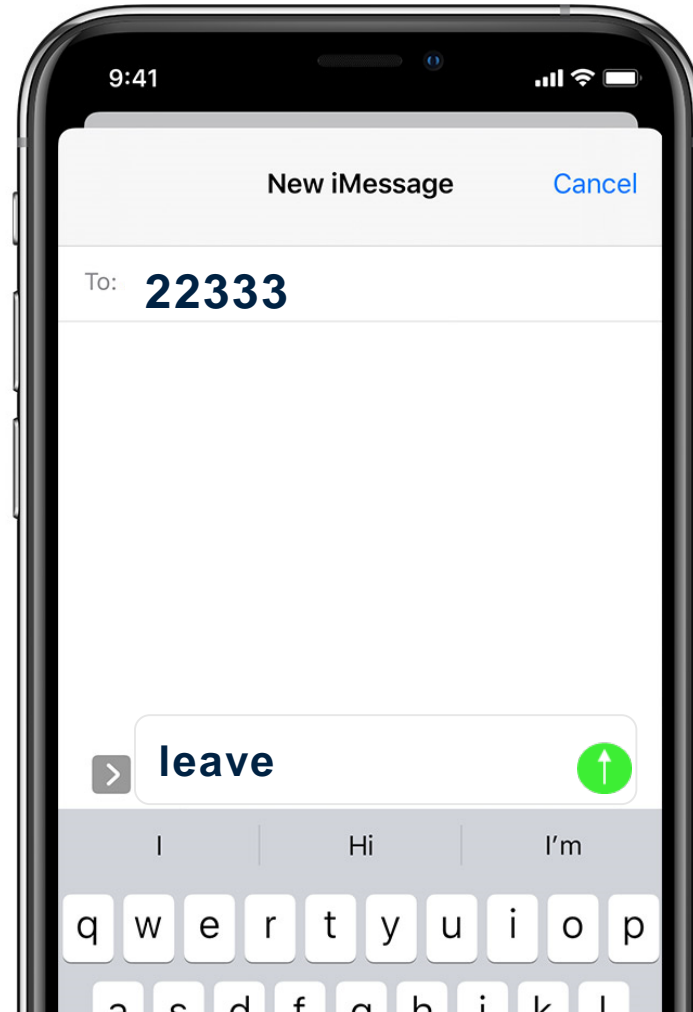
[LinkedIn learning on Remote Working: Settings Yourself and Your Teams Up for Success](#) via Knowledge Link

Poll Everywhere

What topic(s) would be valuable to include in future sessions of Lunch with Leaders ?



Exit Poll Everywhere



Upcoming Lunch with Leaders Livecast

Next week, we will discuss:

The Five Secrets to Successful Virtual Meetings & Training

June 4, 2020 at noon

Other upcoming topics include:

- Leading with emotional intelligence, 6/11
- Prioritizing employee's mental health, 6/18

