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
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
What Makes a Team Successful

Remote Work Reality…
Challenges of a Remote Environment

- Established Shared Goals
- Open Communication
- Less team focus
- Limited recognition
- Unclear expectations
- Holding One Another Accountable
- Effective Working Procedures
- Less informal touchpoints
- Trust
Participate in 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

#### 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

#### Leader’s Checklist
- Clarify and reiterate team goals
- Ensure clear accountabilities
- Celebrate wins to reinforce expectations
- Manage outcomes versus tasks
- Connect what (outcomes) and how (behaviors)
- Provide ongoing feedback

#### 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

**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

**Real-Time Communication Tools**
- i.e. Phone

**Delayed Communication Tools**
- i.e. Email

**Virtual Ice-Breaker ideas**

**Giving Real Time Feedback**

Set clear expectations on when to use which technology tool
Holding One Another Accountable

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

**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

**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)
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
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