

Your Team is Suddenly Remote!

Keeping Your Culture and Working Effectively in the New Normal

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Goals



- Facilitate discussion about your experience going remote during covid-19
- Give you practical guidance and tools
- Hear your good ideas

Agenda



- Context
 - Working From Home
 - Covid-19
- Practical Guidance
 - Communication
 - Accountability
 - Culture, Connection and Community
- Breakout Room Discussion
- Wrap-Up

Who We Are



Linshuang Lu



Matt Hancock



Sarah James



Virtual participation norms



- Stay on mute unless speaking.
- Unmute yourself to speak.
- Use the chat feature to send comments or questions at any time.
- Everyone will see your chat. For security reasons, please do not send links or click on links. If you have resources to share, please email them to Sarah
- If we experience internet instability, we will ask you to turn your video off unless speaking.
- We will record and share the main webinar. The chat comments & breakout rooms will not be included.
- **If the system goes down, please check email for a backup option**

- Click on **Chat** at bottom of your screen to open Chat box.
- Introduce yourselves
- Type in a word or phrase or emoji that describes how you are showing up to the webinar today.

Poll:

How many of you are in organizations that are part remote/part in-person?

On a scale of 1 (not well) to 10 (great), how has the transition to remote gone for you and your company?

Via the Chatbox:

What's one unexpected way working remotely has affected you?

Why Managers Don't Like Work from Home

- More challenging to coordinate teams
- No opportunity for “serendipitous collisions”
- Communication more challenging
- Don't trust people will work as hard



What we Know about Work from Home



Better engagement



Greater productivity



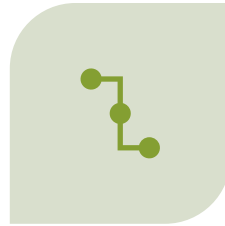
Increased retention

[Gallup Research](#)

How to Make Work from Home Successful



ESTABLISH NORMS



ALLOW FOR
FLEXIBILITY AND
INDIVIDUALIZATION



INCREASE
COMMUNICATION



SET CLEAR
EXPECTATIONS



BALANCE
AUTONOMY AND
ACCOUNTABILITY



CREATE
COMMUNITY

From LinkedIn – Reminder of Context



Working Remote - COVID 19 Principles

1. You are not "Working From Home", you are "At your home, during a crisis, trying to work".

Establishing Working Hours Norms



- Be empathetic about the broader context and considerate about those who have to work in person
- Establish clear expectations around work hours and productivity
- Be mindful of the increased non-work stresses on individuals, and allow for flexibility and individualization
 - Caring for sick relatives
 - Caring for children while school is closed

- What resonates with you from what we've shared so far?
- Where have you been successful in supporting effective working from home?
- Where has it been more challenging?

Communication

Challenges for Communication in Remote Life



- Lots more written communication
 - Overwhelm with the amount of email!
 - Easy to misunderstand
 - Easy to not respond
 - Not sure if a response is required?
- Lots of additional meetings
- Navigating new boundaries for phone calls/home life/interruptions
- 24/7 Temptation
- Increased divide between in-person and remote workforce

- Consideration/empathy for those working in-person; Hearing what they need and adapting accordingly
- Develop team norms for priority of communication
 - Email (not for everything!)
 - Chat (if available)
 - Other communication mediums (e.g. project management software, Slack, Teams)
 - Text
 - Phone call – scheduled or spontaneous
 - Video – scheduled or spontaneous
- Response time expectations

Communication Method Norms

Methods	When to Use (Examples)
Email To and CC	<i>For general updates</i>
Chat (if available)	<i>For quick questions</i>
Other communication tools (e.g. Slack, Project Management Tools, Google Docs)	<i>For longer discussions and coordination around bigger projects and initiatives (e.g. covid-19 response, new marketing campaign)</i> <i>For updates on projects and individual/teamwork</i>
Text	<i>Working hours only.</i> <i>For urgent questions and for coordinating challenges with technology (e.g. Can't log in)</i>
Phone call/Video (Spontaneous)	<i>For quick questions that are better addressed through conversation</i> <i>For decision-making that requires more in-depth discussion</i>
Phone call/Video (Scheduled)	<i>For coordinating work ("huddle"), connecting relationally, weekly accountability conversations, for giving/receiving feedback</i> <i>For serious decision-making, discussion and planning</i>

Accountability

- Chatbox:
How is accountability... the same or different..
now that people are remote?

- Develop shared expectations
 - Why & what?
 - Clear goals, milestones and timelines
- If appropriate: daily or weekly board of people's projects (Trello, Shared GoogleDoc)
- Establish regular check-in processes and follow-up
 - Team
 - Individual
- Different people's needs vary
- Focus on coordination and alignment, not task management: Check tendencies to micromanage!

Weekly Board – Google Docs



Week:

Name	Goals for the Week	Progress, Successes, Challenges	Support or help needed?

Connection, Culture and Community

Connection, Culture & Community



- To:, CC, BCC
- Order of emails
- Punctuation!!!!!!!!!!!!!!!!!!!!
- Response time
- Emojis
- Formality of language
- Digital “volume”: # of emails, texts, chats etc...
- Brevity



Suggested Digital Norms for Quick Communication



- Expectations for Response Time
- “Four Hour Response (4HR)”
- “No Need to Respond (NNTR)”



Assume positive intent



It's easy for intent to get lost when we can't hear tone, see body language

Ideas for Staying Connected



Start meetings with
check-in questions



Coffee Chats



Virtual Happy Hours



Video conferencing
(Turn Video On)



Casual chat channel
(Slack, Teams)

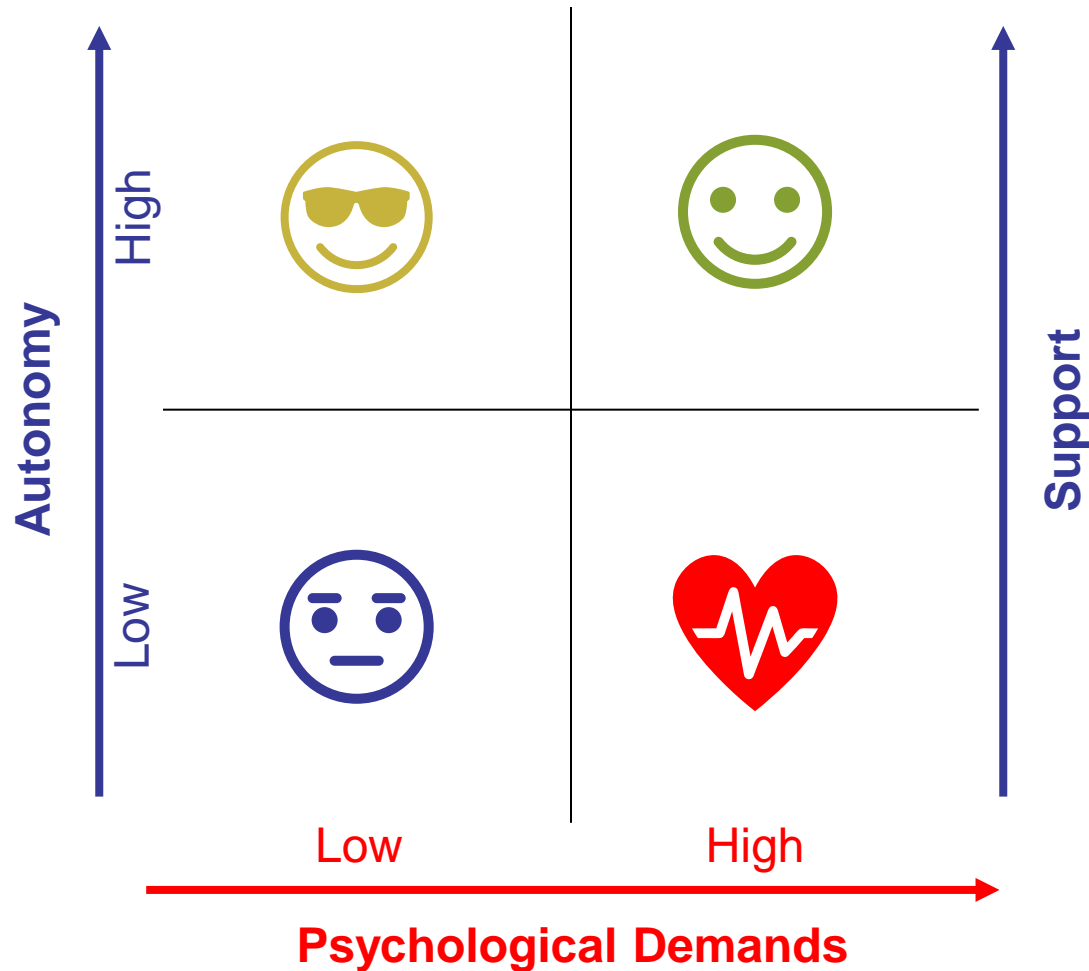


Fun & Games



Buddy System

Avoiding Burnout



Job Demand-
Control-Support
Model

How you can Help



Reduce Job Demands

Establish shared norms to minimize demands

Reduce pressure to multi-task

Improve processes to reduce strain

Provide more *time* to accomplish tasks when possible

Enhance Support

Spend more time coaching subordinates

Strengthen social networks at work

Increase listening and empathy

Increase Autonomy

Allow employees more control over *how* to accomplish a task (skill decision authority, self-managed teams)

Allow employees more control over *what* tasks to accomplish (self-directed teams)

Increase skills



Breakouts last 15 minutes.



Please share time and involve everyone in your room.

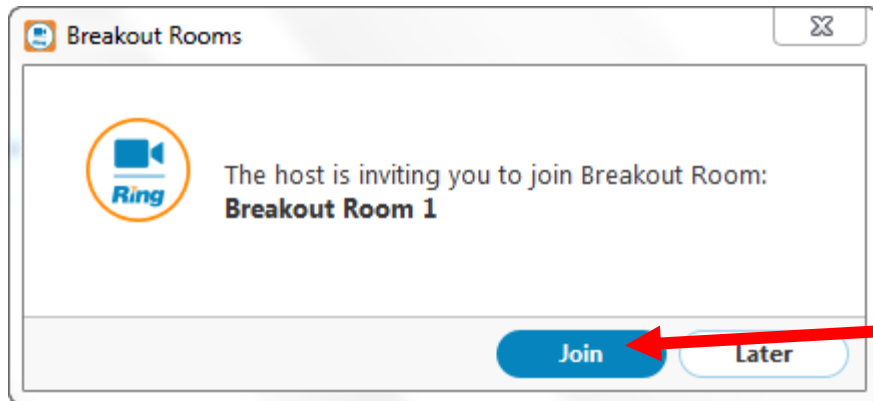


Assign a **group reporter** to take notes on a Word doc and prepare to share highlights with whole group.

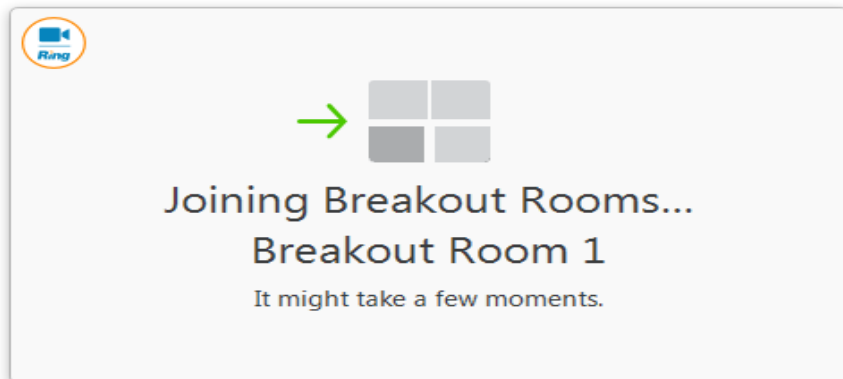


We will ask the reporter to send us the document afterwards.

Breakouts



- You are assigned to breakout rooms with at least one panel member.
- Click to join.
- Be patient.
- Once inside room, check that video and audio are on.
- Host will signal 1 minute before end of breakout.



- What resonates from what we've shared?
- What tools/practices have you found helpful?
- What's one new idea you'd like to try out in your organization?

Wrap Up Question



- What's a word or phrase or emoji to describe how you're leaving today's webinar?

- Email with slides and resources
- Survey link
- Let us know your future interests
- Please check our website regularly for updates (COVID-19 Resource page will be created soon)
- Please contact us for customized support for your organization

- Burnout:
https://www.ted.com/talks/worklife_with_adam_g_rant_burnout_is_everyone_s_problem#t-1407496
- Job Demand-Control-Support Model:
<https://www.youtube.com/watch?v=9acR1oTIKKM>