Tested Strategies for Remote Teams

Learn the Ropes
Collaborate While You’re Working from Home During Uncertain Times
Welcome!
Supporting you to collaborate remotely

Getting started for new users to zoom:

Mute (so everyone can hear the speaker without background noise)

Video (so we can actively engage)
Introduce yourself in chat

• Share your name, your work. Let’s connect as humans - what did you do for exercise/activity yesterday? (I did a remote yoga class).

• Ask questions in chat. I’ll stay on zoom to answer questions for 15 min. after the webinar.

• You can also share tips with others in chat. Let’s learn together!

mjkaplan@kaplanconsult.com. Phone: 401.258.8892
Taking care of ourselves and our loved ones, physically and emotionally

**Emotional Footing**
- Social distancing doesn’t mean emotional distancing - connect using technology
- Establish clear routines and schedule
- Get regular exercise, activity and relaxation
- Seize opportunities for learning, writing etc.
- Make positive family time
- Structure alone time, outside if possible
- Limit exposure to news

**Remember:**
- We’ll persevere and help each other
- This is a particularly strange and unprecedented situation
- Humor helps
- Anxiety is normal. Breathe. Take a break.
- Live in the moment. Don’t think too much about the days, weeks ahead, for now.

Adapted from Giuseppe Raviola, MD MPH
Topics
(Don’t) keep your distance

• Remote communication and collaboration using digital tools
  • Real time communication
  • Asynchronous
  • Share content and stay organized
  • Think visually

• Engagement – yourself and your team

• Adapting as we learn to collaborate remotely
Gallup - remote work really works!
This unprecedented context of pandemic will create new challenges!

43% of U.S. employees work remotely some or all of the time.

Remote workers are more productive and profitable than office employees.

If we learn quickly during these weeks, people may surprise you by their flexibility, productivity and creativity.
Transitioning to remote

1. (Re)establish strategic priorities, roles, norms and decision rights

2. Establish realistic **expectations**: daily/weekly **meetings, habits, and results**. Adjust as circumstances evolve

3. Be understanding and compassionate as peoples’ needs change

4. Be open to learning and trying out new ways to work together. This is an opportunity!
Re-calibrating team charters

<table>
<thead>
<tr>
<th>TEAM NAME</th>
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<tbody>
<tr>
<td>PURPOSE</td>
</tr>
<tr>
<td>ACCOUNTABILITIES</td>
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<tr>
<td>DECISIONS RIGHTS</td>
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<tr>
<td>METRICS</td>
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User Manual to Me
(business as usual version)

• What are some honest, unfiltered things about me?

• What drives me nuts?

• What qualities do I particularly value in people who work with me?

• What are some quirks that people might misunderstand about me that I should clarify?

• What is the best way to communicate with me?

• How do I like to give/get feedback?
Communicating & collaborating real time with video

Why?
Connect personally. See each other’s smile, Hear team members’ voices. Build on the strength of your existing relationships. It’s productive and super important!

Tips:
Agree to specific times your team will communicate real time - there will be challenges with caring for children, elders or sick family. Brief meetings work well.

Tools:
Zoom • Google Hangouts • UberConference • TrueConf Online • Skype • Appear.in FreeConference Slack Video Calls • Facebook Live • YouTube Live (features)

We use Zoom Video - high quality, breakout rooms, recording feature, cloud
Tips video meetings

• Check your tech.
• Check your background – clean, appropriate
• Dress professionally
• Start and end on time
• Introduce everyone
• Clarify guidelines for audio, video, chat etc.
• Stay focused (no multi-tasking)
• Look into the camera
Communicate asynchronously

Why?
Accommodate varied accessibility during pandemic. Continue to work productively even when you cannot be together real time: messaging, private forums, video, file sharing, screen sharing.

Tips:
Agree on a protocol! Consider introducing messaging if you use email for internal communication. Why?: Brevity, opt into relevant conversations, ongoing discussions are tracked in one place.

Tools:
Slack or Microsoft Teams. What’s App. Here’ are software options.

We use combo of Loomio, Slack and Google. Free or subscription starts $6.65 pp/monthly
Share content and stay organized

Why?

Tips:
Action meetings for transparent, weekly accountabilities. Retro meetings review progress and unblock issues. Agree how you name and organize files. Table of contents helps access files quickly.

Tools:
Your organization may already use a platform such as Microsoft Teams, Google G Suite or Basecamp. Trello, Asana and Monday.com. Vidyard for video sharing. Bluescape.

We use Google G Suite and Trello for functionality, affordability and accessibility.
Think visually

Collaborate, brainstorm, share artifacts and interact like you’re in the same room

Why?

Visuals create understanding to explain complex concepts. Co-creativity strengthens ownerships and share purpose. It’s more fun to work creatively together.

Tips:

Make templates that help meetings to be creative. Digital first and last creates records to access collectively.

Tools:


We use Mural because of its speed, ease to create diagrams, design thinking capabilities and active, creative meetings.
Staying engaged – get tech in order

1. Hardware, software, secure line, bandwidth
2. Don't assume workers have adequate internet access. Quickly survey to identify gaps and solutions: mobile hot spots with data plans, stipends to bolster home internet access / upgrades.
3. Provide devices with webcam, headphones if needed
4. For security and privacy, provide a vetted Virtual Private Network (VPN) with easy access and instructions on usage.
Staying engaged – you and your team

We’re likely to feel lonely, stressed, overwhelmed, uncertain.

• Know yourself – set up yourself (and family) to make the most of these strange times
• Ask, ask, ask. Surveys, polls. Ask me anything sessions.
• Create a schedule and share it
• Over-communicate
• Pay attention to isolation
• Make space for social time with co-workers
• Create a boundary between work and home/leisure
• Take breaks. Build in physical activity
Adapt as you learn

- Sensemaking: evaluate how the situation is evolving in your community, work, team, personally
- Pause to (re)consider: blind spots, emotions, individual needs
- So what? How you you interpret and adjust what you do; why; and how?
- What opportunities are there to be inventive in these unusual circumstances?
- Determine the pace of change. Do daily or weekly ‘retros’ make sense?
Thank You!
MJ Kaplan

We rewire work to be human-centered, inventive and adaptive for a just and vibrant future.

How can we support your transformation in 2020?