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Starts: 2pm

LIVE WEBINAR

Managing Remote Teams: 9 June 2020

During Covid-19 and beyond

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Speaker

"Managing a remote team brings its own challenges but there is no reason to fear it because it is different to what we are used to."

Lou Mooney, FLPI

My name is Lou Mooney, Digital Workplace Director at escalla. I am a seasoned remote worker myself and I have led some of the UK's biggest workplace transformation change programmes.

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Agenda and content – 45 mins

- Different types of remote worker
- Tips for effective remote working – getting the most from your people
- The importance of good communication
- Building a resilient workforce
- Leadership style

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The biggest barrier to digital workplace transformation isn't the technology or the cost generally, it's the people

Question – How often did you work remotely before lockdown?
- Never
- Rarely – once or twice per month
- Regularly – at least once per week
- Mostly – Just a few days in the office
- Always

Is it a permanent change of behaviour?

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*"Unfortunately, we might get misty-eyed about it but I think the office in the form it used to be is probably now a thing of the past. I was chatting to someone who works at a major media outlet last week, and he said we used to have 1,400 people coming into this office every day. **For the last eight weeks we've had 30 people and the product hasn't changed**.*

"He said anyone who thinks things are going to go back to the way things were is bananas."

Bruce Daisley – Author of the The Joy of Work

Managing Remote Teams
Tips to help your staff adjust

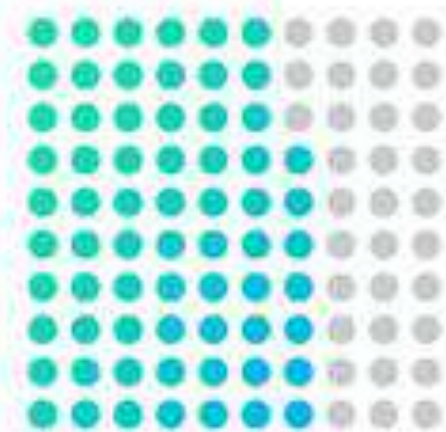**escalla**

- Get Dressed!
- Establish Boundaries
- Take breaks
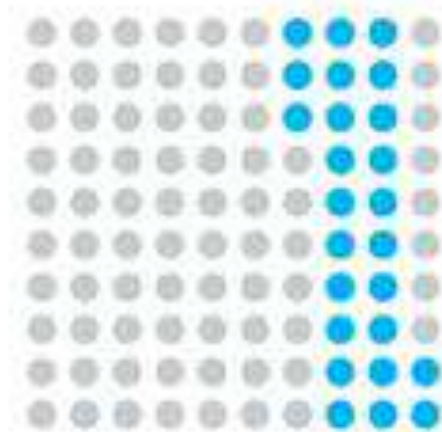- Make a dedicated workspace
- Pick up the phone!

Level of stress since the coronavirus outbreak
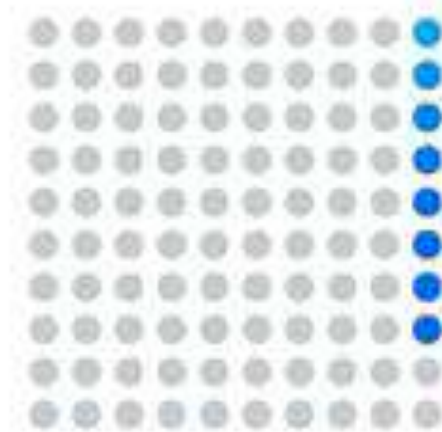
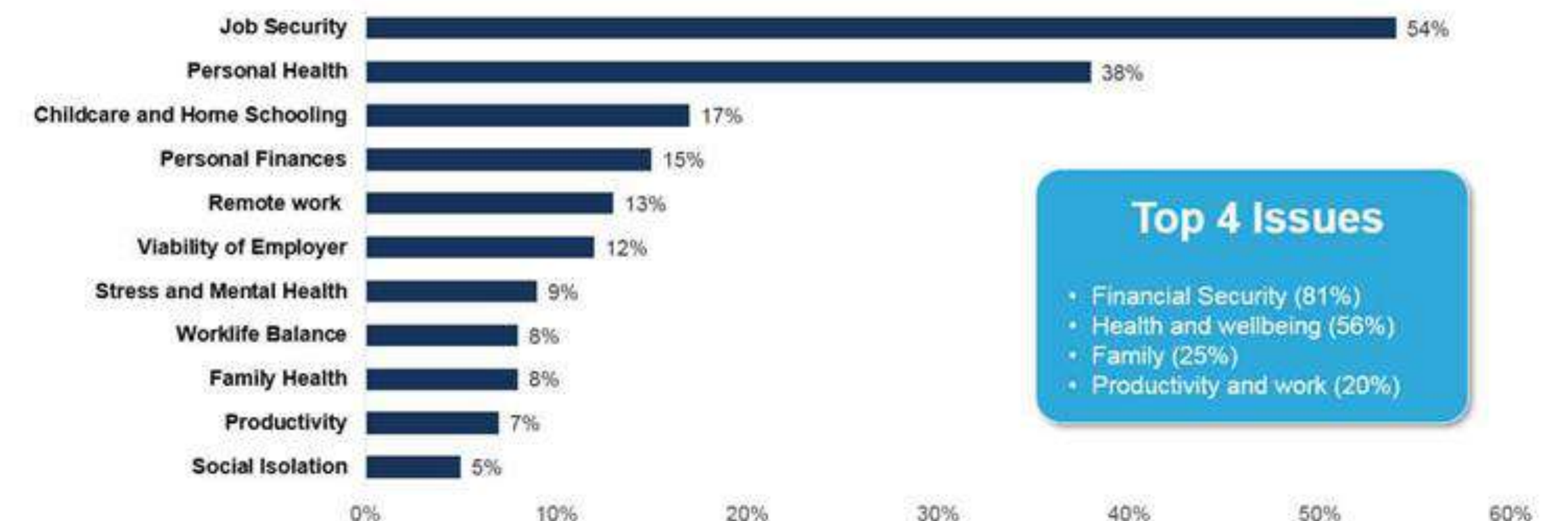| 66.9%	24.8%	8.2%
report **higher** stress levels since the outbreak	report **somewhat equal** stress levels	report **lower** stress levels since the outbreak

Top Issues On Employees' Minds

COVID-19 PULSE OF HR · joshbersin cultureX

Top Issues Week or April 7, 2020

Issue	Percentage
Job Security	54%
Personal Health	38%
Childcare and Home Schooling	17%
Personal Finances	15%
Remote work	13%
Viability of Employer	12%
Stress and Mental Health	9%
Worklife Balance	8%
Family Health	8%
Productivity	7%
Social Isolation	5%

Top 4 Issues
- Financial Security (81%)
- Health and wellbeing (56%)
- Family (25%)
- Productivity and work (20%)

Importance of good communication

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- Make the most of collaborative tools
- Set up regular 1-1 catch ups with staff
- Get used to Instant Messaging
- Regular conferencing
  - Test and make sure everything works ok
  - Turn the camera on
  - Mute yourself when not speaking
  - Focus like you're actually there
  - Try and keep pets and distractions away
  - Be organised
  - Don't be late!

Managing remote teams
Importance of good communication: Pyramid of Engagement

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Engagement Level	Purpose	Needs met
Video Call/In Person		
High	Understanding, clarity, questioning, engaging	Social bonding, trust, alignment
Audio Call		
Moderately High	Answers to quick questions, relevant info, new ideas	Community, access, influence, momentum
Instant Messaging		
Medium	Clarifying, adjusting direction, small decisions	Validation, assurance, productivity
Email		
Low	Document actions, sign off & approval, sensitive info, official documents	Security, safety, confidence, compliance

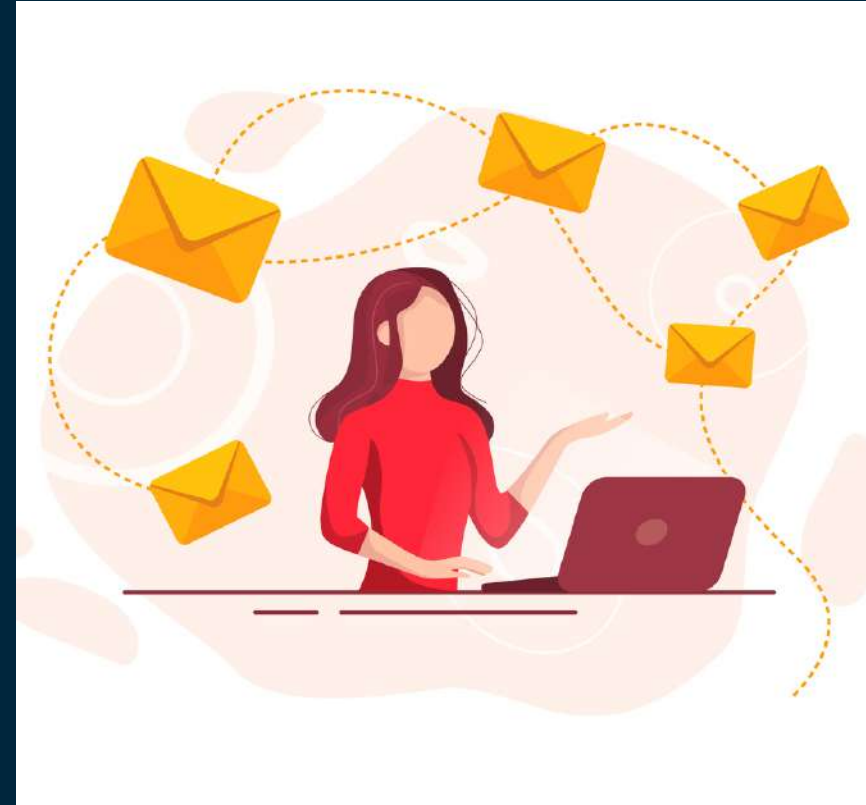# Building resilience in your teams

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- Encourage Interaction
- Keep people up to date
- Model positive behaviour
- Address and action issues immediately
- Continually nurture your team

Building resilience in your teams: Domains of Resilience

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VISION
- Purpose, goals & congruence

COLLABORATION
- Support networks
- Social Context
- Manage perceptions

COMPOSURE
- Regulate Emotions
- Interpretation bias
- Calm and in control

THE **SIX** DOMAINS OF **RESILIENCE**

TENACITY
- Persistence
- Realistic optimism
- Bounce back

REASONING
- Problem solving
- Resourcefulness
- Anticipate & plan

HEALTH
- Nutrition, sleep & exercise

driven

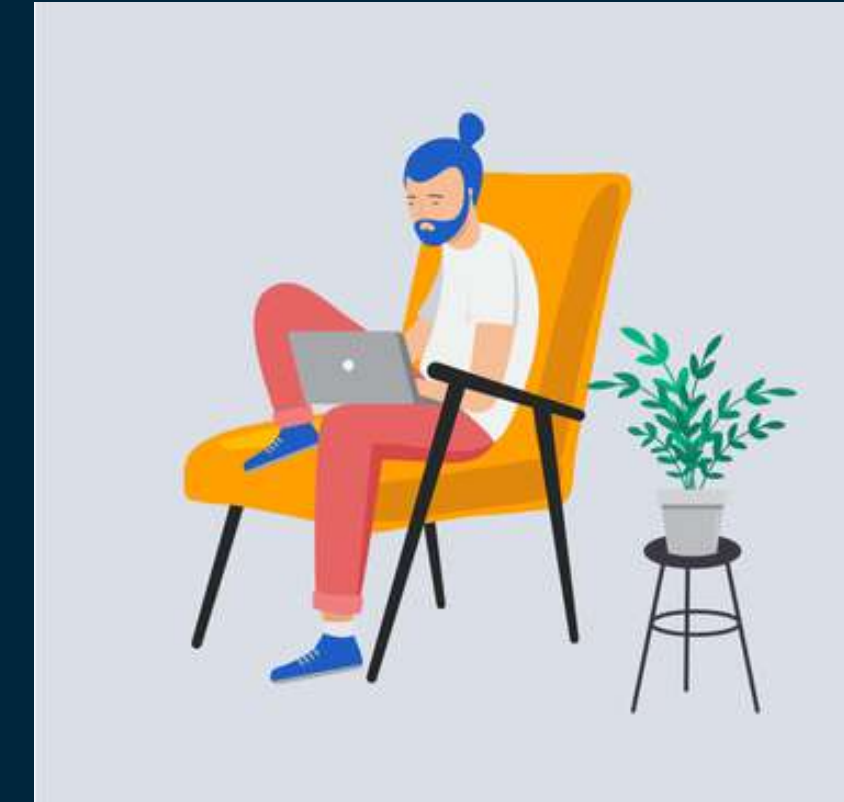# Types of Remote Workers

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The Natural

- Works well independently
- BUT needs good resources & communication

The Over-Achiever
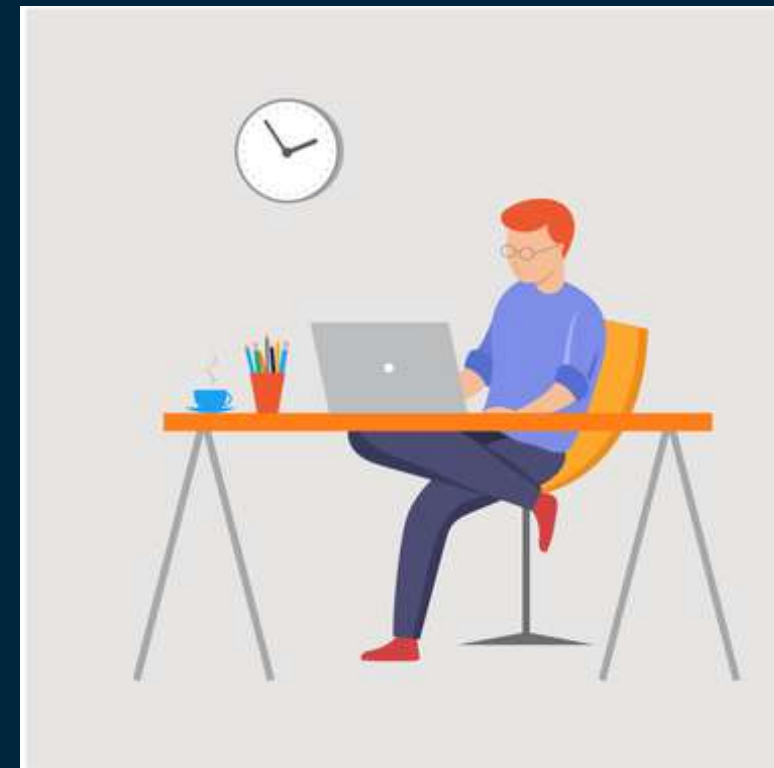
- Highly focused
- BUT needs help finding work-life balance

The Introvert

- Reserved but often more productive WFH
- Needs extra instant messaging as they can be easily forgotten
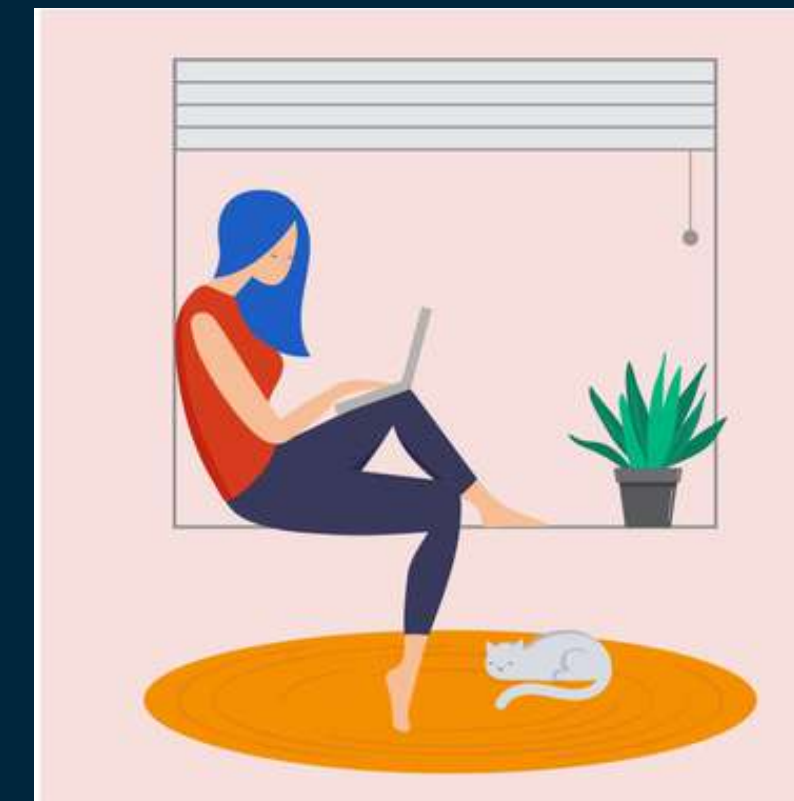
The Honeymooner

- Experienced worker but remote working is novelty
- Needs support from seasoned home worker

The Solo Act

- Strong independent worker
- BUT needs encouragement to collaborate

The Creature of Habit

- Likes structure & organizes work well
- BUT can feel stressed by unannounced meetings

Kilmann's Model of Conflict & Interaction

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A few tips:
- Involve the team but act as the final decision maker.
- When a decision has been made, let's move forward.
- Don't let resentment seep in, let individuals know why decisions have been made – especially at this time when you can't see people face to face.
- Don't create virtual vacuums.

'Delivering skills, changing behaviour'

Questions and Answers

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