

How to Lead and Be Healthy During Coronavirus 2020

As many companies are switching to Remote Teams, remember these Best Practices:

1. Team Member Relationship Building

- Create visual interaction opportunities
- Foster mutual trust building to allow for open, honest dialogue and problem solving

2. Pre-Session Communication & Readiness

- Meeting invitations and all communications sent out well in advance; error free
- Send working session agenda with goals, activities, and overall process clearly communicated in advance; include time allocations for agenda items and discussion zones
- Send reminder notices regarding pre-work, agenda, and expected outcomes
- Ensure session materials are well organized and clearly marked; also sent in advance

3. In-Session Behaviors

- Solicit input on recent successes to infuse dopamine and awareness of wins big & small

- Stay on agenda and be vigilant about curbing digressions as meeting progresses
- Mindfully seek out inputs from all parties (vs only engaging with those who engage you)
- Actively recognize attendees for participation

4. Session Etiquette

- Clearly articulate guidelines and expectations around pre-session and in-session behaviors
- Require active listening & engagement (NO multitasking)
- Set and maintain confidentiality expectations

5. Post-Session Communication & Behavior

- Send a timely, summary with notes, action items, due dates, and responsible parties
- Solicit feedback from team members of meeting efficacy; adjust as needed to ensure maximum satisfaction and effectiveness



Connection

Building rapport, relationships & teams

- Use **videoconferencing** to replicate face-to-face meetings and make up for lack of body language (70% of in-person conversation)
- Distribute team member profiles to learn about your **team's personality, working style, and preferences**
- Use **emojis, gifs, and jokes** to infuse humor and appropriately connect with your colleagues



Collaboration

Working together to scale team impact

- Define team operating norms to align on tools to use and processes to follow
- Set **clear expectations** through project plans, goals and metrics & meeting agendas
- Use **collaboration tools** such as SharePoint, Teams, Chatter, Zoho Projects, and WebEx
- Discuss **communication channel preferences** early (e.g. email, Teams, text)
- Require **active listening and engagement** in meetings; **discourage multitasking**
- Encourage clarity with **over communication** – consistent cadence and timely replies



Technology

Try the following tools to get the job done.

- Remote meetings with video and voice: Use **Microsoft Teams, Zoom, Skype, GoToMeeting, WebEx, Skype for Business**
- Instant message and chat: Use **Microsoft Teams, Gchat, Slack** to stay in touch with colleagues – and be sure you are checking your instant messaging in case colleagues are trying to reach you
- Digital Whiteboarding: use **Microsoft Whiteboard** via Teams, **Stomboard, Limnu, IPEVO Annotator** to capture your team's creative work when not in the same room
- Storing and sharing files: **OneDrive, Google Drive, Dropbox, and SharePoint** are powerful tools to keep you in sync with others by utilizing cloud-based data storage and easy sharing permissions
- Co-editing documents: **Office O365** suite makes it easy for your team to edit & create files simultaneously