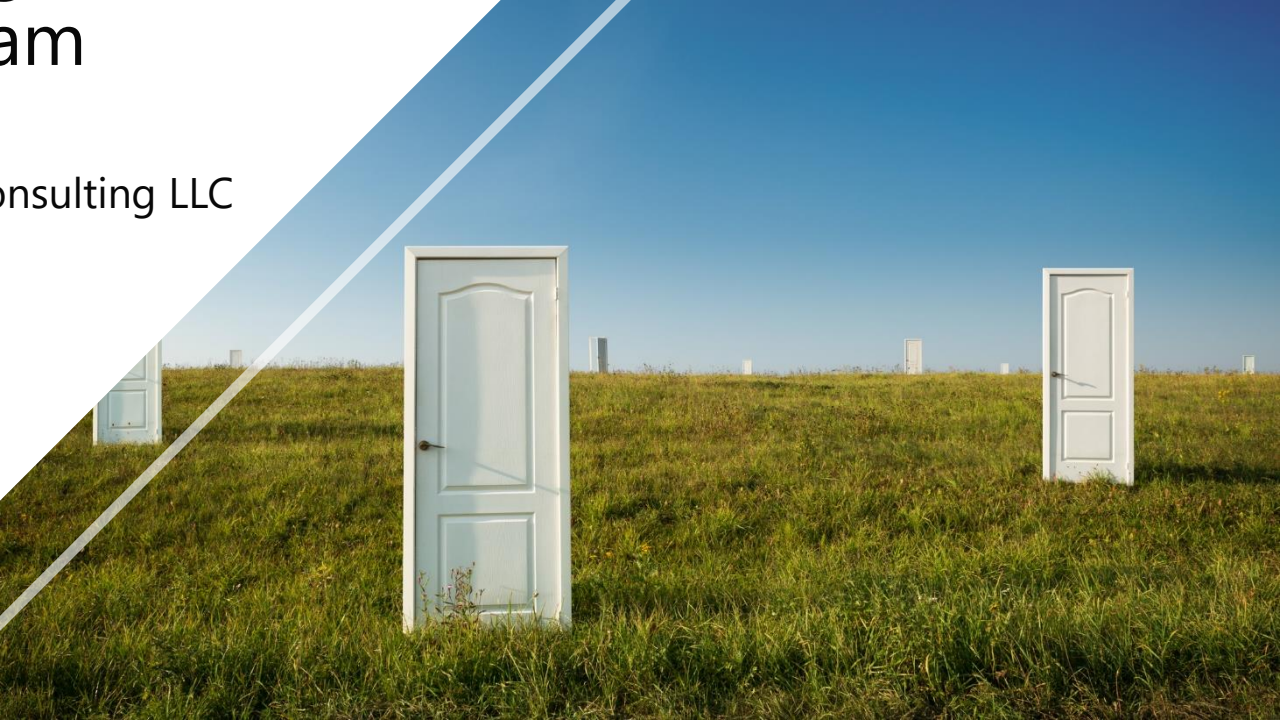




Managing Remote Team

Matgrace Consulting LLC



Discover Our Expertise

- Matgrace Consulting LLC exists to solve the critical issues facing our clients, both large and small. Our unique approach is not only what differentiates us, but also what makes us successful.
- We provide a broad range of services and solutions to help organizations facilitate change, achieve their vision and optimize performance and productivity.

Agenda

Effective management of expectations and productivity in a remote work environment

Challenges of managing remote staffs and how to mitigate those challenges

Best practices in management of remote staffs



Introduction

- *"Managing a virtual team requires managers to double down on the fundamentals of good management, including establishing **clear goals**, running **great meetings**, **communicating clearly**, and **leveraging team members' individual and collective strengths**."*

Julie Wilson, founder of the Institute for Future Learning and instructor at Harvard University.

Managing Expectation

- Establish criteria for success up front and discuss progress on a regular basis
- Clarify and prioritize which tasks are most critical and which can be deferred
- Set intermediate reviews to determine progress on tasks.

Managing Expectation

“Remote management is not radically different from managing people on-site. The biggest difference is a shift in management style from “eyeball management” (assuming workers are being productive because you physically see them at their desks working) to managing by results.”

— *Phil Montero*

A photograph of a workspace on a wooden table. In the center is a silver laptop with a black keyboard and a dark screen. To the left of the laptop is an open notebook with a black pen resting on it. To the right of the laptop is a smartphone and a white coffee cup on a saucer. The scene is lit with warm, soft light, creating a professional and focused atmosphere.

Challenges

Communication



Ensure that the team has the right tools and norms in place to communicate and collaborate effectively.

- Work schedules
- Project timelines and updates
- Changes to deliverables
- Decisions, who is responsible for final decisions
- Meeting agendas and notes
- Coverage schedule for planned and unplanned absences

Communication



Successful leadership of remote team members requires building and maintaining an infrastructure of **communication, connection and collaboration**



Also be aware of signs of burnout or frustration, which can result from feeling 'always-on' when working remotely



Trust

- A **shared mission, collaborative spirit**, and **strategic team building** can help instill trust in remote and onsite workers alike.
- Establish, revisit or clarify team mission statement
- Clearly define roles and responsibilities
- Encourage collaborative projects
- Facilitate regular videoconference team meetings
- Give frequent feedback on successes and challenges
- Ask for and thank staff for feedback
- Transparent, frequent communication (team meetings as well as one-on-ones)



Self Reflection

*Do you acknowledge
the productivity of
your team members*



Productivity



Structured daily or weekly check-ins



Communication options



"Rules of Engagement", Ground Rules, Code of Conduct



Opportunities for remote social interaction



Right tools and resources



Understanding and agreement of goals, objectives, non-negotiables



Encouragement and emotional support

Productivity

- **Accountability:** This is key but, It's unrealistic to expect everyone to work at the same pace, but you should have a general idea of how long tasks will take and what each staff can accomplish week by week or day by day.
- **Support: Pay** attention to your best performers as you do with the rest of the team because your top performers may be at risk. Without a clear boundaries that office life offers, the go-getters on your team may have workdays that never end, setting themselves up for exhaustion and resentment toward the company.

Productivity



Ensure that your schedule includes giving employees a designated time to talk about their progress or any issues they might be having at work



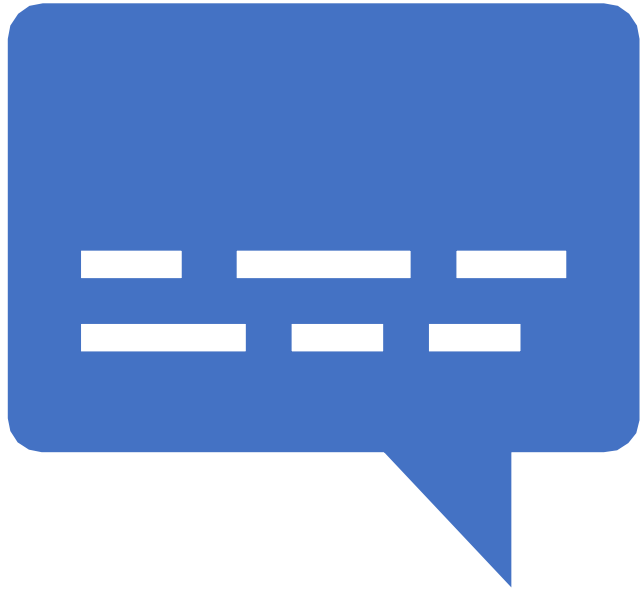
Involve employees in problem-solving and implementing processes that help with maintaining productivity

Challenges of Off-Site Employees

Lack of face-to-face supervision

Many employees may struggle with reduced access to managerial support and communication. In some cases, employees feel that remote managers are out of touch with their needs, and they are not supportive or helpful in getting their job done.





Challenges

Lack of access to information

Newly remote workers are often surprised by the added time and effort needed to locate information from coworkers. Even getting answers to what seem like simple questions can feel like a large obstacle to a staff working at home.

Research has found that **a lack of “mutual knowledge” among remote staff translates to a lower willingness to give coworkers the benefit of the doubt in difficult situations.**

Challenges

Social isolation

Loneliness is one of the most common complaints about remote work.

Over a longer period, isolation can cause any employee to feel less “belonging” to their organization and can even result in increased intention to leave the company.

Challenges



Distractions at home:



Under normal circumstances where employees have appropriately planned how they will set up their remote offices so that it closely replicates the onsite office environment, it is the responsibility of the employer and employee to ensure that their remote workers have both dedicated workspace and adequate care of family members who require attention and supervision, before allowing them to work remotely.



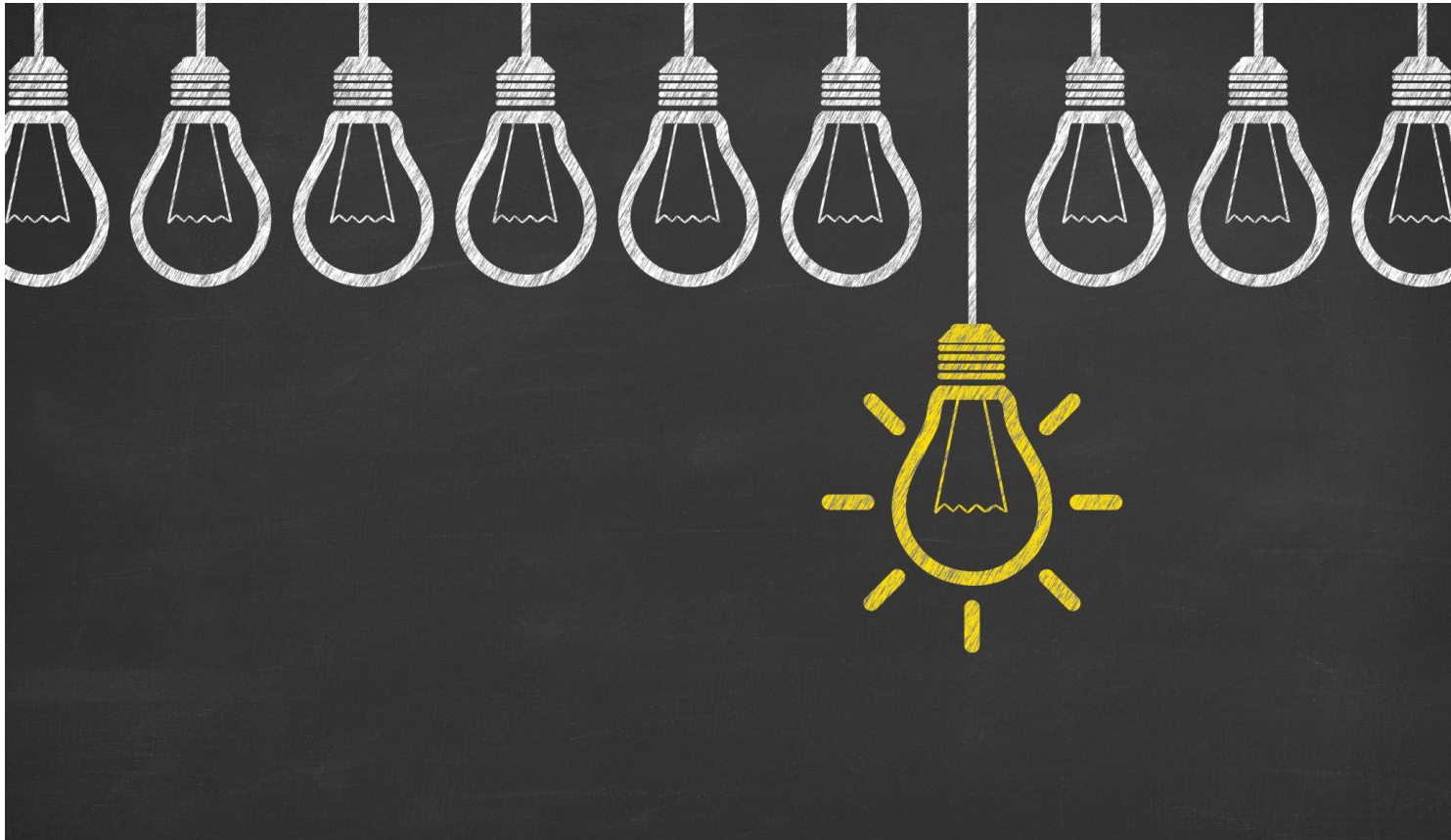
In the cases of an unplanned, sudden transition to virtual work, there is a much greater chance that employees will be contending with suboptimal workspaces and unexpected caretaker responsibilities.

Leading Remote Staffs

For managers new to remote work or have staff new to remote work, Kindly show that you **CARE**.

- **C** - Connect often with each other. Text, Telephone, Email, IM, WhatsApp
- **A** - Ask about their loved ones, their well-being and what they need from you
- **R** - Remember anxiety is contagious, but so is compassion
- **E** - Empathize

We can Help



We offer individual coaching and team coaching, virtual team sessions to create team mission statements, clarify goals, roles & responsibilities, heighten awareness of strengths and how to use those strengths, effective with feedback

- Requests forms on our website
- Leadership Development workshops

Questions

QUESTIONS





Feedback

- We take your feedback seriously and use it to improve our programs
- You will receive a brief survey shortly
- We appreciate you and all that you are doing during this period



Thank you
www.matgrace.com