

# Teams that **work**: Leading Remote Teams





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# Hello!

*I am* **Natasha**

I am here because I love to share my knowledge and insight as well as empower other strong women!



## Actionable take aways

- Leading remote teams
- Educate & assess self & work group
- (Re)calibrating teams
- Generate a culture of innovation, engagement and collaboration
- Consider being vulnerable

Learn from each other and gain insight on how others work.

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# Remote Work

Let's start with how remote work looks in the U.S.

**56 %**

of full-time employees in the U.S.

**>70,000,000 workers**

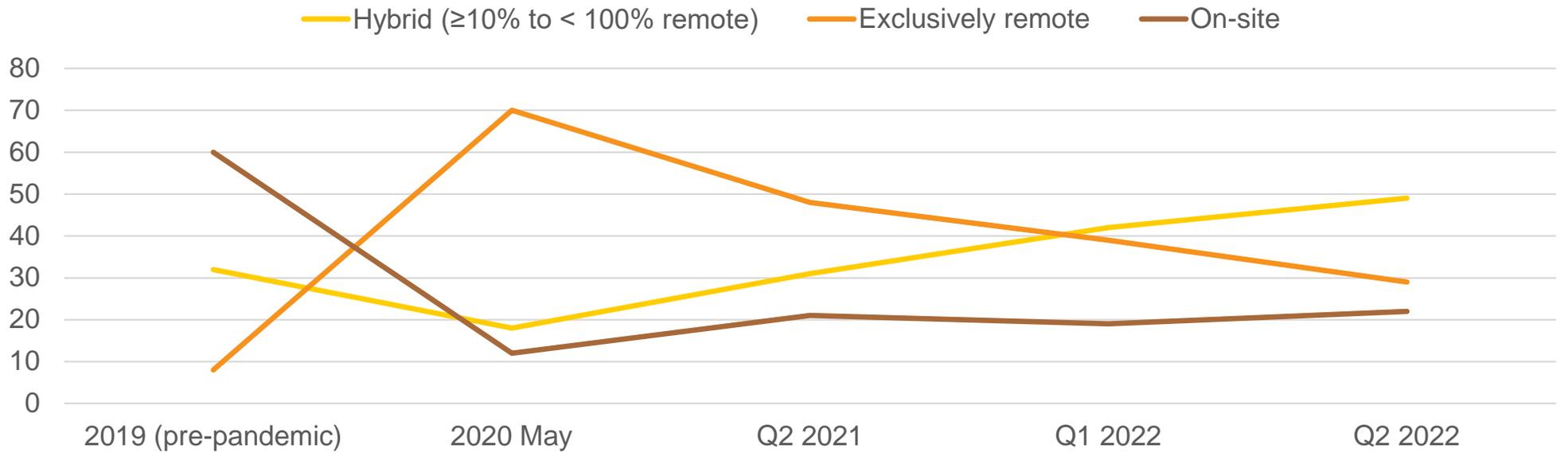
say their job can be done working remotely from home

These workers are **"remote-capable employees"**



# U.S. Employee Work Locations

*How many remote-capable employees are currently working hybrid or fully remote?*



Data provided from [gallup.com](https://www.gallup.com)



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## Considerations

To common challenges and vulnerability let's discuss how these considerations can set the foundation for effectively leading your remote teams.



# Challenges

Understand common work from home challenges



## A Few Common Challenges

- Lack of face time with co-workers and management
- Video & call fatigue
- Communication breakdowns & loss of learning by osmosis
- Surrounding distractions



**Got Milk?**  
**My son helped himself...while I was on a call**



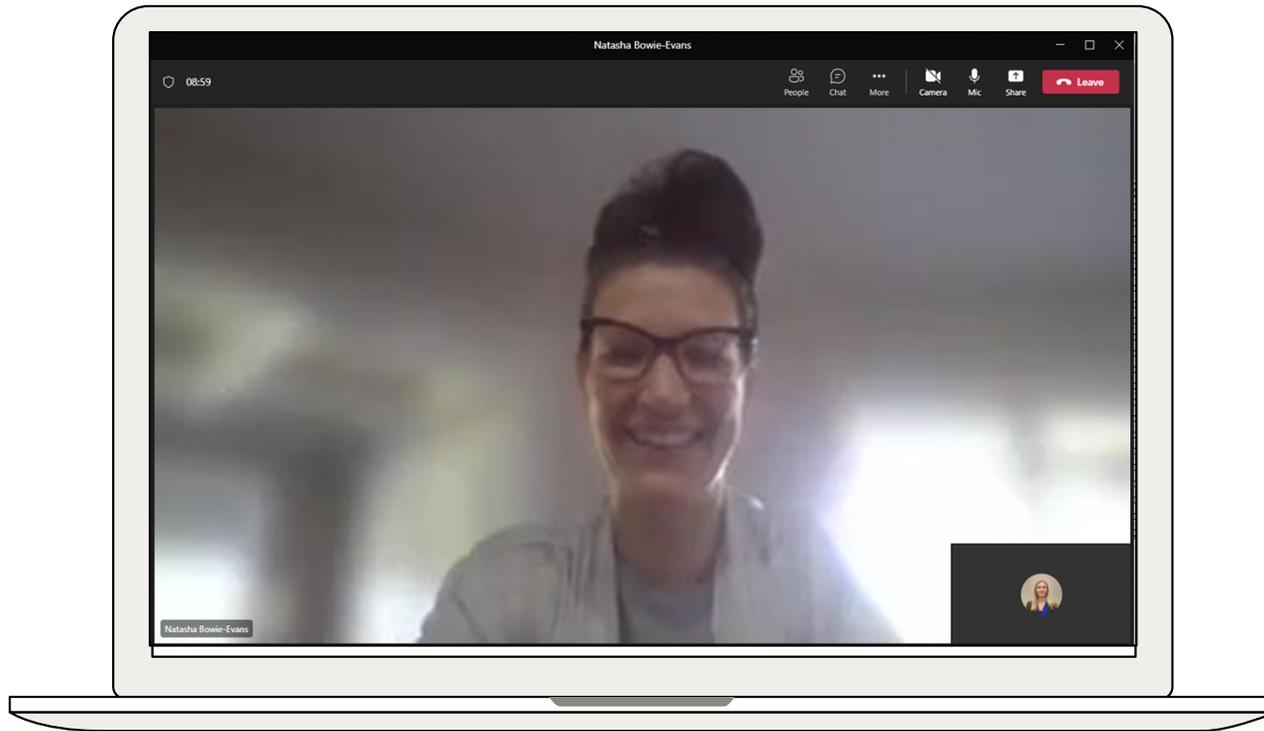
**Vulnerability** is the birthplace of  
innovation, creativity, and change.  
-Brene Brown



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# Virtual Tour



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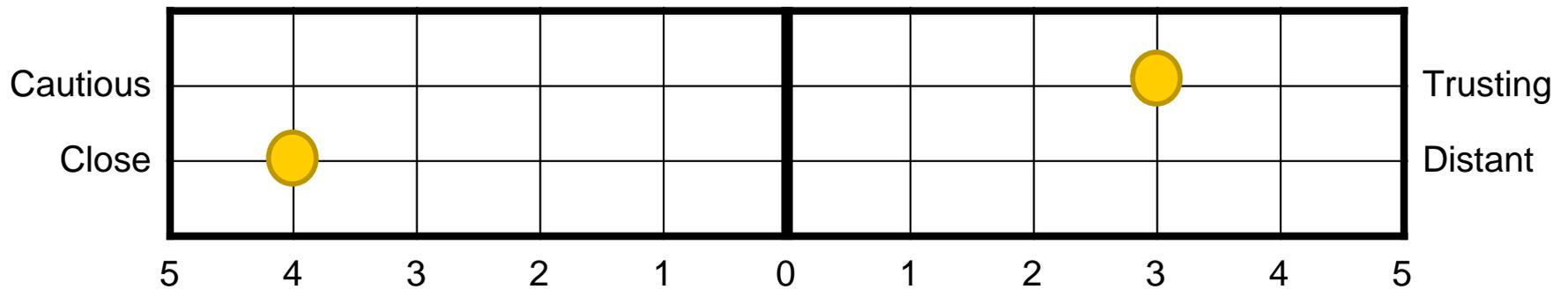
## Assessment

A deeper look into a couple of key dimensions for leading virtual teams.



## Behavior **Tendancies**

- Cautious vs trusting
- Close vs distant communication



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# Leadership Essentials

Imperative practices to implement that support leading remote teams



## Leadership Essentials

Set clear  
expectations  
and standards

Direct & equip  
the team

Cultivate  
community

Familiarize the  
workplace



## Set **clear** expectations for remote work

- Remote work guideline contract
- Document productivity standards (when applicable)





## Direct & equip the team

The level of inherent and contextual trust in others





## Direct & equip **the team**

- Clarify goals and evolving priorities
- Access to the right tools to complete their job

Engagement activity: What is our goal?

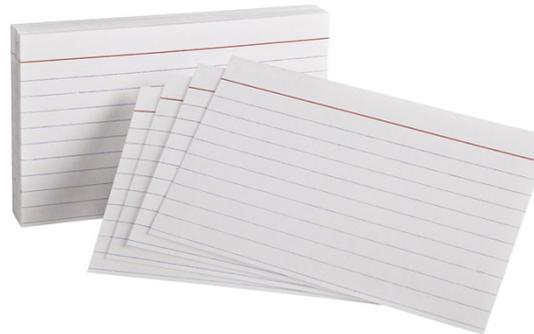


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**(Re)calibrate **the team** to align goals and talent**





## Team (Re)calibration Kick Off

Ask each team member to consider their potential individual contributions to the team / project

### Knowledge & experience to use in the team / project

- Prior experience?
- Similar issues?
- Same vendor / client?
- Competitive dynamics?
- Culture, politics, and decision-making styles?
- Process, systems, and technology?



## Team (Re)calibration Check-in

Collectively revisit potential contributions at regular intervals to improve knowledge use & team dynamics.

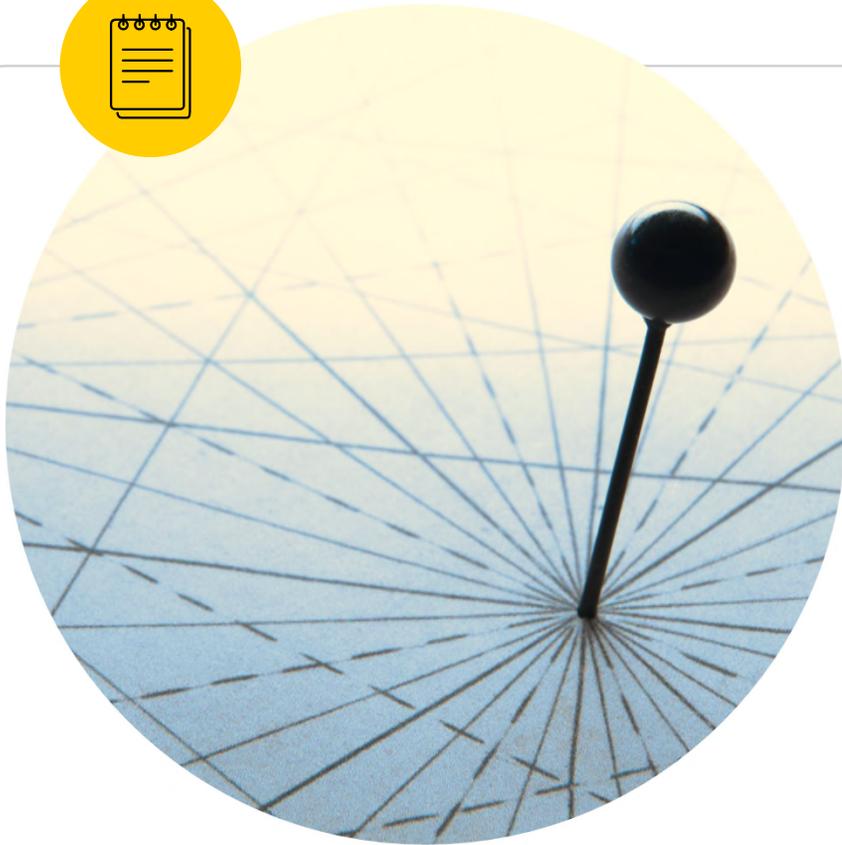
**Have you contributed as much as you expected?**

**Yes**

- ☉ Which kinds of knowledge have you brought to bear and how have they influenced the project / team?

**No**

- ☉ Which knowledge has been underused?
- ☉ Have the project's needs changed? Why is your prior knowledge no longer as relevant as expected?



## Map **skills** and **capacity**

“4 Ms” to reduce burnout.

- ① Measure number of projects per team member
- ② Map available skills & back-up
- ③ Manage crunch times, negotiate resources
- ④ Motivate the “10 percenters”



## Cultivate Community

Frequency and nature of communication with others



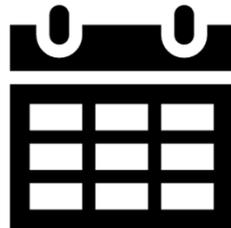


## Cultivate Community

Keep everyone in  
mind



Schedule  
Touchbase  
Meetings



Have casual  
conversations  
virtually



Humanize  
Communication





## Familiarize the Workplace

### Give the virtual tour

Allow your team to see your non-traditional workspace and insight into your surroundings.

### Be mindful of your thoughts

Keep assumptions and stereotypes in check – give people grace

### Not everyone works remotely

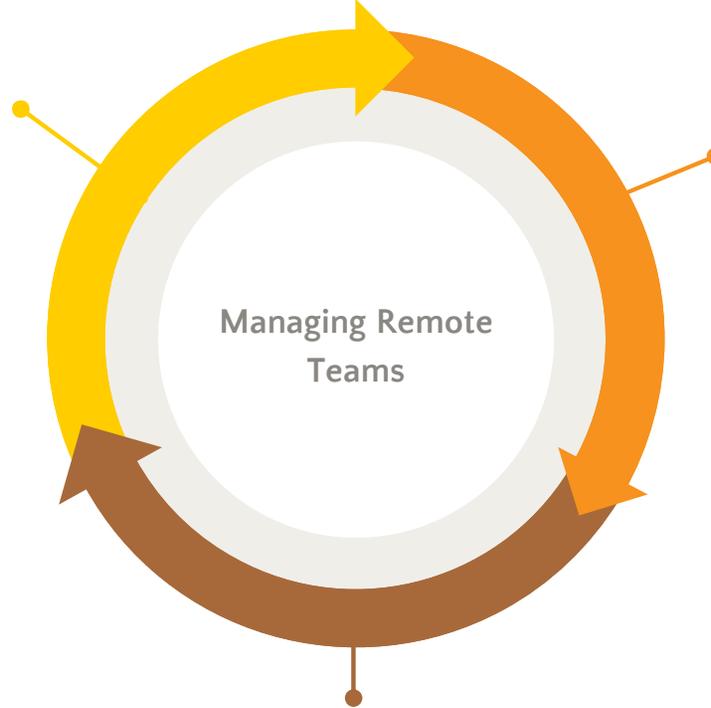
Be mindful that not everyone works remotely – be present and timely when working with others that are in office



## Continuous feedback loop

Map Skills & Identify Back-ups

Frequency skills mapping will ensure that the right people are being utilized for the work. As well as present an opportunity to develop additional members.



Standing Touch Base Meetings

Check-in with employees – frequency is dependant upon how your team members prefer to communicate.

Clarify Goals and evolving priorities

Ensure everyone is on the same page with what the team or they should be doing individually

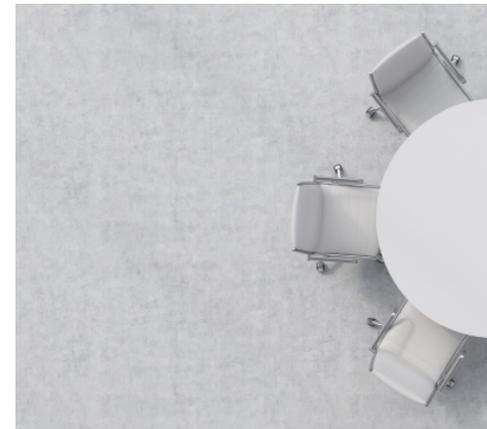
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## Extra Resources

Hacks and assessments to help create a cohesive and trusting work environment

## ● Onboarding & Training

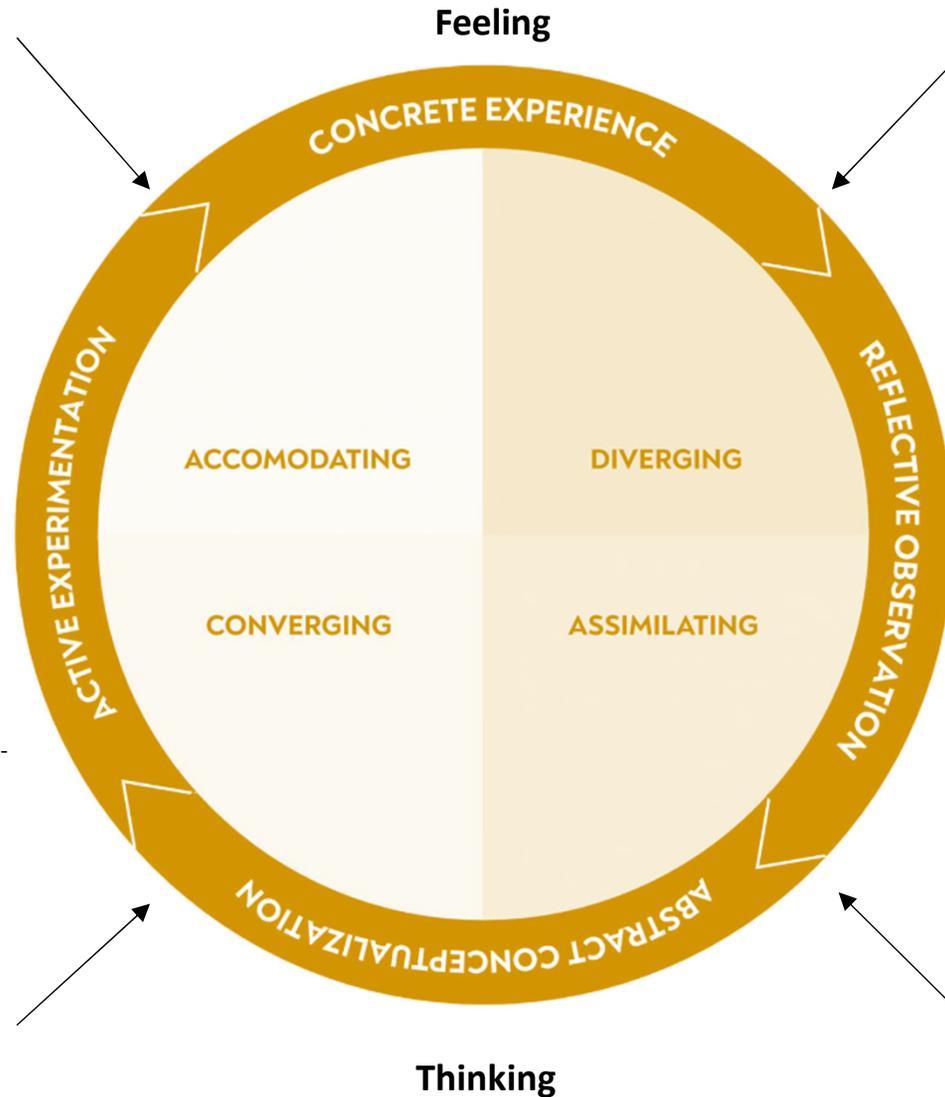
- Onsite (if possible)
- Identify how your employees / team prefer to learn – Kolb's learning style
- Check-in often



- Good at adapting to changing circumstances and solves problems in an intuitive, trial-and-error manner, such as discovery learning.
- Tends to be at ease with people.
- Prefers the challenges of new experiences, involvement with others, assimilation, and role-playing.
- Likes anything new, problem solving, and small group discussions.

### Doing

- Prefers the practical application of ideas, solving problems, feedback, and decision-making (obvious links between the task-on-hand and a problem).
- Prefers technical problems over interpersonal issues.
- Prefers to apply new learnings to actual practice to see if they work.
- Likes laboratories, field work, observations, and coaching.



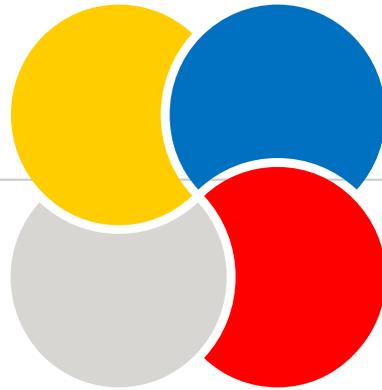
### Feeling

- Prefers to learn from activities that allows watching, thinking, and to review what has happened, such as brainstorming and cooperative groups.
- Lectures may be helpful but only if they provide expert explanations and analysis.
- Likes innovative and imaginative approaches to doing things.
- Prefers to view situations from many perspectives.
- Interested in people and tends to be feeling-oriented.

### Watching

- Prefers to pull a number of different observations and thoughts into an integrated whole in a step-by-step manner (go from details to big-picture).
- Prefers to reason logically and design models, theories, and projects.
- Likes lectures, analogies, systems, and case studies.
- Talking with experts is normally not helpful.

### Thinking

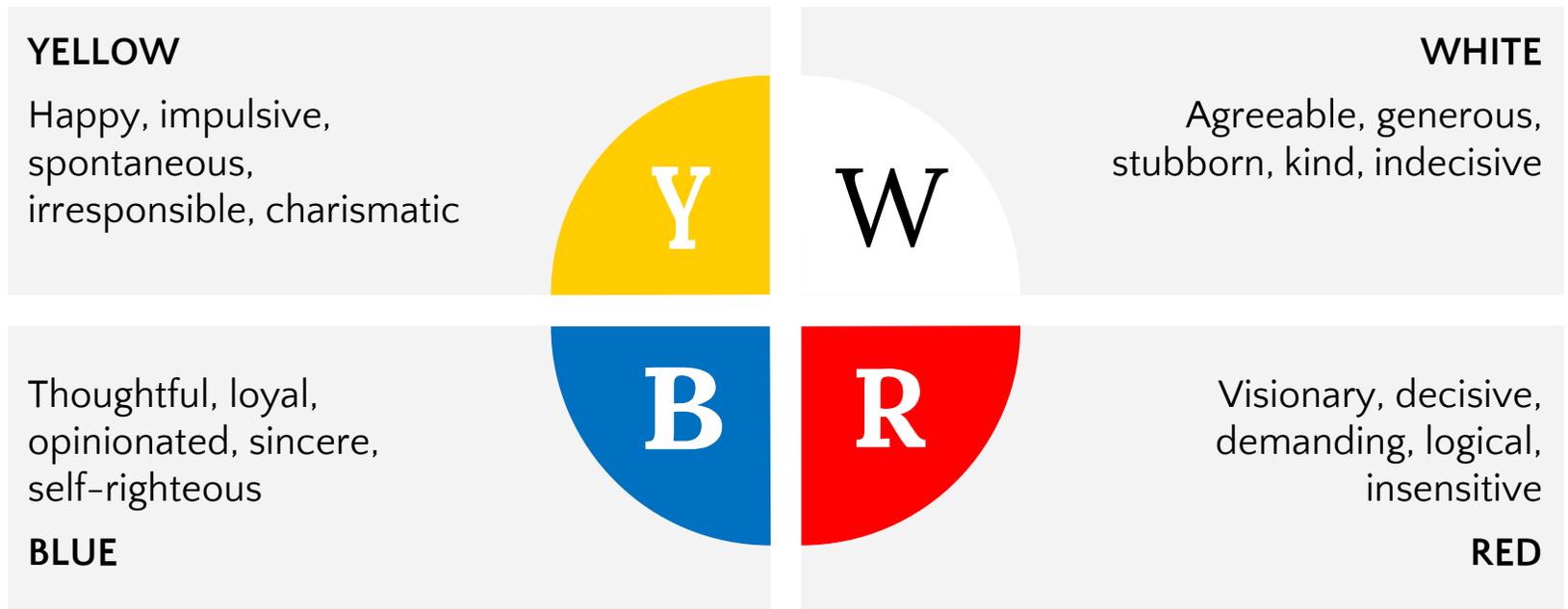


**Red**

With a secondary color of **blue**



## Hartman Colorcode





## Helpful Hacks

### Wiki

Create a Wiki with helpful references on technical items and best practices.

### Shared Task Manager

Create a task board where employees can document their tasks and group them into buckets based on phase of work

### Tip Sheet

Create tip sheets with other remote employees suggestions

### Educate & Train

Most problems come from a lack of understanding or education. Try to identify root cause of issues and educate/train team members

### Q&A

Document frequently asked questions and answers for team members to reference

### Try NEW things

Embrace new technology, empower your people to lead a meeting or a training activity – capitalize on their strengths



## Credits

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Special thanks to all the people who believed and supported me, for those that encouraged me when I doubted myself.



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# Thanks!

*Any* **questions** ?

You can find me at

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# A CONFERENCE CALL

## IN REAL LIFE

