Remote Work Leadership Training

Association of California Community College Administrators

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PatientPop -- Strategic Partnerships

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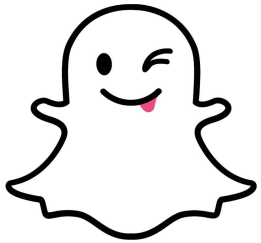


REVIVE

FUSION LA

Agenda

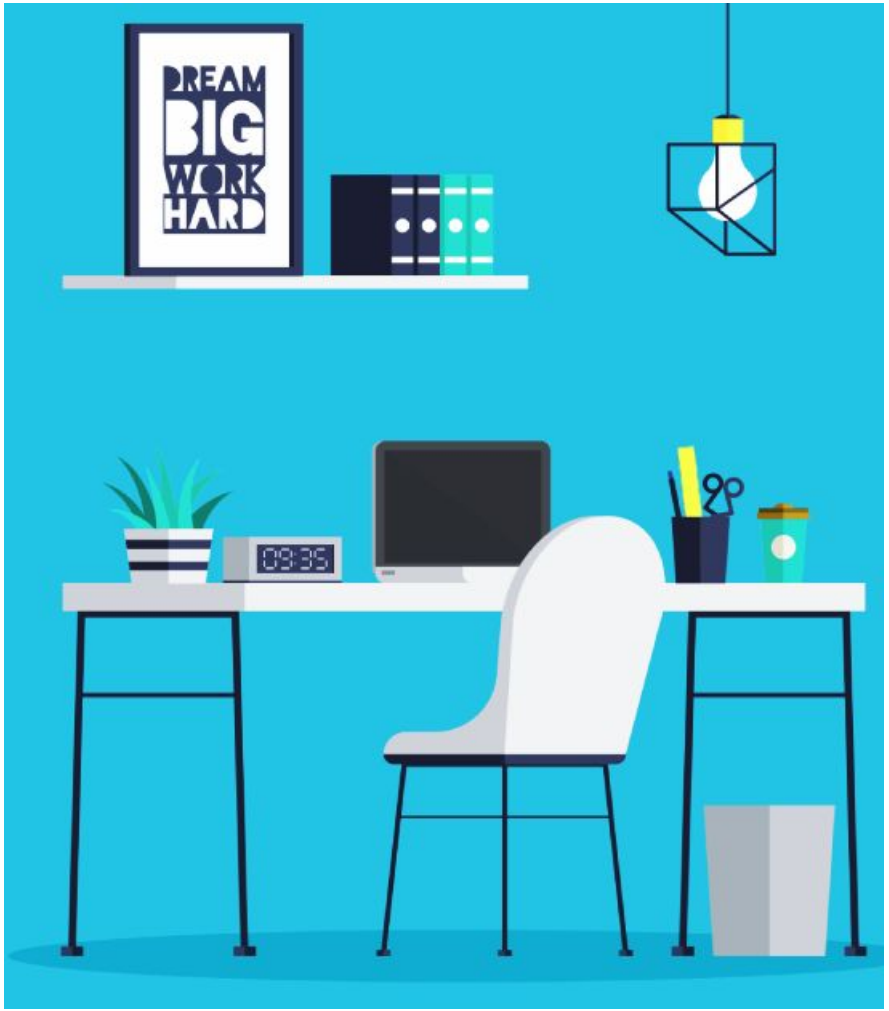
01 COVID-19

02 WFH -- New Norm

03 Managing Remote Employees

04 Virtual Meeting Engagement

05 Tools & Resources



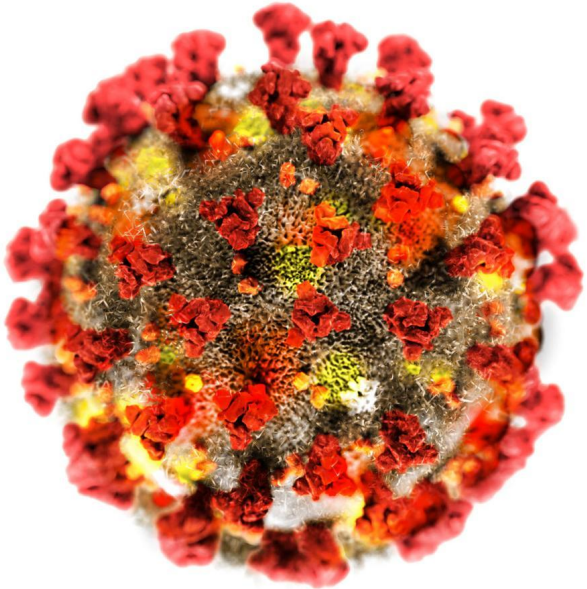
COVID-19

Almost overnight, COVID **turned the future of work into the current way we work.**

Distributed (remote) organizations

More changes will likely come as businesses regroup and the economy adjusts from the pandemic's disruption.

The New Norm -- Work From Home (WFH)



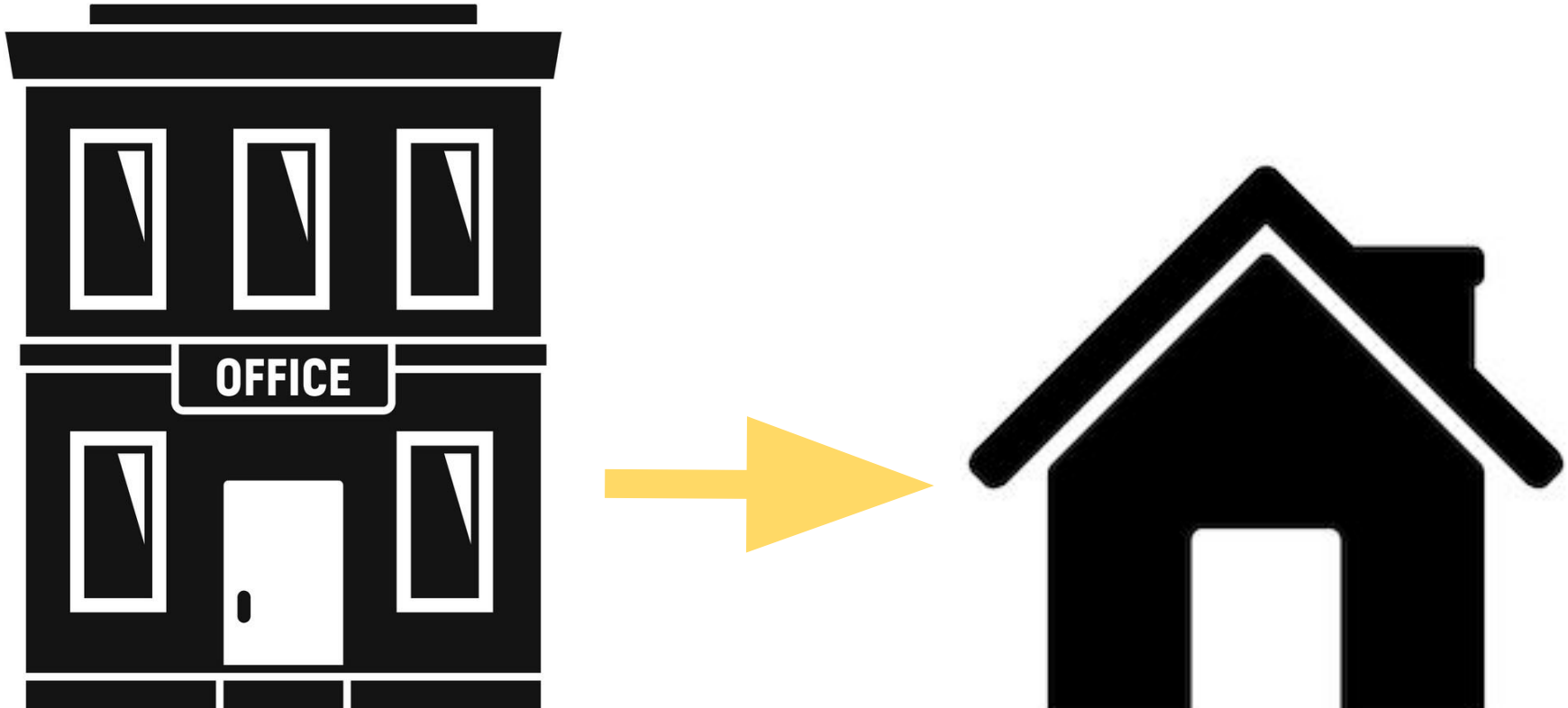
Before the health crisis, two out of three CEO's believed agility is critical for success.

Recent events demonstrate this truth as businesses scramble to operate as *100% remote companies:*

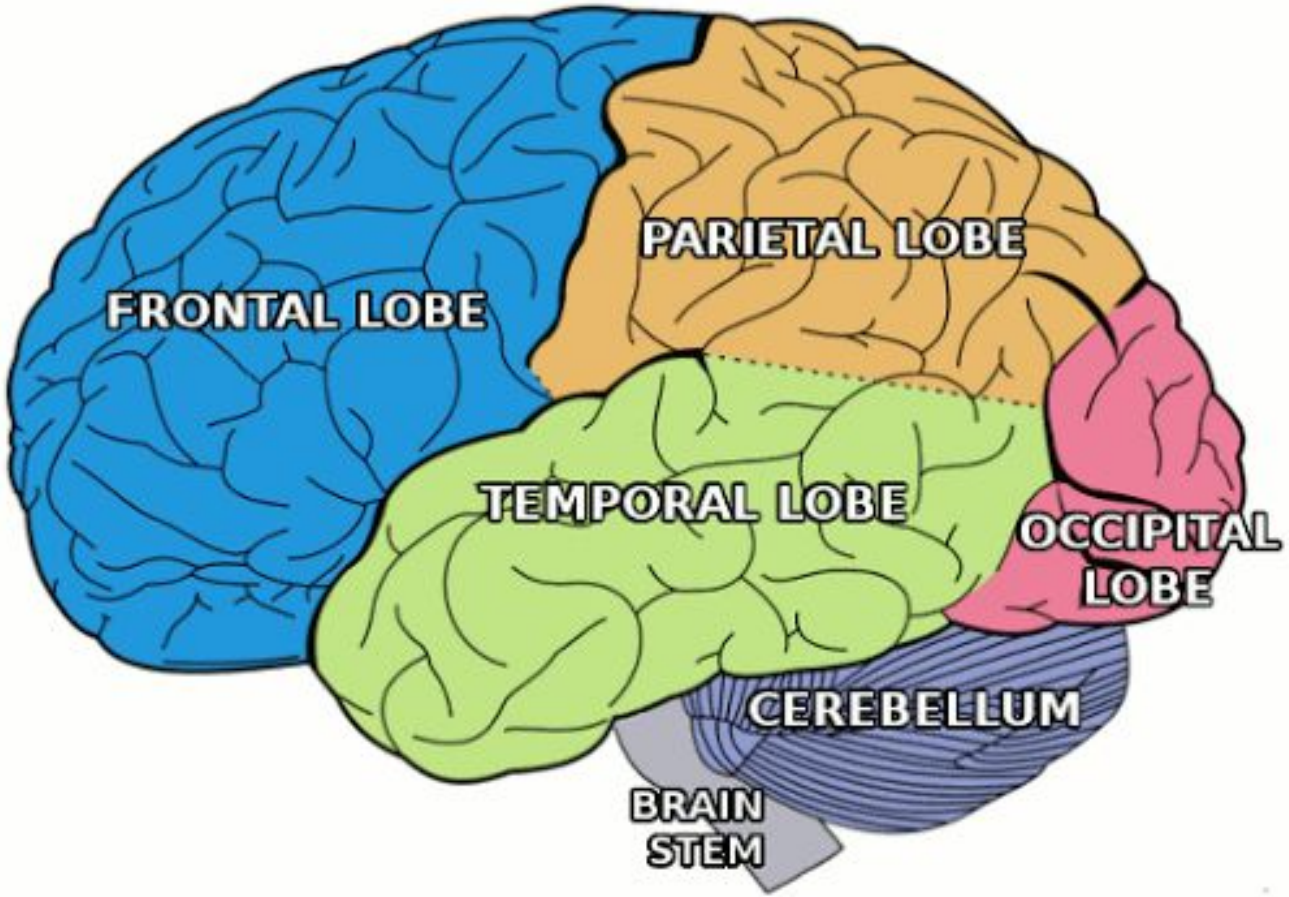
- Pulling in external talent to handle unprecedented surges in demand.
- Develop new services within days to meet customer needs.

AGILITY

NEW SHIFT -- WFH



Confusing?

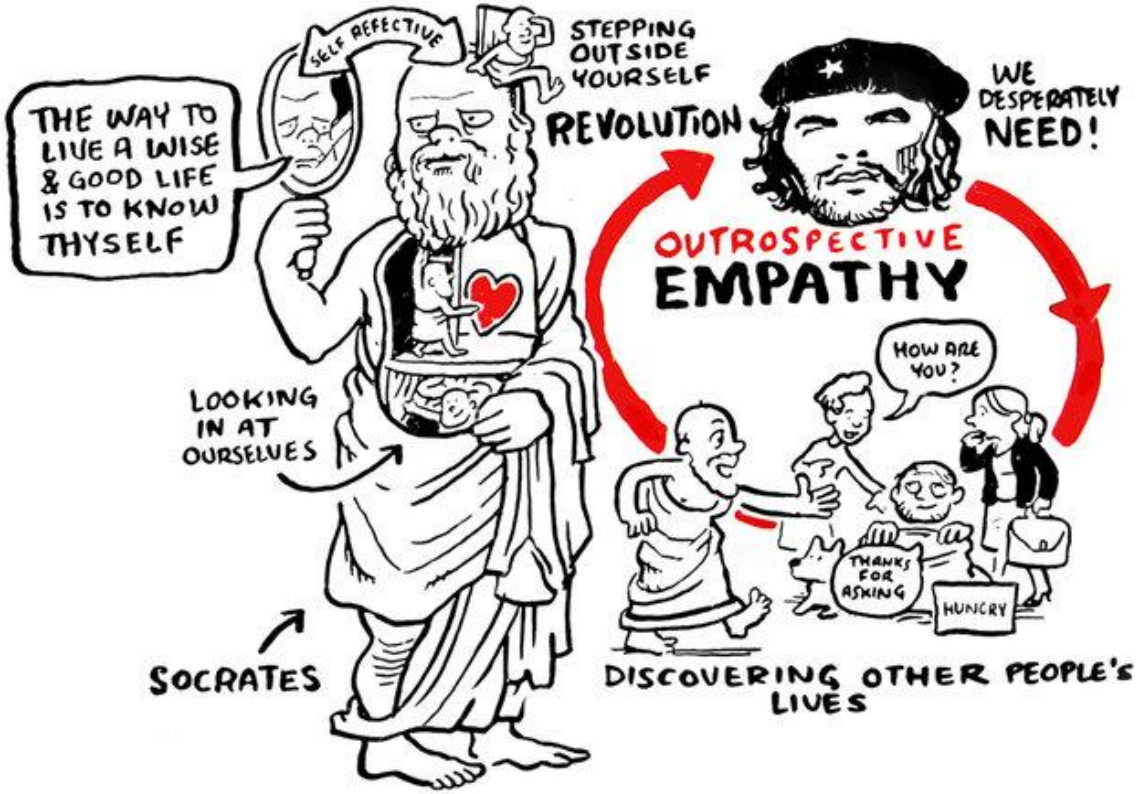

FRONTAL LOBE
PARIETAL LOBE
TEMPORAL LOBE
OCCIPITAL LOBE
CEREBELLUM
BRAIN STEM

Take 5 seconds and scan your environment?

If you live in a baboon troop in the Serengeti, you only have to work three hours a day for your calories, and predators don't mess with you much. What that means is you've got nine hours of free time every day to devote to generating psychological stress toward other animals in your troop.

Robert Sapolsky, Ph.D

Learning Point?



Open environments with people talking and walking decreases productivity and elevates cortisol levels (2018).

Auditory and visual distractions in the remote (home) environment yield a 10% decline in productivity (2019).

SET A BOUNDARY FOR HOME AND WORK MODE

Design Cognitive Associations

Two Ideal Settings:

1. One for Work: Focused Work & Data Analysis

2. One for Calls/Meetings: Zoom & Team Collaboration

Cognitive Trigger -- Brain State

e.g playlist, focus candle, clothing, a mug, a plant

GREAT NEWS!

Many organizations have been working remotely for decades.

Best Practices for
MANAGING
REMOTE WORKERS

Check-In

Establish a daily call, text, or email with your remote employees.

If their work is highly collaborative, a quick team huddle works magic.

Communication Options

Visual cues allow for increased “mutual knowledge” amongst coworkers, and also reduce the sense of isolation among teams.

Video is useful for complex or sensitive conversations, as it feels more personal than written or audio-only communication.

Establish “Rules Of Engagement”

Set expectations for the frequency, means, and ideal timing of communication for your team.

> ***e.g. “We use videoconferencing for daily check-in meetings, but we use phone calls when something is urgent.”***

Let your employees know the best way and time to reach you throughout the workday.

Keep an eye on communication amongst team members (to the extent appropriate), to ensure that they are sharing information as needed.

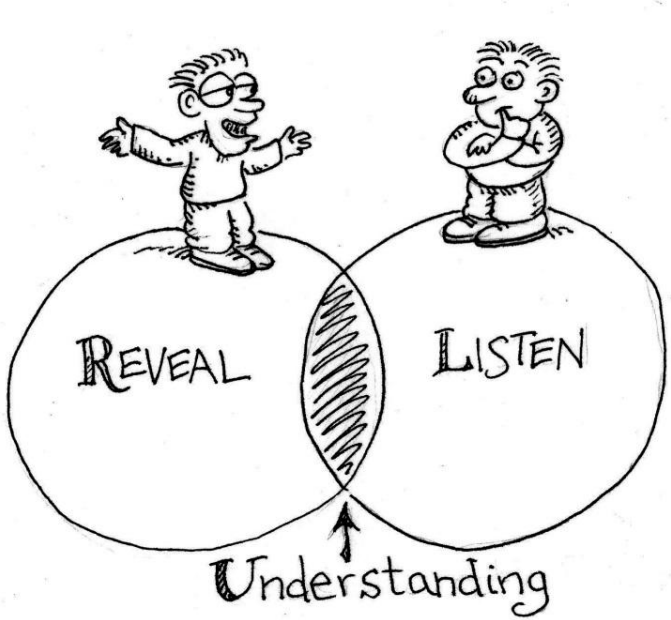
Remote Social Interaction

Structure ways for employees to interact socially (that is, have informal conversations about non-work topics) while working remotely

Beginning of team calls just for non-work items, virtual escape room, cooking class, etc.

Virtual events help reduce feelings of isolation, promoting a sense of belonging, and give employees an opportunity to learn different things.

Encouragement & Emotional Support



Research on emotional intelligence and emotional contagion tells us that employees look to their managers for cues about how to react to sudden changes or crisis situations (Goleman, 2018).

If a manager communicates stress and helplessness this will cause a “trickle-down” effect on employees (Goleman, 2017).

SUPPORT

Two-Pronged Leadership

1. **Acknowledge the stress and anxiety that employees may be feeling in these circumstances**

   Phrases such as “we’ve got this,” or “this is tough, but I know we can handle it,” or “let’s look for ways to use our strengths during this time.”

2. **Provide affirmation of their confidence with their teams**

   With this support, employees are more likely to take up the challenge with a sense of purpose and focus.

Reduce Loneliness

According to a Gallup poll of 9,917 employed U.S. remote employees, those that attended virtual office hour meetings with managers were 81% more productive, and 74% happier. Employees that did not attend office hours exhibited heightened levels of loneliness.

Face-to-face time builds quality relationships, thus enabling trust and encouraging communication.

Reduce Burnout

Remote employees are tougher to diagnose with burnout because you can’t see changes in their personality on a day-to-day basis.

Rethink which attributes constitute going “above and beyond.” Working longer hours, answering emails late at night, and putting time in on the weekend.

Work Life Balance.

Healthy Habits

Total Time Sitting Before 6PM*

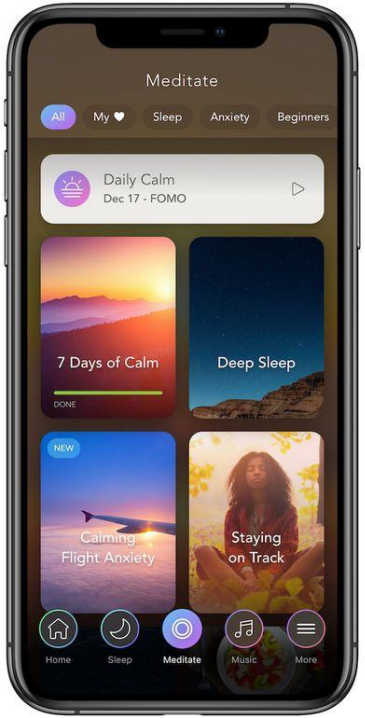
*Based on aggregated and anonymous data from over one million Fitbit users in 2015

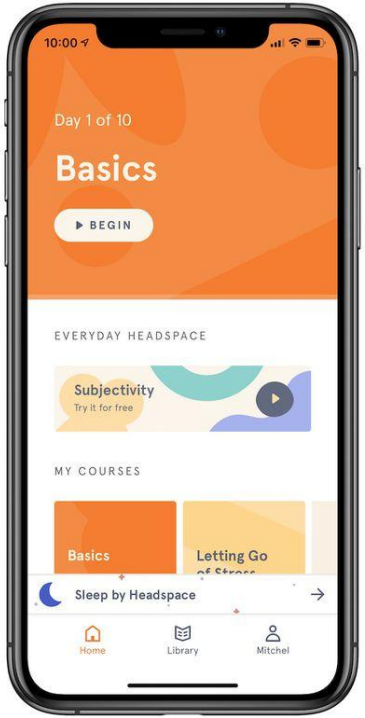
fitbit

Focus on Health

1. Take walk breaks
2. Exercise
3. Meditate
4. Drink lots of water
5. Get up every hour
6. Nourishing food
7. Make sure to take a lunch break

Calm





headspace

PLEASE DO NOT

Virtual Meeting Etiquette & Engagement

DURING THE MEETING

CLEAN YOUR SCREEN

Close out unnecessary tabs before screen-sharing ... especially your social media feeds.

SILENCE, PLEASE

Place other devices, like your cell phone, on silent.

IF YOU CAN SEE THEM ...

Think about your actions and remember that everyone can see you. Stay seated if you're only dressed from the waist up. Salsa desk dancing is best done in studio.

MUTE YOURSELF

Unless you are speaking or unless it's an open dialogue, eliminate the sounds from your side. That includes typing, rustling papers, and tap-dancing.

MULTIPLE PARTICIPANTS, SINGLE AUDIO

If you are in a room with multiple people joining the same meeting, each person will need to Zoom in on their own device; however, only one device in the room should have the audio connection.

Please note that simply muting your computer is not enough - when you Zoom in, each participant will need to turn off the audio interface, except the single audio line.

MAKE EYE CONTACT

Speak to the camera and not the screen, so that your audience feels that you are actually talking to them.

ONLY YOU

Zoom in from your own device - this ensures a dedicated video view of you.

SAY NO TO MULTI-TASKING

Be present, or be absent, but don't be both.

CHAT ROOM

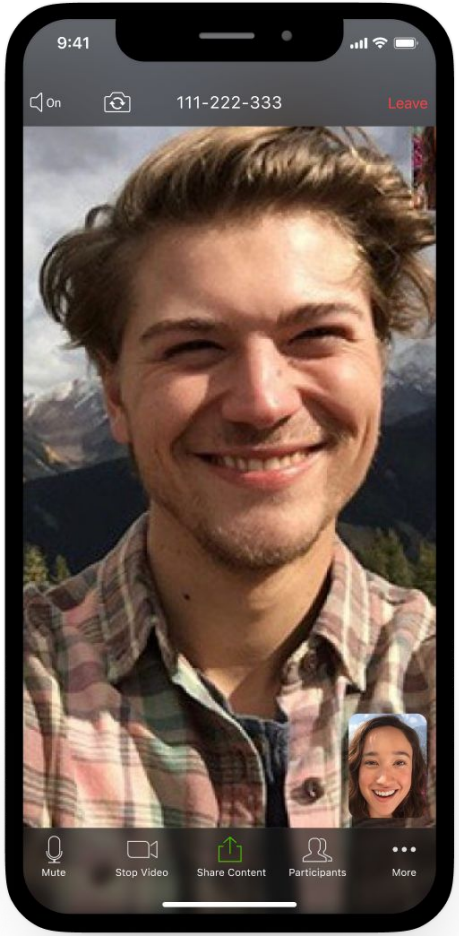
Use the group or private chat function for questions, so as not to disturb a presenter.

Virtual Meeting Engagement

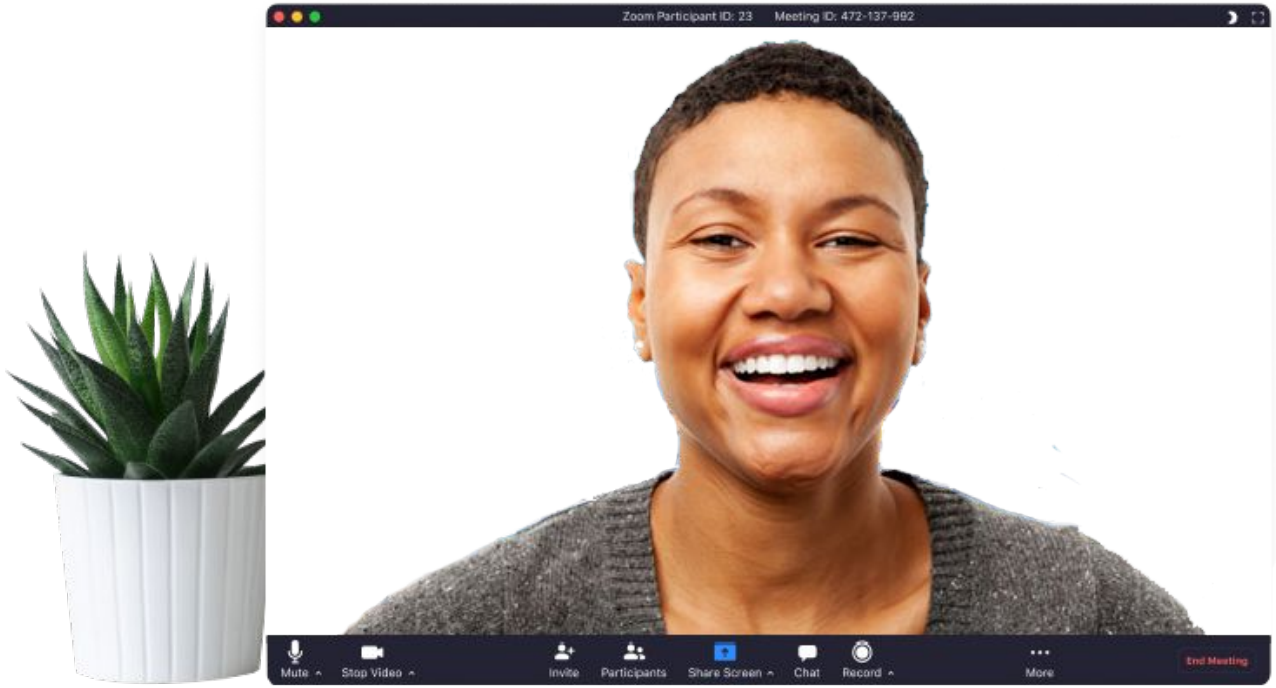
Let’s face it, in most meetings there’s often little to zero accountability for engagement.

When we are together in a room, we often compensate with coercive eye contact.

A recent Harvard study found 5 variables (outlined as rules) *as drivers of virtual engagement.*



Camera on Rule

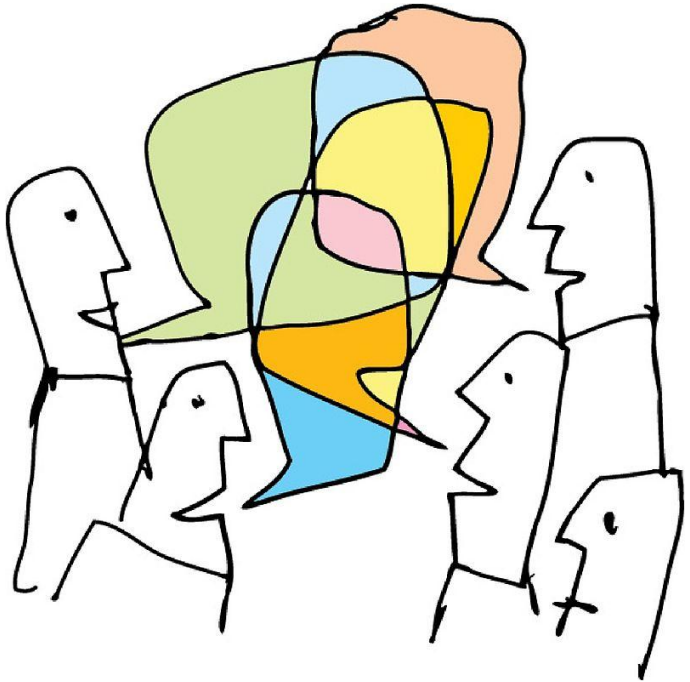


60-Second Rule

Never engage a group in solving a problem until they have *felt* the effects of the problem. Do something in the first 60 seconds to help them experience it.

You might share shocking or provocative statistics, anecdotes, or analogies that stress the importance.

The Responsibility Rule



When people enter any social setting, they tacitly work to determine their role.

The biggest engagement threat in virtual meetings is allowing team members to unconsciously take the role of observer.

Create an experience of shared responsibility early on in your presentation.

Give them a medium with which to communicate with one another

Examples: video conference, Slack channel, messaging platform, audio breakouts.

Encourage breakout groups.

Nowhere to Hide Rule

The 5-Minute Rule

Make sure to have engagement from another member of the group every 5 minutes.

This can be a question, a task, a problem that needs to be answered, or have someone else speak.

Tools

Taco's Tacos | Taco & Co. Free | Team Visible | Show Menu

Resources

Financials & Growth Data
5

2017 Goals And KPIs
2

Brand Guide
1

Employee Manual
1

Add a card…

To Do

Build A Better Burrito: 7 Layers To Success
0/7

Nacho Ordinary Birdthday - Event Space Rentals

Taco Drone Delivery Service
Nov 10
3

Superbowl Ad - "Super Salad Bowls"
Dec 12

Add a card…

Doing

The Taco Truck World Tour
Oct 5

Operation "Awesome Sauce" - A Recipe For Profit
Oct 18
3
2/5

#NoFiller Instagram Campaign
3

Global Franchise Opportunities
4/9

Add a card…

Done

Focus Group: Corn vs. Flour Tortillas

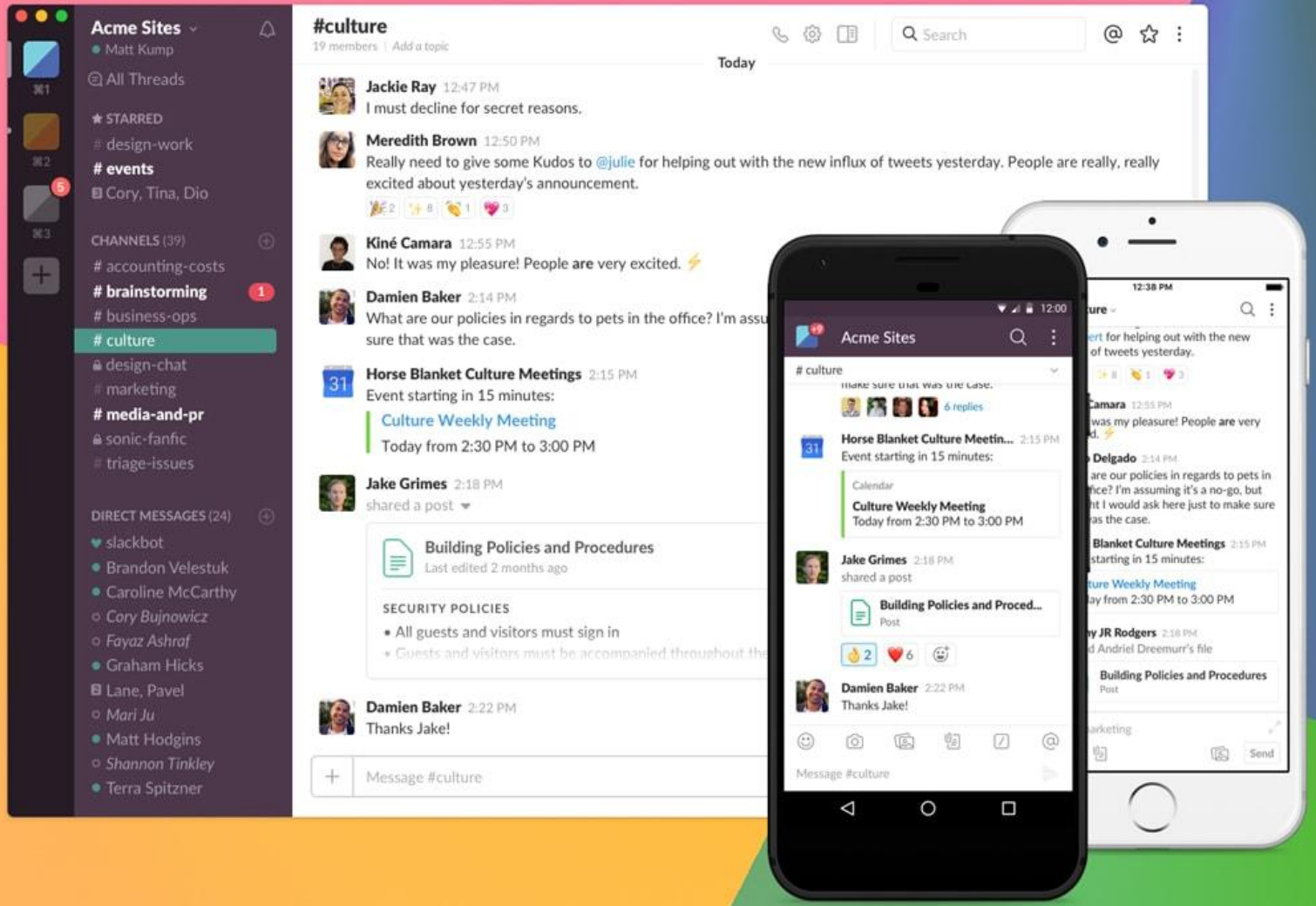
New Swag: Socks, Scarves & Salsa
5

Eco Friendly Utensils & Napkins
3/3

Update Yelp Listing
1

Grand Opening Celebration
Aug 11, 2016

Add a card…


Acme Sites
Matt Kump
All Threads
STARRED
design-work
events
Cory, Tina, Dio
CHANNELS (39)
accounting-costs
brainstorming
business-ops
culture
design-chat
marketing
media-and-pr
sonic-fanfic
triage-issues
DIRECT MESSAGES (24)
slackbot
Brandon Velestuk
Caroline McCarthy
Cory Bujnowicz
Fayaz Ashraf
Graham Hicks
Lane, Pavel
Mari Ju
Matt Hodgins
Shannon Tinkley
Terra Spitzner
#culture
19 members | Add a topic
Search
Today
Jackie Ray 12:47 PM
I must decline for secret reasons.
Meredith Brown 12:50 PM
Really need to give some Kudos to @julie for helping out with the new influx of tweets yesterday. People are really, really excited about yesterday's announcement.
Kiné Camara 12:55 PM
No! It was my pleasure! People are very excited.
Damien Baker 2:14 PM
What are our policies in regards to pets in the office? I'm assu
sure that was the case.
Horse Blanket Culture Meetings 2:15 PM
Event starting in 15 minutes:
Culture Weekly Meeting
Today from 2:30 PM to 3:00 PM
Jake Grimes 2:18 PM
shared a post
Building Policies and Procedures
Last edited 2 months ago
SECURITY POLICIES
• All guests and visitors must sign in
Damien Baker 2:22 PM
Thanks Jake!
Message #culture
Acme Sites
culture
6 replies
Horse Blanket Culture Meetin... 2:15 PM
Event starting in 15 minutes:
Calendar
Culture Weekly Meeting
Today from 2:30 PM to 3:00 PM
Jake Grimes 2:18 PM
shared a post
Building Policies and Proced...
Post
Damien Baker 2:22 PM
Thanks Jake!
Message #culture
12:38 PM
Send

Thank You

Questions: dimeil@letsrevive.us

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