

# **Managing and Engaging Virtual Teams and Workers**

Professional Development Webinar

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# Everything Has Changed Nothing Has Changed

## Managers Are Still Managers

### THIS NEW REALITY IS NOT TEMPORARY

- We are in this for a while and even when the curves flatten the world will have changed. We will never approach our work the same way again.

### IT IS A GREAT OPPORTUNITY

Working at home in some ways has slowed things down

This gives us an opportunity to:

- to create deeper relationships with each employee
- to discover unique individual talents of each employee
- to build team through validating shared mission and planning for the future
- to participate in creative, innovative future/scenario planning. What could the new reality look like and how can the organization best adapt?

**It is an opportunity to be the best manager for  
virtual workers and teams you can be!!**

### HOW ARE YOU FEELING?

- Anxious
- Happy
- Excited
- Socially isolated
- Guilty
- Afraid of being left behind

### THE REMOTE WORKER OFTEN FEELS

- Socially isolated and disconnected
- Guilty
- Afraid of being left behind

The crisis in the world and the change people are facing working at home creates uncertainty. Uncertainty leads to fear. As fear levels rise people:

- focus on personal security and safety, withdraw, become more self-serving, and more defensive.
- focus on smaller and smaller details, those things they can control.
- find it difficult to work together and focus on the big picture.
- become reactive and lose the capacity to understand their work as part of a larger system.
- Cabin Fever.



## **THE SOLUTION IS EACH OTHER.**

- If we can rely on one another, we can cope with almost anything. Without each other, we retreat into fear
- **WE ARE IN THIS TOGETHER**

## **GREAT (VIRTUAL) MANAGERS BUILD A SENSE OF:**

- Trust
- Compassion
- Stability
- Hope

## **TRUST**

- Be Intentional
- Be vulnerable
- Be humble

Employees need to see you as a human

- Be intentional in your engagement of employees
- Show your vulnerability
- Be humble. People don't want heroes they want leaders
- Be honest
- Be transparent
- Be available but, set boundaries
  - Set boundaries (office hours?) You are working at home too

## **COMPASSION**

- We are in this together
- Families are part of the team

Flexibility

- Embrace employees' homes, families, pets
- Embrace distractions during video calls

Unique social connections

- BYOD - Bring your own dog, daughter, drink?
- Meet for virtual happy hour
- Have a coffee
- Take a walk and talk



## STABILITY

- Create consistency
- Communicate often
- Provide clear expectations

Communicate often and on a scheduled consistent basis

- 1:1 Daily. YES Every Day!
- How are you doing? How are you feeling?
- How is your work going?
- What can I do to help?
- Development and growth
- Feedback and coach

Host Team Huddles Daily. YES Every Day at the same time!

- End of day or start of day
- Project recaps
- Short business
- Assign each employee a meeting to bring a topic to talk about.
- Build in social time (BYO?, etc.)

Host Team Meetings on a regular basis based on need.

- Plan them
- Agenda
- REQUIRE web cameras be on to ensure accountability and build community
- One topic or purpose per meeting when possible
- One hour max when possible
- Team Development
  - Five Behaviors / CliftonStrengths
- Planning
- Review of a project
- If you need more time or more than one topic end the meeting and start another one after a break

Provide Expectations

- Clear
- Collaborative
- Aligned

Provide materials,

- Equipment
- Resources
- information necessary to meet expectations

Encourage or require professional/personal development. (Webinars, Online learning, LinkedIn, NISOD)



## HOPE

- Create community
- Set goals
- Plan the future

### Create Community

- REQUIRE web cameras be on to build community (and accountability)
- Review compassion thoughts about family and flexibility

Create a common team purpose

Explore opportunities this new reality provides. Don't focus on the negative

### Future

- Plan for the future.
- Scenario planning

Support resilience and agency

- Feedback and Coaching

Communicate Often

Provide Clear Expectations

Create Consistency

Create Community

Plan for the Future

Be Intentional, Be Vulnerable, Be Humble



Questions or comments email:  
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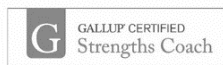
Feedback Form, References, PowerPoint and handouts may be found at:  
[www.Inspired-engagement.com/workshop-resources/](http://www.Inspired-engagement.com/workshop-resources/)

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