Successfully Leading Remote Teams

Presented by Chris Farmer
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Why are we here?

• Sudden large-scale shift to remote working

• Many have now experienced the benefits:
  
  • Improves business continuity
  • Helps attract and retain talent
  • Improves productivity and performance
  • Improves work-life balance
  • Helps reduce environmental effects
  • Helps inclusivity

• So is remote working the best model for all?

Leading high performing remote teams is far from easy!
The People Challenge

Fear

Distrusted

Uncertainty

Disconnected

Isolated

Stressed

Distracted

Directionless
Management is not enough!

- Age-old battle more important than ever
- ‘Controlling’ and ‘supervising’ will not lead to high performing remote team
- Managers must adapt and develop leadership skills...QUICKLY!
- What leadership qualities are most critical?

...ALL of them!
Where to focus?

- Proven strategic approach to aid success
- Many considerations within each area
- Which area is most critical?

...Let's explore in detail
# Best Practices – Process

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| Clear vision, strategy and roadmap               | • Show the light when in the dark  
• Share & collaborate                                |
| Outcomes, not activity                            | • Focus on team outcomes over activity or hours worked                                                                               |
| Establish new norms                               | • How will we work? What do we expect of each other & leadership?  
• Communication methods                            |
| Learning & development                           | • Needs even more focus  
• Utilise collaboration tools                                                                      |
| Be available                                     | • Be even more visible,  
• A ‘virtual’ open door                                                                           |
| (Fun)...Meetings                                 | • Regular team & 1-2-1 meetings – dedicated FUN section!  
• Define meeting etiquette  
• Clear agenda  
• Call out people in the right ways!  
• Use Q&A/Chat  
• Clear outcomes/next steps                       |
## Best Practices – Technology

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| Keep it simple                | • Facilitator not inhibitor  
• Assess end user readiness/needs NOT just costs  
• Training/documentation essential |
| Video, video and more video  | • Less mails, phone calls and texts (where possible)  
• Essential for effective L&D, HR, personal topics |
| Collaboration tools           | • Replicate the impromptu coffee chats  
• Leverage virtual, integrated workspaces  
• Encourage cross functional sharing and groups |
| Cloud storage                 | • Everything for everyone anywhere  
• Prioritise ease of access |
| Accountability                | • Enable personal ownership and transparency among teams  
• Kanban type solutions  
• NOT ‘big brother’ |
Best Practices – People

More is more  
Continuous improvement  
Count to 10  
Spontaneity  
Never reprimand  

Clarity  
Timely  

Transparency  

Assertive but kind  
Language/Culture  
Content Vs Context  
Work out loud  

Communication  
Efficiency
Best Practices – People

- Wellbeing
- Nurture relationships
- People Vs Goals
- Seek clarification
- Head + Heart + Hands

Empathy

- Are you OK?
- Do you need help?
- 2 ears 1 mouth
- Patient & considerate
- Regular check-ins
- Assumptions & Stereotypes
Key Lessons Learned

- Look in the mirror
- Availability is key
- Change your hat often
- Small things are the biggest things

Active Listening
If you want sustained high performing remote teams...

People need to outweigh Technology & Process
Questions