

SUPPORTING REMOTE TEAMS

CCMA Community Chats



Copyright SmartCoach and The Coaching Creed.
Permission granted to reproduce for personal educational use by participants only.
Obtain Permission before redistribution. In all cases this notice must stay intact.
Contact: alisoncreedie@gmail.com

WELCOME

- Dorothy O'Byrne – CCMA
- Agenda
 - Case Studies
 - Managing People through Change
 - Tools & Technologies
 - Protocols
 - Common Challenges and how to meet them
- Tips along the way
- Ask Questions in the Comment box

HOW ARE YOU FEELING NOW?

- Take a moment and write your feelings in the comments
- Let's acknowledge our own and others feeling
- Are these feelings understandable/reasonable now?
- What helps you manage your stress?
- How can boundaries help?

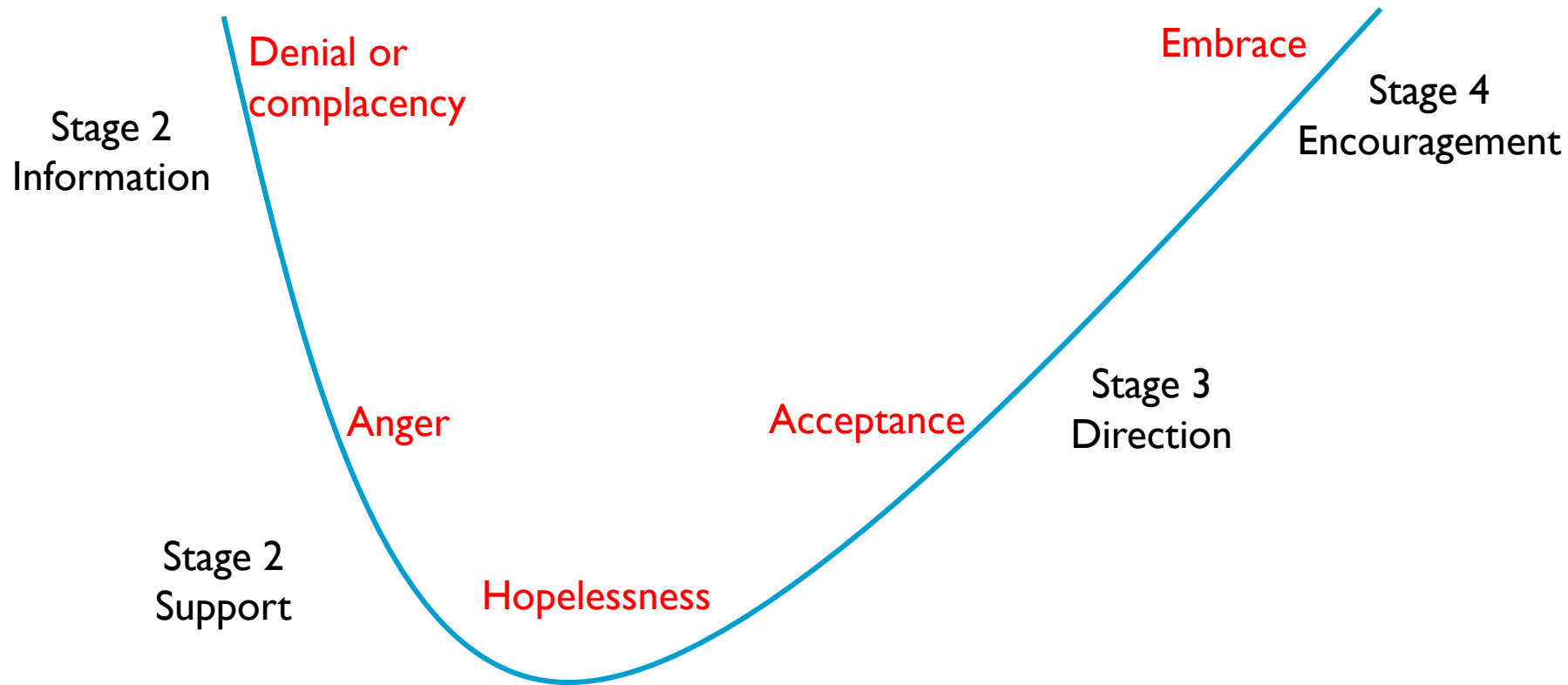
TIP 1: Do this check-in daily and add stress relievers to your schedule. Self-care is essential and there will be webinar on this by my colleague Maura Byrne in this CCMA Community Chat series.

REMOTE WORKING CASE STUDIES

- Business Consultants, Home Care Workers, District Nurses, Delivery Drivers, CSO Survey Workers
- IDG – remote Quality Team
- Veldhoen & Co – 50 staff across 4 continents for 30 years
- Based on Irish 2016 Census 57,000 people were working mainly from home in 2016 and this is growing fast
- Based on a 2018 CS Census 2021 Pilot Survey 18% of people worked from home some of the week, this would equate to 400,000 people if extrapolated

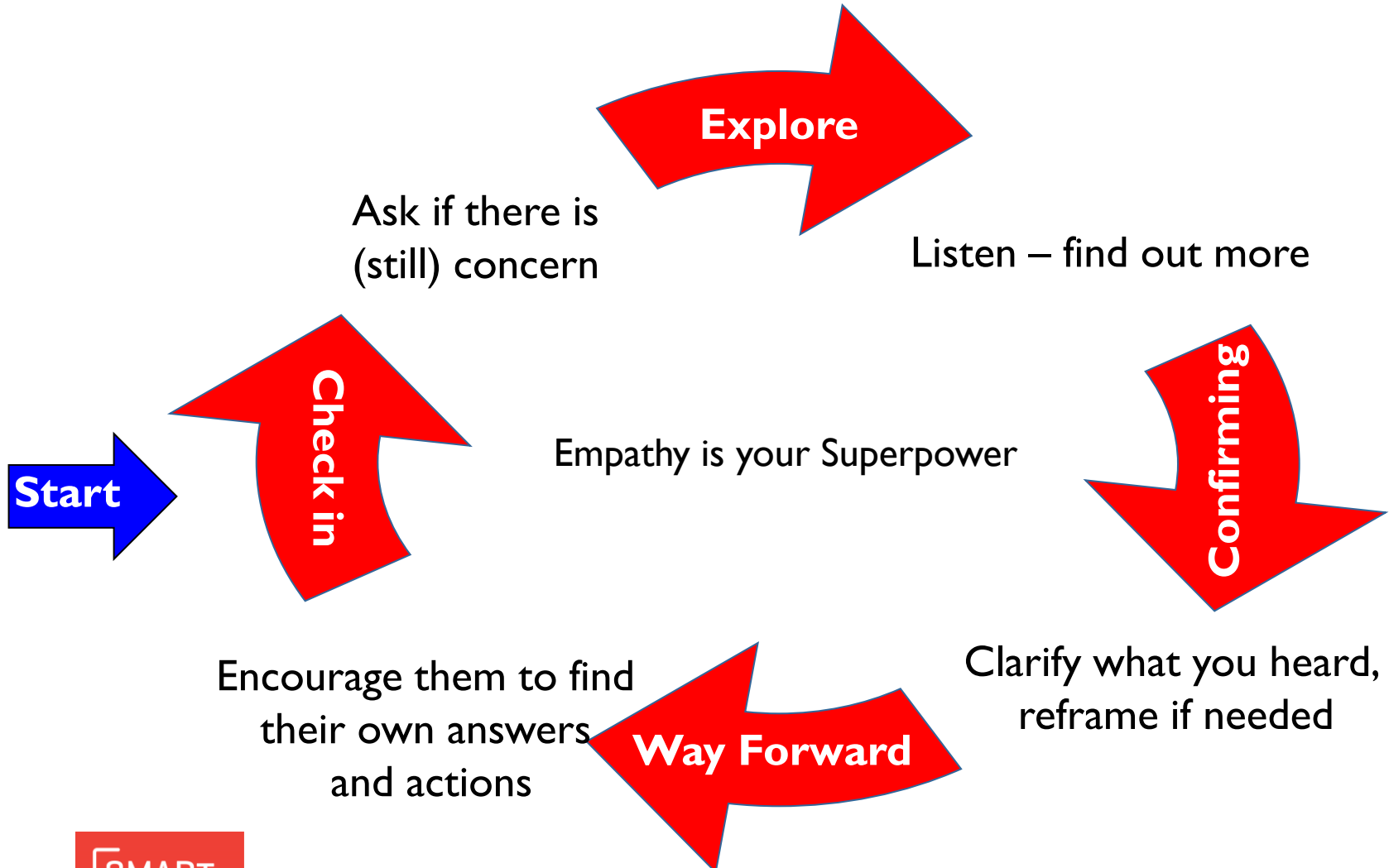
MANAGING CHANGE

A Behavioural Perspective



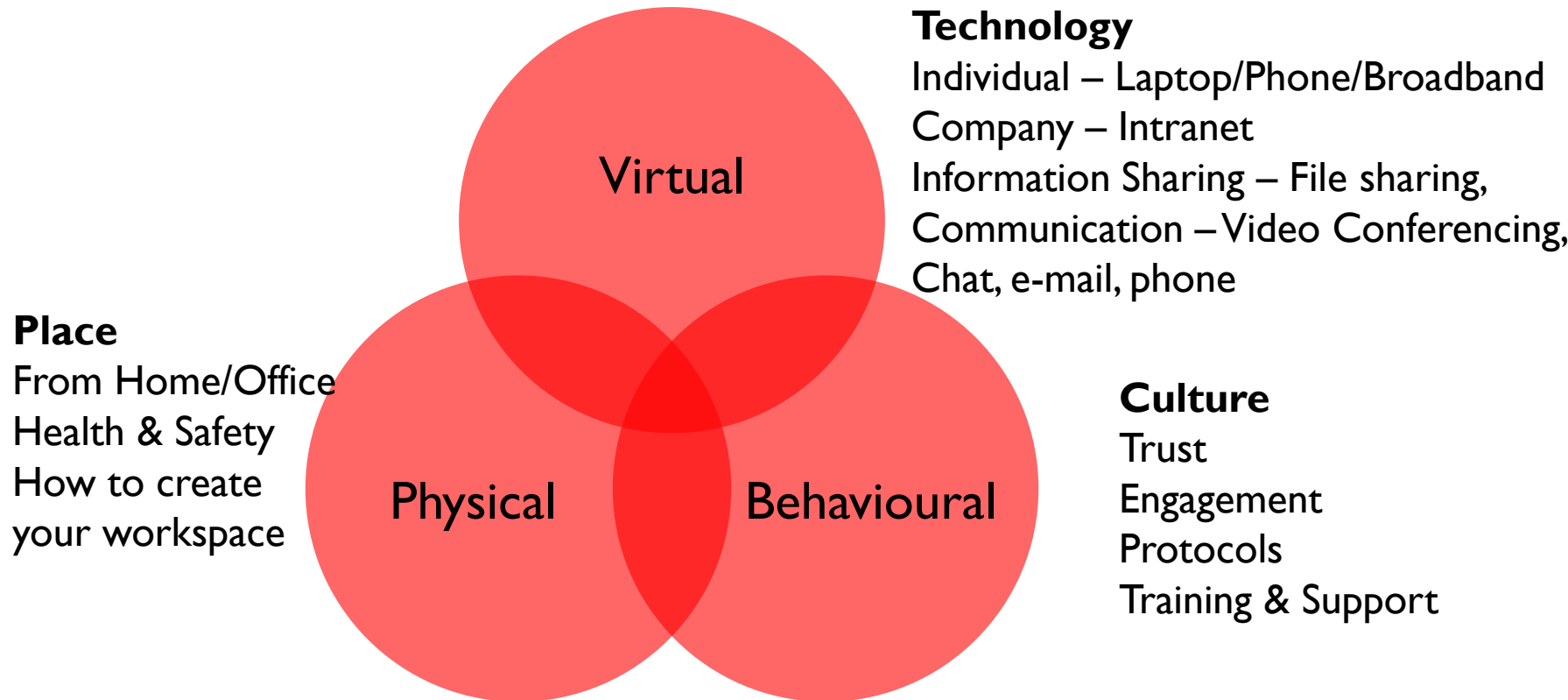
Kubler Ross Change Model

ASSISTING OTHERS THROUGH CHANGE



WHAT IS SMART WORKING?

A **conscious** combination of three elements to maximize collaboration, productivity and engagement



TOOLS TO SUPPORT SMART WORKING

Technology	What
Connectivity	Broadband or hotspot
Telephony	Mobile, soft-phone, landline
Device	Laptop, PC, tablet or Smartphone,
Project Management	MS Project, Asana, Wrike, Workfront, Monday.com
Access to Own Systems	VPN connectivity, Cloud share or bespoke
Virtual File sharing	SharePoint, Google Docs, Drop box
Video Conferencing	WhatsApp, Skype, Zoom, Microsoft Lync, Google
Messaging App(s)	Slack, WhatsApp, Skype, Zoom, Bespoke
Webinars	Zoom, GoTo, Microsoft Teams, @Workplace Facebook
Shared Calendars	Microsoft Teams, Google, Facebook,
Chat (Informal/Formal)	Google Hangout, Slack, What's App, Viber

SELECTING AND USING THE TOOLS

Pulse Check:

- What are you and your team using now (talk to your team)
- What are the company approved tools/apps,
- Do these work for your team?
- Does everyone have access to each tool and are they proficient in it's use?
- What's missing in your toolkit and how can you fill the gap

TIP 2: If you are not tech-savvy delegate research and training to a team member who is. Time for your digital natives to shine?

BEHAVIOURS FOR LEADING YOUR TEAM

You are the best role model for the Behaviour you want to see:

- Manage yourself first – be gentle with yourself and aware of your emotions
- Mindset – commit to believing in the efficacy of remote working
- Be an advocate of remote working
- Build Trust by
 - Encouraging team members to organise their own work
 - Setting clear expectations / outcomes
 - Encouraging collaboration
 - Engaging your team to develop protocols

SETTING AGREEMENTS & PROTOCOLS

We are where we are with Covid 19

How you and your team work needs to align to:

- Organisational Culture
- Values
- Strategy
- Purpose
- Employment Contract

TIP 3: Review and share the above with your Team, everyone needs clarity of purpose. Be transparent with company updates and let information flow.

SETTING TEAM PROTOCOLS

- **Behaviours** – how we will treat each other
- **Communications** – how, frequency, by who, channel
- **Meetings** – tools, frequency, (see next page)
- **Team Cohesion** – how we will collaborate, share successes and challenges, how we will support each other.
- **New Starters, Junior Team members** – how we support their development

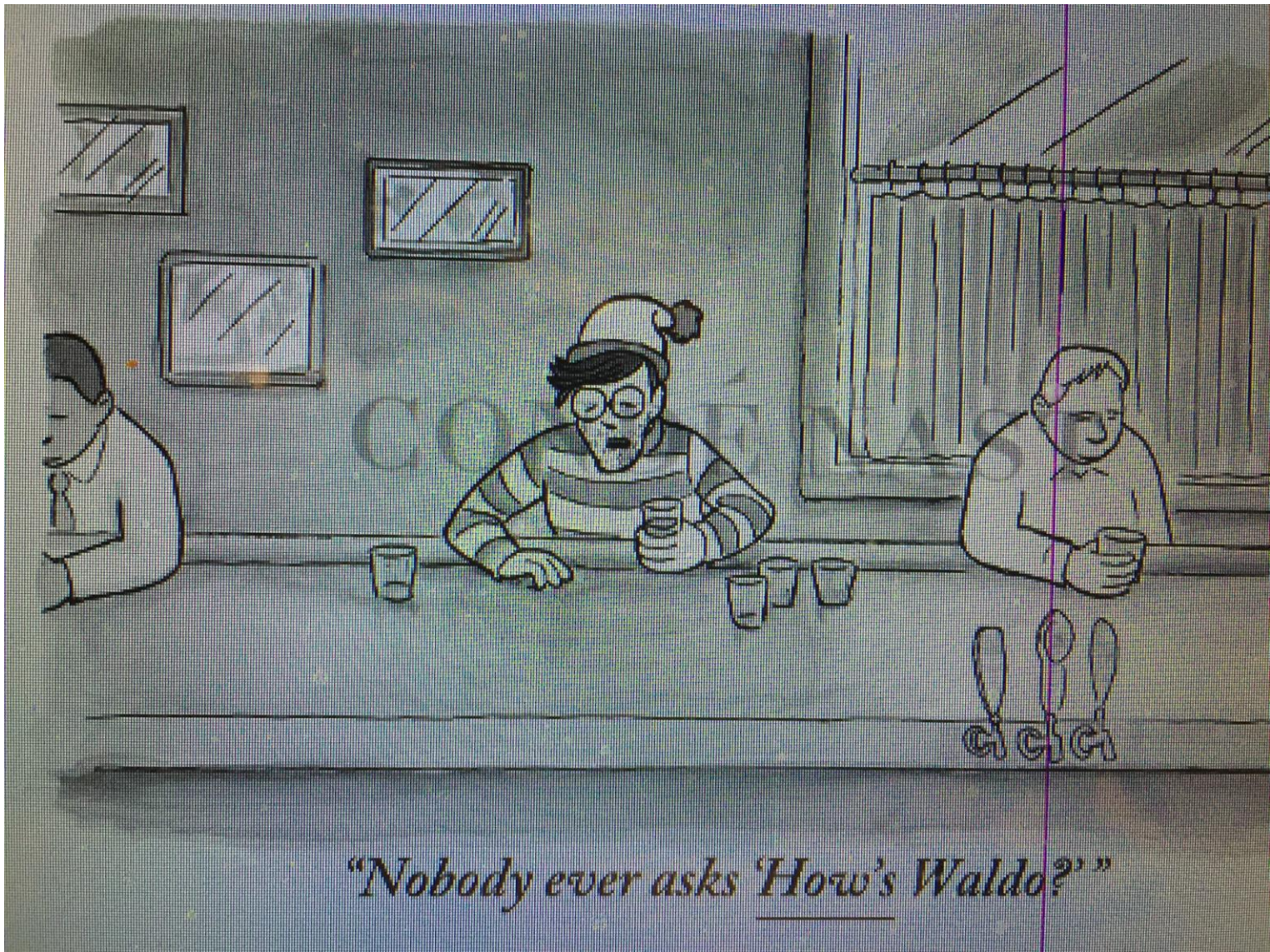
TIP4: Buddy junior team members with more experienced members to support them.

TIP 5: Ask people doing same roles to set up group chat to encourage collaboration.

EXAMPLE – YOUR MEETINGS

Type of Meeting	Tool	Duration	Frequency
Team	VC App		
Catch up - one on one	VC App		Daily
Project	VC App		
Daily Huddle	VC App, phone		Daily
Team Building/Social	VC App, phone		Daily Coffee?
Performance Management	VC App		
Training	Webinar App		
Coaching/Mentoring	VC App, Phone		

TIP 6: Daily catch-ups with each team member need to be by video or phone not text or e-mail. Ask ‘How are you doing TODAY?’, ‘What support do you need NOW?’ this keeps focus on here and now.



c. Paul Noth/ New Yorker

EXAMPLE - COMMUNICATIONS

Type of Communication	Tool	
Company Inspire Video	VC App live & recorded	
Team Updates	E-mail or Chat App	
Company Information	E-mail	
Performance Update (Weekly)	E-mail or chat App	
Performance Updates (Daily)	Chat App	
Group Chat (Formal)	Chat App	
Chat (Informal)	Chat App, Phone	
Training	VC App live & recorded	

TIP 7: Be aware of information overload. Agree what tool/channel for different communications and how you will categorise. This will allow people to know where to look for what for easy access.

MEETING PROTOCOL (EXAMPLE)

- Protocol may be dependent on type of meeting
- Agree technology to use
- The purpose of meeting should be clear and on first line of meeting invite
- Person who calls meeting runs meeting
- Agree start and end time
- Respect – agree not to talk over each other
- If conferencing, put yourself on mute when not talking
- One person documents and distributes decisions and actions

TIP8: When Video conferencing, best to have each attendee dial in separately even if they are in office, it ensures everyone can engage in same way

AGREE PROTOCOLS FOR EACH AREA

- **Discuss with your team and agree**
- **Adjust to the behaviours and expectations you've agreed**
- **Have fun with it**
- **Experiment and change as needed**

- **Behaviours** – how we will treat each other
- **Communications** – how often, by who, channel
- **Meetings** tools, frequency,
- **Team Cohesion** – how we will collaborate, share successes and challenges, how we will support each other
- **New Starters, Junior Team members** – how we support their development

THE CHALLENGES SUPPORTING A REMOTE TEAM

- Team Cohesion
- Trust
- Engagement
- Dealing with Ambiguity
- Team Interaction
- Training (New Starters and ongoing)
- Team members working flexible hours
- Managing Productivity & Performance

TIP 8: Share challenges with peers and your team and ask for ideas, secret friend is a nice way to encourage team cohesion

MEETING THE CHALLENGES

- 1 Acknowledge how you and your team are feeling
- 2 Identify the appropriate tools
- 3 Agree behaviours
- 4 Set protocols
- 5 Be flexible
- 6 **What one Idea will you implement today?**

You are ready to address these challenges today.

YOU'VE GOT THIS .

FEEDBACK

POLL : Which area(s) would you like to hear more about?

- 1 Building Trust
- 2 Engagement
- 3 Dealing with Ambiguity
- 4 Team Interaction/Cohesion
- 5 Training (New Starters and ongoing)
- 6 Managing Productivity and Performance
- 7 Other (please specify)

Next CCMA Community Chat

11 a.m. Friday March 27th

**Building Resilience with
Maura Byrne (Smart Coach)**



THE COACHING CREED