:RESOLVER

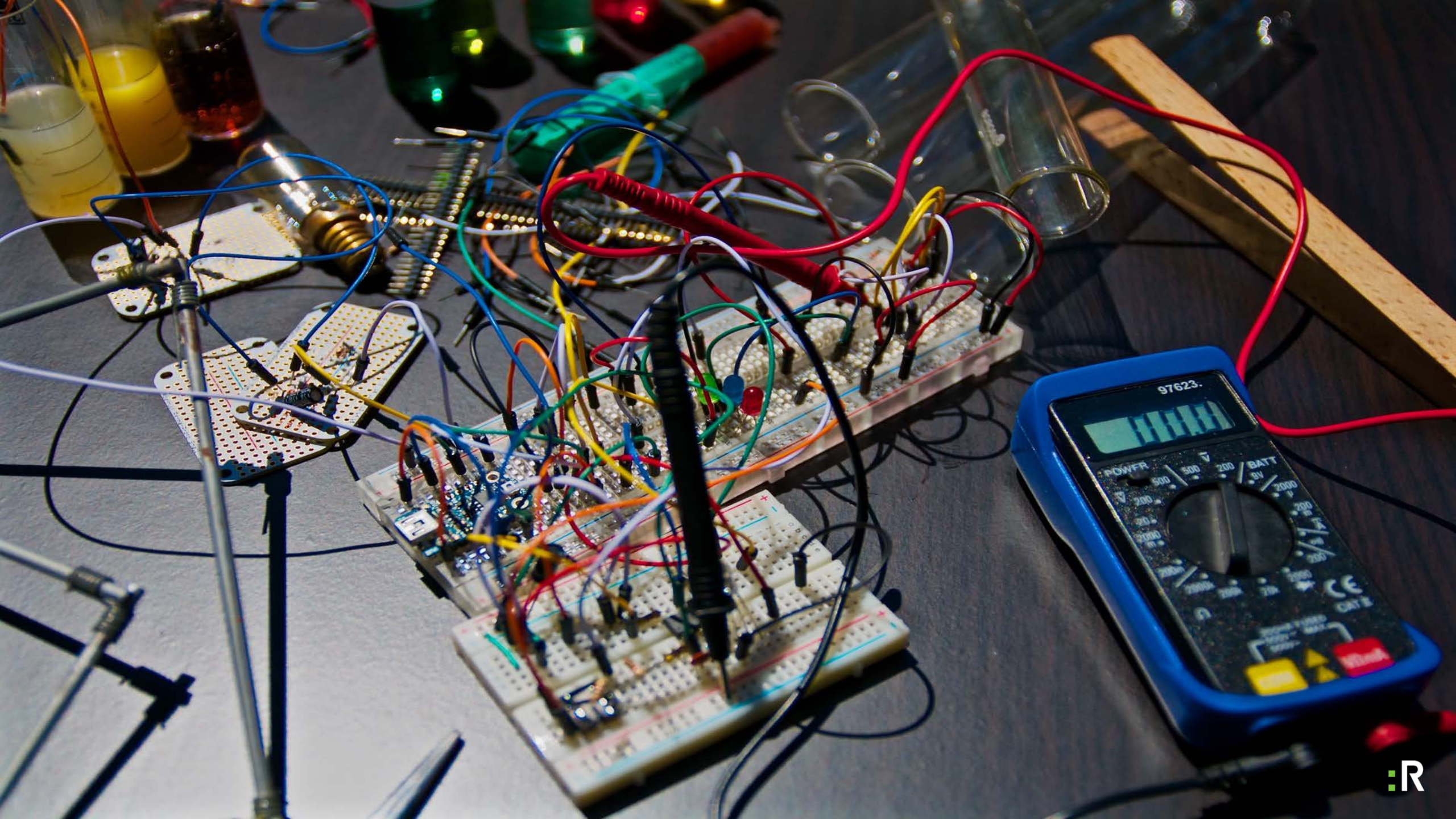
Managing Performance in a Remote World:

Virtual Collaboration, Productivity and Team Engagement

Amanda Ono
VP Customer Experience and People & Culture
linkedin.com/amandaono

Agenda

1. Getting your workforce in a work-from-home mindset
2. Productivity hacks to help your team focus and manage accountability
3. Best practices for virtual collaboration
4. Team engagement in a time of social distancing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01. WFH Mindset for Leaders

1. Proactively post communication/updates
2. Role-model the mindset
3. Leverage technology (video-conferencing)
4. Set WFH norms
5. Set daily check-ins
6. Keep it human

01. WFH Norms for Employees

1. **Create a space**

2. **Structure your day like you're going to the office**
   - Start time / break-time / end time

3. **Minimize distractions**
   - Social media, news, etc., can distract us – set a limit, stay within it!

4. **Communicate and set boundaries within your new "office"**

BBC
NEWS

GOAL REVIEW

RECOUNT

This week I only got in 2 of 3 targeted writing sessions, and published 1 article.

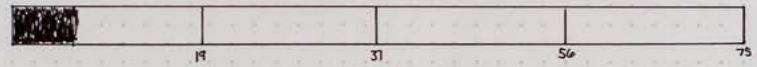
ASSESS

I've published 6 articles w/ a goal of 75 by the end of the year.

PLAN

I'm committing to 3 writing sessions next week and publishing 2 articles to stay on track for my goal.

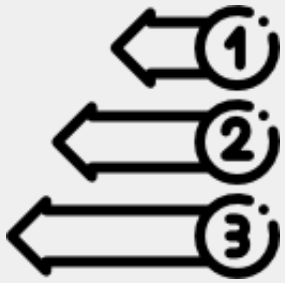
ARTICLES PUBLISHED



WRITING SESSIONS										
3	2	2	3	3	1	2				
WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10	WEEK 11
1	0	1	1	2	0	1				
ARTICLES PUBLISHED										

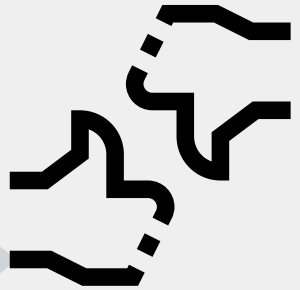
02. Productivity Hacks

Create Daily Goals



Prioritize

Do



Revisit & Revise

Centralized

02. Productivity Hacks

1. **Create daily goals / to-dos – daily check-ins**
   - Project goals broken down into achieveable tasks

2. **Prioritize**
   - Time management succeeds/fails in terms of how we help set priorities
   - Consolidate tasks
   - Analyze tasks AND stack rank – you can't have two tasks that are #1!

Sample Productivity Matrix

	URGENT	NOT URGENT
IMPORTANT	▪ Escalating customers ▪ Projects with urgent deadlines/dependencies ▪ Requests from leadership ▪ Signing contracts for customers ▪ Meetings with tight deadlines	▪ Requests from outsiders ▪ Unnecessary meetings
NOT IMPORTANT	▪ Data integrity ▪ Non-pressing requests from internal collaborators ▪ Planning ▪ Research ▪ Analysis	▪ Social media review ▪ YouTube ▪ Co-worker gossip

02. Productivity Hacks

3. **Do:** Getting in the Zone
   - Focus on most important (priority) tasks
   - Time block
   - Carve time for distractions. In the meantime, turn them off!!
   - Mobile device-free zone
   - Find an accountability partner (within your team or outside) – touch base daily!

02. Productivity Hacks

4. **Revisit/Revise -> Move Forward**
   - Timing: what time of day are you most productive?
   - Planning Fallacy: what did I actually achieve in the allotted time period?
   - Plan for tomorrow at the end of each day!

03.

Virtual Collaboration

03. Virtual Collaboration - Meetings

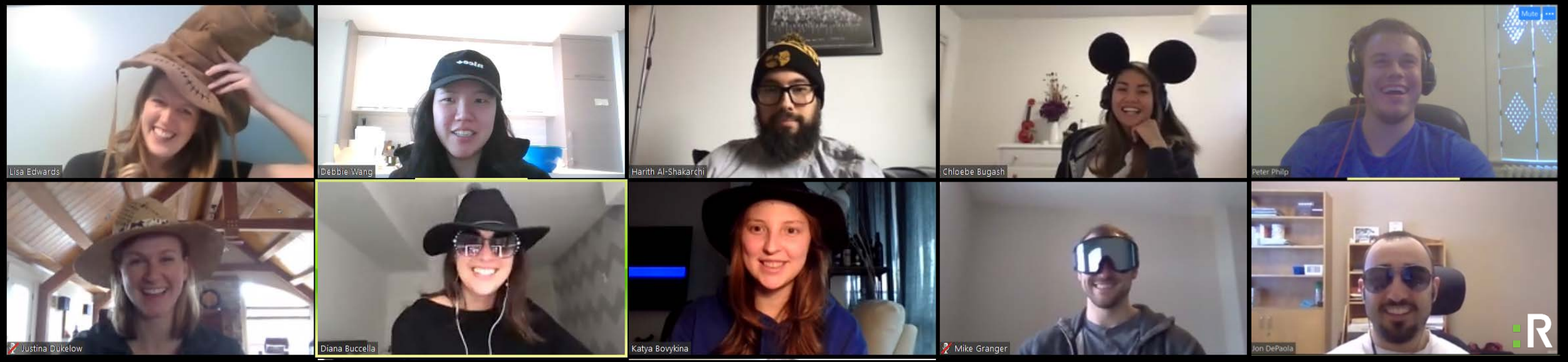
- ✓ Test **technology**
- ✓ **Minimize duration**
- ✓ Have an **objective** and agenda
- ✓ **Send prep** work beforehand
- ✓ Pick a **moderator**
- ✓ **Minimize** multi-tasking
- ✓ Check in with everyone

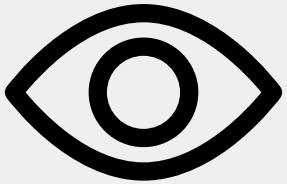
03. Virtual Collaboration for Employees

Setting Video Conferencing Norms

- Rule of 5
- Be on time
- Let other people know you're hopping on a video call
- Mute yourself when not speaking (unless the norm is to stay on!)
- Frame the camera properly
- Speak up

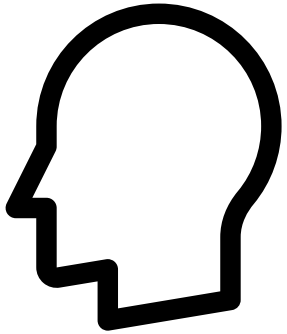
(Virtual) Team Engagement





See the world

Appreciate them as human beings



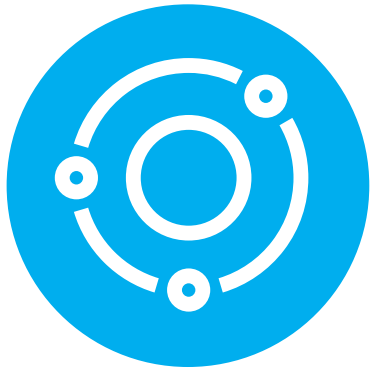
Empathy

Understand their feelings

Communicate your understanding

04. Virtual Team Engagement for Leaders

Build social time into your day!



Encourage community pods

Centralize remote engagement activities

Have contests (i.e., best screen capture)

Engage your culture carriers

04. Virtual Team Engagement for Employees

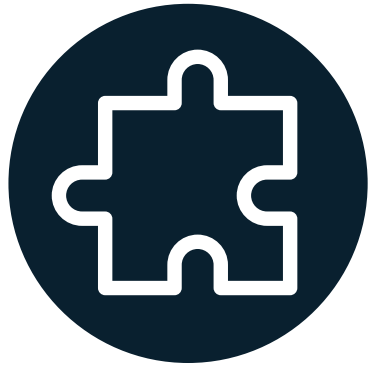
Get out for a walking meeting (walk and talk)

Virtual lunches / coffees / breaks

Ice breakers (i.e., two-truths and a lie)

MTV cribs – remote edition

Online trivia



Online puzzles

03. Virtual Team Engagement Tools

- Ice Breaker Ideas: https://www.sessionlab.com/blog/icebreaker-games/
- Online Trivia/Games
  - https://jackboxgames.com/games/ (paid)
  - https://tabletopia.com/ (free)
- Museum Tours: https://www.travelandleisure.com/attractions/museums-galleries/museums-with-virtual-tours
- Zoo Tour: http://cincinnatizoo.org/news-releases/cincinnati-zoo-is-bringing-the-zoo-to-you/
- Take a Space Tour with Nasa: https://www.diyphotography.net/nasa-makes-entire-media-library-publicly-accessible-copyright-free/
- Free Colouring Books: http://www.openculture.com/2019/02/download-free-coloring-books-from-113-museums.html
- Coursera: https://www.coursera.org/coronavirus
- Ivy League Education: https://www.freecodecamp.org/news/here-are-380-ivy-league-courses-you-can-take-online-right-now-for-free-9b3ffcbd7b8c/
- Free Books: https://blog.scribd.com/home/2020/3/17/a-letter-from-the-scribd-ceo-to-our-community

Flexibility in how we work...
Emphasis on outcomes...

Recap

- Encourage your workforce to get in WFH mindset
- Productivity hacks help your team focus, manage accountability and have a sense of accomplishment
- Highly organized meetings foster virtual collaboration
- Be deliberate and purposeful with team engagement

Thank You