# Tool: Virtual Engagement Job Aid

**Increasing Engagement with Virtual Team Members**

**Instructions:**

Interacting with your team members within the same office or location presents opportunities to establish professional relationships, sometimes rather quickly. Working with team members through a virtual connection changes this dynamic. Consider the differences your virtual team members face as you strive to build virtual connections.

*Building Virtual Connections*

Team leaders are in a prime position to build connections with virtual team members. In this role, you know how each member of the team contributes your overall goals. Finding ways for team members to share this information with one another will enable them to see how each team member adds value to your organization. If positioned well, it can also help team members identify how they impact each other’s work and resources.

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| **Assessing Virtual Connections**  **Complete the grid below to assess how remote team members connect with you and other members of the team. Use this to assess your current state.** | | |
| Do you assign clear roles to your team? | Members  (Name of members fulfilling role) | Action Needed (Yes/No) |
| *Core tier roles: Responsible for making decisions and the strategy* |  |  |
| *Operational tier roles: Responsible for making decisions about day-to-day tasks and the implementation of the strategic plan* |  |  |
| *Supportive tier roles: Responsible for providing supporting expertise* |  |  |
| *Summarize your plan of action. (Do roles need to be assigned or clarified? Should they be reassessed? Describe any action you will take relating to roles and responsibilities.)* | | |

*Promoting Engagement*

Once roles and responsibilities are established and clearly communicated, there are additional steps you can take to promote employee engagement for the virtual members of your team.

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| **Promoting Engagement**  **Complete the grid below.** Consider implementing steps to promote engagement. | |
| **Review each statement, identify where action is needed, and make note of what action you will take.** | Action Needed |
| *Encourage members to describe their backgrounds, focusing on the value they add to the group.*    *Inquire how members prefer to work.*  *Consider asking new members to give a video tour of their work space and do the same for them (if they have not seen your physical work space).* |  |

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| **Promoting Engagement**  **Complete the grid below.** Consider implementing steps to promote engagement. | |
| **Review each statement, identify where action is needed, and make note of what action you will take.** | Action Needed |
| *Set guidelines for interaction to reduce uncertainty and foster trust (e.g., expected response times, impromptu calls and meetings, multitasking during meetings).*  *Find or create opportunities for team members to meet in person.*  *Pair team members and create dyads for the purpose of mentoring, teamwork, and building relationships.* |  |



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| **Promoting Engagement**  **Complete the grid below.** Consider implementing steps to promote engagement. |
| *How can you make team interactions simpler?*  *How can you make the experience of local and remote team members working together seamless?*  *How can you enable new members to feel comfortable and part of the process?* |
| *Summarize your plan of action. (Describe the steps you will take to build connections between all team members. Use the questions above to guide you.)* |