



REMOTE TEAMS

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Program Objectives

(1 of 2)



Decide if your company might utilize remote teams.



Learn how to effectively manage your remote team.



Be aware of the challenges that may present themselves and how to overcome them.

Program Objectives

(2 of 2)



Utilize communication tools to establish trust, build relationships, strengthen accountability, and resolve conflict effectively.



Learn about specific challenges faced when working with global teams and how to make yours the most successful.

Why Utilize Remote Teams?

(1 of 5)



A recent surge in technology and business pressures have led to more off-site management.

Why Utilize Remote Teams?

(2 of 5)



Higher gas and real estate prices, as well as an increasing concern for the environment, means finding a way to travel less and save money.

Why Utilize Remote Teams?

(3 of 5)



There has also been a shift in work attitudes.

People are acknowledging that you do not always need to see someone doing the work to make sure it's being done.

Why Utilize Remote Teams?

(4 of 5)



Most Generation X and Y members, prefer not to be sitting in the office all day, and the Baby Boomers are getting older.

Telecommunication accommodates these two groups much better.

Crossing Boundaries

Remote teams cross several boundaries, including:

Geographical
boundaries.

Time zone
boundaries.

Cultural
boundaries.

Organizational
boundaries.

Types of Remote Teams

(1 of 4)

Networked Teams:

Teams of people who are connected to accomplish the same goal

Parallel Teams:

Teams of people who make recommendations for improvements in a process or system

Types of Remote Teams

(2 of 4)

Project/Product Development Teams:

Teams of people who conduct projects, make decisions and develop products

Work/Production Teams:

Teams of people who work together regularly to complete tasks for the organization

Types of Remote Teams

(3 of 4)

Service Teams:

Teams of people who provide service (e.g. technical support), especially to customers or employees

Management Teams:

Teams of people who work together to run an organization and make decisions

Types of Remote Teams

(4 of 4)

Action Teams:

Teams of people who offer immediate responses in emergency situations

Outsourcing Teams:

Teams of people in other countries who do a portion of an organization's work

Traditional Work vs. Remote Work

Traditional Work

- Employees from only one location
- Face-to-face communication
- Fixed hours
- Supervision
- Social opportunities

Both
can be effective.

Remote Work

- Employees from any location
- Communication through phone, email, webcam, chat, etc.
- Flexible hours
- Trust for working without supervision
- Possible feelings of isolation

Benefits of Remote Teams

(1 of 9)

Remote Teams Accommodate Differing Schedules.

Team members can work during the times when they function most efficiently.

This allows “night owls” to work in the evening, parents to work around their parenting duties, and even people in different time zones to work on the same project.

Potential Drawbacks of Remote Teams

(1 of 6)

Productivity



However, 34% of managers believe remote workers are more productive than office workers.

Potential Drawbacks of Remote Teams

(2 of 10)

Building Strong Teams



15% believe remote workers are missing out on an aspect of the job by being out of office.

Remote vs. On-Site Teams

(4 of 4)

Communication:



Different forms of communication must be relied on. When managing remote teams, you will not get the pleasure of informal small talk by the coffee station – communication will be planned and electronically based.

Choosing Remote Employees

(4 of 7)

The Virtual Personality

They must be quick decision makers and must be naturally curious.

They need to be able to separate work from home – some can do it automatically, while others need to separate it by different places and people.

Successful Remote Employee Orientation & Training

(2 of 3)

Topics to discuss include:

How to use the software in order to enhance performance.

How to work in an anonymous environment (including how to provide anonymous participation and feedback) and when it is appropriate to do so.

Communicating Virtually

(6 of 9)

Video chatting can go a long way.

Research shows that the same chemical reactions occur in people from video conferences as face-to-face meetings.

Nothing can compare to meeting in person.

Make sure to meet each person every few months.

Invite off-site workers to company parties and video chat them into congratulatory meetings to make them feel included.

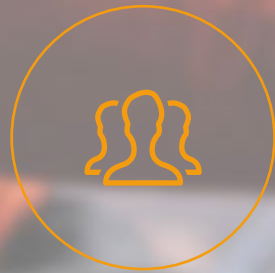
Communicating Virtually

(7 of 9)

How to create the best emails to ensure action:

The subject line must grab attention.

- Do not use the generic “urgent.”
- Be clear and direct.



Make the message easy to read.

- Get to the point immediately.
- Use bullet points, short sentences and paragraphs. (They add emphasis.)



When scheduling a meeting, provide up to 3 dates for the recipient to choose.



Communication Tools

(10 of 15)

Data Conference

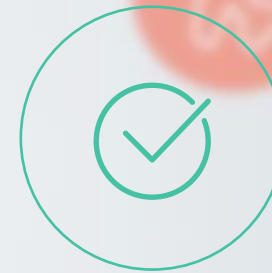
Data conferencing allows two or more people to share computer data in real time.



Devices can be used to control each other's computers and update documents.



It is useful for collaborating on projects quickly.



Creating a Remote Team Culture

(1 of 4)

Feelings of inclusion are most the important keys for motivation, morale, and success.

Share future goals, both measurable and immeasurable. This will provide focus and give guidance for decisions and directions.

Creating a Remote Team Culture

(2 of 4)

Create a mission statement
It must be short, strong and
backed by your company
philosophy.

Make it visible.
Not only do you need to
share it during your first
meeting, you must also post it
the company's website and
refer back to it.

Create Virtual Accountability

(5 of 6)

Remote employees work better with a large emphasis on individual responsibility rather than group think.

Give each person their own responsibility, and let them get it done.

Create Virtual Accountability

(6 of 6)

The problem becomes managing all these individual projects.

Usually the best way to handle this is to give each worker plenty of room and hope they will do it right.

3 Sources of Remote Conflict

(6 of 6)

Three frequent sources of conflict from remote workers are:

Criticism:

Negative feedback can come across harsher through text.

- Provide substantial reasoning for disagreement or praise.
- Instead of flat out disagreement, offer alternatives and explanations that will lessen the fear of criticism.

Resolving Virtual Conflict

(5 of 5)

How can managers address conflict with remote workers?



Set up a time to focus solely on this issue.

Plan ahead on key points you want to address to make sure the conflict does not spiral.

Remote Teams

Global Teams

(2 of 8)

When dealing with global teams, you must be sensitive to:



Business Protocols:

Understand that decision making is culturally rooted:

The fact that in the United States, managers are trained to get input from the team and choose a direction quickly and adjust later if needed is not true in all countries.

Remote Teams

Global Teams

(3 of 8)

When dealing with global teams, you must be sensitive to:



Business Protocols:

Understand that decision making is culturally rooted:

In Sweden, decision making happens during lengthy consensus-building meetings, leading to strong agreement and rapid implementation.

Remote Teams

Global Teams

(4 of 8)

When dealing with global teams, you must be sensitive to:



Business Protocols:

Understand that decision making is culturally rooted:

In France, emphasis is placed on debating and confrontation in decision making.

Tips for Working From Home

(2 of 2)

Find a place to be productive.

Determine the hours of the day in which you are most productive.

Stay organized.

Set firm boundaries with your friends and family.

The Future of Remote Teams

(4 of 4)



Keeping your team up-to-date with new technology will ensure that they continue to adapt and remain productive in the future.

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