

TEN TOP TIPS:

Managing remote teams

1 AGREE WAYS OF WORKING

Make sure every team member is clear about how you will work together remotely, how you keep each other updated, and how frequently.

2 SHOW THE BIG PICTURE BUT BE PREPARED TO FLEX

Remind your team about the big picture and how their work fits into it. If some members can't carry out all their usual functions, consider skills they can lend to others to meet team goals.

3 SET EXPECTATIONS AND TRUST YOUR TEAM

Be clear about mutual expectations and trust your team to get on without micromanaging. Focus on results rather than activity.

4 MAKE SURE YOUR TEAM HAVE THE SUPPORT AND EQUIPMENT THEY NEED

This includes any coaching they might need to use online systems and work remotely. Keep your calendar visible and maintain a virtual open door.

5 HAVE A DAILY VIRTUAL HUDDLE

This is essential for keeping connected as a team, to check in on each other's well-being and keep workflow on track. It needn't be long, but regularity is key.

6 KEEP THE RHYTHM OF REGULAR 1-2-1 AND TEAM MEETINGS

This maintains a sense of structure and continuity for all.

7 SHARE INFORMATION AND ENCOURAGE YOUR TEAM TO DO THE SAME

Opportunities to pick up information in passing are more limited when working remotely. Share appropriate updates or learnings from other meetings and projects and invite your team to do the same.

8 TAILOR YOUR FEEDBACK AND COMMUNICATIONS

People can be more sensitive if they're feeling isolated or anxious, so take this into account when talking or writing. Communicate regularly, not just when things go wrong, whether it is information, praise or criticism.

9 LISTEN CLOSELY AND READ BETWEEN THE LINES

Not being in the same room means you don't have extra information from body language or tone to get the sense of what people are thinking or feeling. Home in on what's not being said and ask questions to clarify.

10 FOSTER RELATIONSHIPS AND WELL-BEING

Make time for social conversations. This increases rapport and eases communication between people who may not meet often. It also reduces feelings of isolation.