

## Future of Work: 5 Top Tips to Leading Teams Remotely

As a leader, it can be a challenge to manage team members who are working remotely. It takes a strong bond of trust to overcome the desire for 'presenteeism'; the traditional approach of correlating physical presence with productivity.

Here are 5 top tips to ensure your remote team is working productively, collaboratively and with fulfillment. The Future of Work is here!

### **(1) Communicate frequently and with clarity**



Create the optimum environment for your employees to perform as valued team members.

- Have a weekly team collaboration meeting, by video conference, to discuss 'the 3 P's': Priorities, Problems, Plans. Have everyone contribute as an open forum for ideas and actions.
- Create clear guidelines on what channels are to be used for communication, by whom and for what purposes and expected levels of frequency to enhance team collaboration, cooperation and engagement.
- Check in with your individual team members, once or twice a week at agreed times, but be careful not to micro-manage.
- Don't let distance lead you to react rather than respond. For instance, if you receive feedback on a team member from a third party, first communicate with the individual directly by video call to hear their side of events before you respond.



## (2) Prioritise reporting, updates and recognition

A consistent flow of information regarding priorities, achievements and accomplishments keeps employees engaged, empowered and motivated.

- Regular dashboard updates are critical for nurturing team members' understanding of team direction and goals. They are also a great way of giving public recognition for individual or team accomplishments.
- Tailor your approach to each team member. If you have a team member who is less prone to self-motivation, find ways to increase transparency through daily reporting of actions and accomplishments.
- If you detect that a team member has 'gone quiet' or progress is slow, check in with them and explore the root cause of the issue.

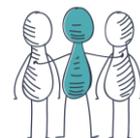


## (3) The age of video call is here

The most effective and human way to collaborate is through video calls. They are critical to productive remote working because:

- They allow you to observe and use non-verbal communication and body language.
- They encourage active participation (contrast with a passive telephone call whilst you attend to other matters).
- It's good for the human psychology to feel connected by seeing and hearing other people.

Microsoft Teams, Zoom, Skype etc make it much easier to communicate across teams.



## (4) Tailor your approach to each team member

Diversity is the key to strong, successful and high performing teams.



- Prioritise time spent on each team member; the more senior you are the greater time you should be dedicating to people development.
- One size does not fit all:
  - Each team member is an individual, with different needs, wants and desires.
  - Some team members may require greater levels of supervision and support from you; don't judge and be flexible.
  - Some team members may have external, environmental factors affecting their productivity or ability to deliver; be curious about their remote circumstances and speak openly about particular challenges.
- Be mindful that different people have different tension responses; some freeze, some fight and others flight. Be versatile with those you lead.



## (5) Care for each team member as an individual

As a leader, you have a duty of care to your team members for their health and wellbeing, whether or not they are physically located close to you.

- Ensure your team members are working from a safe work station and environment and have the required tools to perform e.g. good back support and a raised screen.
- Create guidelines for healthy and productive work practices such as regular screen breaks, exercise and mindfulness practices.
- Monitor working hours to ensure they are maintaining healthy and sustainable practices whether working from home or remote offices.

### Golden summary:

- Treat remote workers as if they are next door, but be more flexible on how you communicate and care for them.
- Ensure you focus on people development more than their deliverables. Do that, and the deliverables look after themselves.

- Use the technology that is available to you to collaborate, communicate and thrive!



### About changeosity

We are a Dubai-based boutique consultancy firm. Our three founders have over 70 years of leadership experience in government and multi-national corporates in 50 countries, including 30 years in the Middle East.

Together, we have delivered highly profitable and award-winning transformation in a wide range of sectors in the Middle East.

Our diagnostic, development and implementation programs, together with our coaching, facilitation and leadership services, enable businesses to regenerate, grow and inspire.

