



## Top 10 Tips on Leading Remote Teams in Changing Times

Many businesses have transformed or are transforming to using remote teams. The role of the leader in any team is to create the environment to ensure individual, team, and organizational success. These tips build on your individual and collaborative strengths to increase your ability to lead remote teams.

### What we know for sure:

#### 1. Trust Yourself

You have successfully managed many life changes. This global catastrophe is very different, but you have the skills you can use right now. What has not changed is your company's mission, vision and values. Use your mission for direction and your values on how to get there and what to do to connect with the team. If you are one of our clients you will have a team engagement agreement, use that now. Now is not the time for self-doubt. Now is the time for informed, accurate value based decisive, confident decisions, actions and communication.

#### 2. Trust Others

We believe that most people have positive intentions and want to do a good job. Particularly in crisis we see teams rise to the challenge and pull together. Calling people throughout the day to check up on them is unproductive. The percentage of team members who see this as an opportunity to pad their time sheet is smaller than the bigger problem of team members feeling they can not be trusted to work in an adult environment. Give people the benefit of the doubt. Actions speak louder than words. This is your time to be the best leader you can be.

#### 3. Be Clear

For teams to achieve results they need clear, results focused, performance expectations and consistent supportive processes. You don't have the time now to write/re-write job descriptions. It's time for you to do what it takes to be clear and provide what the team needs to achieve performance results now - use precise, concrete, understandable checklists and monitoring/tracking forms.

#### 4. Learn from Other Inspirational Leaders

Our Canadian Prime Minister is asking the provincial premiers 3 questions.

What's going on? What do you need? How can we help? Your context is helping the remote team achieve expected results. Ask team members these questions and ask these questions at your team check ins - then do what you can to remove obstacles and help so they achieve their results. Keep thanking people, delivering good news and celebrating getting through the week.

#### 5. Connect Team Members to Something Larger than Themselves

Working remotely might be a new experience and a big adjustment. For team members who are extroverts and interact with people all day, working remotely can be isolating and feel de-energizing. Begin short focused check-ins weekly or bi-weekly asking team members the 3 questions (tip #4) and giving your encouragement and acknowledgement. Connect the team to the company vision.



**STRATEGIC CHOICE**  
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**6. Lead in a Coaching Culture**

Ask the open-ended questions that result in team members being clear on their choices and actions. Critical thinking and logical problem solving applies in any situation - these are portable skills. Let the team know that you are a problem solver and resource. Leadership is a delicate balance you need to be decisive and confident yet not have centralized leadership which results in dependency and learned helplessness. Take this opportunity when appropriate to distribute decision making using supportive processes.

**7. Encourage the Team to Keep Their Routine**

Teams can be challenged to stay focused when working at home particularly if families are also at home. Our clients know each other's Kolbe-instinctive way of taking action and the team's conative snapshot. If team members initiate as Fact Finders encourage them to use their breaks to read a book, if they initiate in Follow Thru use their break to organize their pantry, if they are counteract in Quick Start encourage them to think about what has not changed/how they feel supported, if they initiate in Implementor now is the time for them to do home repairs.

**8. Focus on the Opportunity in this Change**

The Chinese Symbol for Change has two characters Crisis and Opportunity. Every day we hear about the crisis we need to balance the scale to include the opportunity. What are the opportunities for your business to conduct business differently, with different sectors; what businesses are booming right now and how can your business provide support.

**9. Lift Yours and Others' Spirits**

Our mental and emotional wellness is key to everyone's productivity and resiliency. Provide links to short inspirational videos that can be shared by the team and accessed 24/7. Discuss these in your weekly check ins. This is a challenging time worldwide - let's use our collective positive energy to connect with one another to feel secure and calm. If you know of an inspirational video for teams under 5 minutes please let us know the link and we will include it in next week's communication. This is a 5 minute video we use in our team workshops the link is: <https://www.youtube.com/watch?v=jU4oA3kkAWU&t=26s>

**10. Reward and Acknowledge the Team Member's Efforts and Results**

A great way to bolster spirits and reward teams is to give virtual gift cards for on-line shopping. This is a win-win as it helps to keep the local merchants alive where team members are remotely working. Share positive/good news stories demonstrating people's generosity and positivity.

**Go Remote Team!!!!!! Take Care Everyone**

If you would like more guidance, coaching or help please  
call my office: 905 521 9558

or

email: [marilynneufeld@sympatico.ca](mailto:marilynneufeld@sympatico.ca)  
[or more resources on www.strategicchoice.ca](http://www.strategicchoice.ca)