



Leading High-Performing *Remote* Teams

The Importance of Trust & Empathy

- Create a team atmosphere on the principles of engagement and connection
 - Have several communication tools ready (email is not enough) and encourage bonding
 - Maintain Outlook calendars
 - Understand everyone's situation is unique
 - Exercise flexibility and focus on outcomes
- Check-in with employees to see what is working well and not working well about their new remote work location. They may not want to share this with you, and it is important to recognize their challenges and remove obstacles for them if you can.
- Host a "Remote Work Orientation" with your team to discuss expectations, teach any new technologies your team will use, and create a schedule that the team can stick to for meetings and other communications.

Characteristics of High-Performing Teams

- Commitment/Trust in Each Other & Purpose
- Collective Responsibility
- Understanding the Rules of Engagement
- Understanding of Team/Individual Goals
- Leadership of the Team Shifts Occasionally to Drive Results
- Actively Diffuse Tension/Friction
- Engage in Extensive Dialogue – No Worker Left Behind
- Conflict is Managed, Criticism is Constructive
- Oriented Toward Problem Solving & Removing Obstacles
- Personal Responsibility & Accountability

Establish Consistent Procedures & Effective Practices

- Establish regular recurring check-ins
- Provide several different communication technology options
- Establish rules of engagement
- Provide opportunities for remote social interactions

- Offer encouragement and emotional support
- Celebrate individual and team successes, virtually!

Tools to Consider

- SUNY Workplace
- Microsoft Teams- If you are looking to create a team channel, you will have to contact the SUNY help desk, but Microsoft teams is installed on everyone's work computers.
- Zoom-To set up an account, reach out to SUNY's help desk.
- WebEx- Webex should be installed on all SUNY computers, but if you have any issues, contact the SUNY Help Desk.

Additional Resources

"Guide To Managing your Newly Remote Employees", Harvard Business Review article (March 20, 2020) <https://hbr.org/2020/03/a-guide-to-managing-your-newly-remote-workers>

SUNY Remote Teaching Clinic Recordings

<https://sunycpd.eventsair.com/QuickEventWebsitePortal/suny-remote-teaching-clinic/site/ExtraContent/ContentPage?page=3>

Microsoft Teams Training Resources

<https://support.office.com/en-us/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7>

Marcus Buckingham, "If you lead people"

<https://www.marcusbuckingham.com/rwtb/if-you-lead/>

8 Virtual Office Celebration Ideas

<https://highfive.com/blog/8-virtual-office-celebration-ideas>

LinkedIn Learning Remote Resources

<https://learning.linkedin.com/blog/productivity-tips/new-to-working-remotely--these-resources-can-help>