Moving from Social Distancing to Team Engagement

Getting the Work Done
**Presenters**

Debra White - MA Business Administration, CPPO, CPM, CPPS, CTM

Debra has more than 20 years experience in supply chain and program management in government and private sectors. While employed with the State of Georgia she was responsible for developing and implementing several statewide strategic initiatives. After her retirement from the State she founded a business consulting firm, True Path Consultants LLC.

Michelle Hill – MPH, CPHT

Michelle is True Path Consultant’s Sr. Training Strategist. Michelle has been recognized for her excellence in education, coaching and mentoring. Michelle’s people engagement and collaboration skills has brought together educators, community and business leaders to develop and execute institutional programs.
“What are some of the challenges you perceive in engaging teams remotely?”
What’s your biggest struggle with working remotely?

- 20% Collaboration and communication
- 20% Loneliness
- 18% Not being able to unplug
- 12% Distractions at home
- 10% Being in a different timezone than teammates
- 7% Staying motivated
- 5% Taking vacation time
- 3% Finding reliable wifi
- 5% Other

State of Remote Report 2020
buffer.com/state-of-remote-2020
The Call for Engaging Leaders

If you can influence and provide guidance you are a leader. Moreover:

“Good business leaders create a vision, articulate the vision, passionately own the vision, and relentlessly drive it to completion.”—Jack Welch

“The art of communication is the language of leadership.”

James Humes
Agenda – The Seven “C’s” for Managing Teams

Moving from Social Distancing to Team Engagement

Getting the Work Done

✓ Communication
✓ Culture
✓ Climate
✓ Commitment
✓ Collaboration
✓ Consolidation
✓ Completion
1. Communication

The body language of the individuals to the right indicates that they are engaged in communicating. How do we achieve this? To foster engaging communication we address:

- Who,
- What,
- When and
- How in our communication strategy.
Efficient remote communication requires deliberate communication that can take the form of:

- Conference calls
- Text messaging
- Online collaboration
- Video conferencing
2. Culture

Collective values, goals and practices that are shared

- It is reflected in the conduct of the team members
- Should create a sense of trust
- Should motivate
- Should contribute to the team's overall success

Your culture is your brand.
2. Culture (cont.)

Know your culture and understand how it can work for you. Consider the following:

- Incorporate communication protocols
- Use opportunities to reiterate your organizations values
- Are there any interdepartmental or agency approvals that must be taken into account
  - Ensure this process is built into your timeline
- Identify administrative support teams that should be included?
3. Climate

Climate occurs within a culture. The climate can shape the culture in its response. The climate should be managed in such way that it positively impacts changes to the culture and brings people together.

- Be positive
- Be proactive
- Be flexible
- Communicate
The climate of the team can be influenced by:

- Clarity of goals; challenging but attainable standards
- Empowerment to make decisions related to the task
- Communication with key leadership or stakeholders
- Reward and recognition
- Commitment to the purpose of the team
4. Commitment:

“Dedication to the team and project”

- Paint a picture of commitment and expectations
- Get buy-in from team members and from those who control work of the participants
- Consider getting a team/participation agreement signed
- Remind participants of their commitments
- Provide the tools and support that enables commitment and eliminates log jams
5. Collaboration

Collaboration can be defined as a state of co-laboring; Synchronous work or sweat equity.
5. Collaboration

Virtual teams may have a different look, but effective collaboration can take place and move your team forward

✓ Collaboration can be visualized as co-laboring together even in absence

✓ Everyone's input is important and should be heard, encourage participation

✓ If you are stalled, provide ideas. Don’t be afraid to leave the box!

✓ Sometimes you must take small steps towards collaboration

“Remember no one can whistle a symphony it takes a whole orchestra to play it.”

H.E. Luccock
6. Consolidation

- Allow teams to report out on their assigned tasks in a team forum
- Share feedback from stakeholders
- Ensure reporting is focused on the objective – consider using templates
- Encourage members to have data-driven metrics
- Ask questions and summarize information
- Ensure the information supports the direction
- Identify adjustments; if changes should be reported to project sponsors
  - Get consensus
7. Completion

Ending the project

✓ Communicate the project has ended because...

✓ Document the value obtained, what went well, improvements

✓ Identify to stakeholders what will change or remain the same
  ✓ If necessary, set up an implementation team

✓ Celebrate and recognition is crucial to a thriving culture of growth*

✓ Publish and communicate pertinent information

* Contract Management Magazine July 2020, pg. 4
Review: The Seven “C’s” for Managing Teams

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- Culture
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- Completion
Questions and Comments
We are available for follow-up discussions or questions. Contact Debra White or Michelle Hill

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“Communication is your ticket to success, if you pay attention and learn to do it effectively.”