

BUILDING AND DEVELOPING SUCCESSFUL VIRTUAL TEAMS

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**ANY TIME YOU HAVE AN
OPPORTUNITY TO MAKE
A DIFFERENCE IN THIS
WORLD AND YOU DON'T,
THEN YOU ARE WASTING
YOUR TIME ON EARTH**

-ROBERTO CLEMENTE



QUICK POLL - #1

Which of the following top 3 attributes do you as a leader consider to be the most important in managing a successful virtual team?

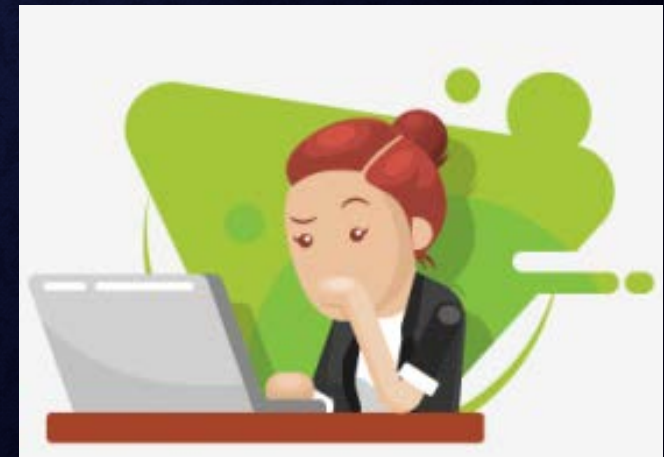
1. Help overcome a feeling of isolation amongst the team
2. Know the individual strengths and challenges of each team member
3. Provide skill building and coaching opportunities
4. Communicate and drive a vision
5. Foster team cohesion
6. Build trust
7. Get comfortable with virtual communication tools
8. Create an environment of collaboration and sharing



QUICK POLL - #2

Which of the following top 3 challenges do you as a leader consider when leading a virtual team?

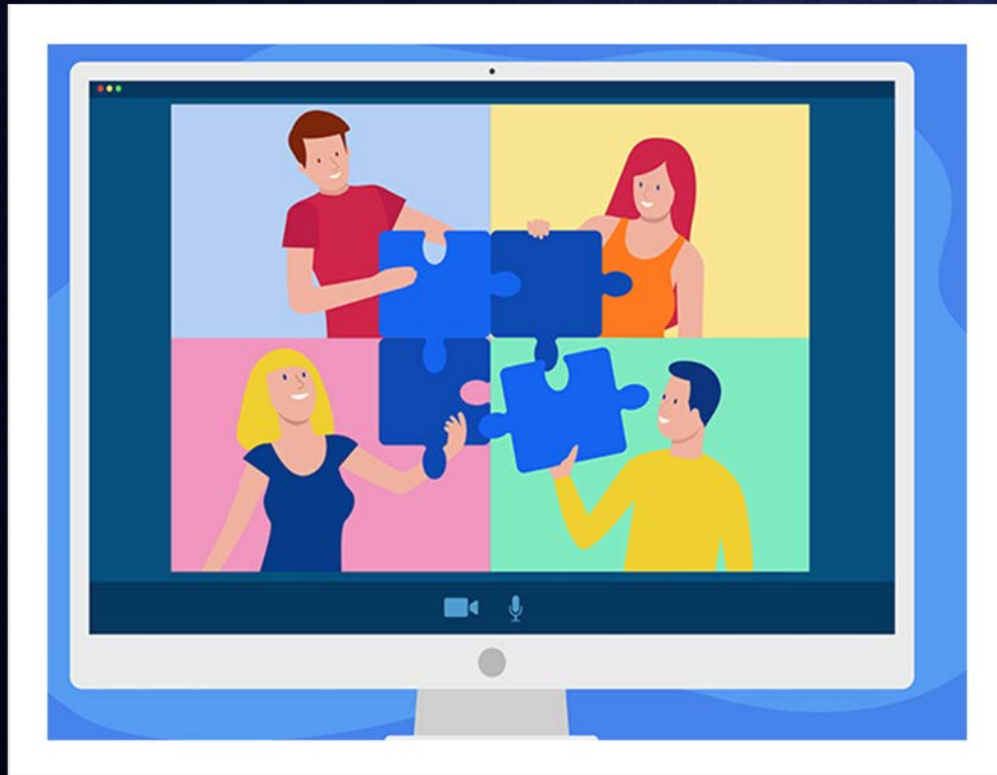
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VIRTUAL WORK LIFE



LEADERSHIP AT IT'S BEST!



“Leaders are responsible for creating an environment in which people feel they can be their best”

- Simon Sinek

CHALLENGES OF WORKING REMOTELY

- Internet connectivity
- To many distractions at home
- Caregiver
- Physical workspace
- Digital miscommunication with colleagues/clients
- Social isolation / general stress
- Limited access to tools and resources
- Finding a healthy work-life balance
- Time management problems



NORMAL OPERATIONS

- **Continuity of Operations Plan (COOP)**
 - Essential Functions and Key Personnel
 - Vital records, Systems and Equipment
 - Virtual Secure Communications
 - Alternative Worksites and Flexible Work Schedules



“THE NEW NORMAL”

- **Pivot**

- Re-strategize

- **Agile and adjust**

- Advanced Flexible Work Schedules
- Hoteling
- Less Travel
- Working Offsite

- **Remote Working Team Challenges**

- Providing support to effectively manage programs, projects and teams virtually
- Using productivity tools: project management, communications, scheduling, etc.
- Supporting team members in reaching targeted goals
- Maintaining your organizations culture
- Creating and maintaining your organizational network



LEADING TEAMS THROUGH CHANGE

- **What issues do leaders face during periods of change?**
- **What can a leader do to overcome team challenges?**



BUILDING RESILIENCY THROUGH CHANGE

- **Resilience: the ability to be flexible, adaptive and forward thinking**
- **Helping employees through uncertain times**
 - Creating an emotional safety workplace and promoting a resilient workforce
 - Trust helps you build confidence, stay open-minded, and remove obstacles
 - Reaching out to individual team members (wellness check)
 - Building stronger bonds by sharing your personal experiences and challenges
- **Indicators of Employees distress:**
 - Distraction: continuously thinking about the pandemic and potential health risks
 - Anxiety and stress caused by integrating work and home-life demands
 - Fear: personal distress impacting the new normal

SOLUTIONS TO BUILDING RESILIENCY



- Share ideas on how to address family needs, acknowledging employee fears and stress
- Allowing for work flexibility beyond remote working by accommodating work schedules and project deadlines
- Eliminating in person participation
- Empowering employees by clearly communicating work priorities and aligning resources
- Provide transparency on business conditions and performance
- Finally, when in doubt reach out to your Human Resources team

MANAGING COMMUNICATIONS



- **How is managing communications in virtual team different from managing a team at the office?**
- **What can a leader do to improve virtual team communications?**

“If you do not intentionally, deliberately and proactively include, you will unintentionally exclude.”

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– Joe Gerstandt

EMPLOYEE ENGAGEMENT

- **Develop Virtual Team Action Plan**

- Remove obstacles that interfere with the team's work through empowerment
- Define clear work goals and objectives
- Encourage teamwork and collaboration

- **Recognize**

- Acknowledge the efforts of individuals and team efforts
- Send a “thank you note” email/text
- Cash or Time-off Award

- **Celebrate milestone**

- Take time to acknowledge individual and team achievements



MANAGING VIRTUAL FATIGUE



- Establish “Office Hours”
- Manage your schedule
- Keep meetings brief
- Get up and take a break and lunch
- Avoid back-to-back virtual conferences
- Pick up the phone or dial virtually

STRATEGIES TO LEAD VIRTUAL TEAMS

- Focus on continuous improvement
- Set up a conducive home office
 - Establish and communicate work hours
 - Schedule lunch, personal time and “non-meeting days”
- Connect with your employees – Remember, we are still human
- Adjust management style for team members as needed



TELECOMMUTING TIPS

- **Help Yourself Maintain Focus**

- Designate a work area. When it is time check out, shutdown computer
- Schedule more complex tasks/meetings when you are most alert

- **Remain Visible**

- Maintain team members updated on your current tasks and progress
- Inform stakeholders on the status of accomplishments and timelines

- **Take Care of Your Well-Being**

- Establish clear boundaries between work and personal life
- Remember to take breaks
- Avoid being “over productive”
- Create a comfortable workspace

- Dress for virtual work to trigger your brain to differentiate between work and home life

- **Continue to further develop your skills**

“Technology now allows people to connect anytime, anywhere, to anyone in the world, from almost any device. This is dramatically changing the way people work, facilitating 24/7 collaboration with colleagues who are dispersed across time zones, countries, and continents.”

– Michael Dell, Chairman and CEO of Dell

Thank You!



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