

Scaffolding the New Virtual Workplace

April 3, 2020

SMART STRATEGIES FOR THE VIRTUAL WORKPLACE



Welcome, you're in the right place.
Please take a moment to **remove one distraction**
(e.g. close the door, minimize a window, turn over
your phone, pause your inbox).

Welcome!



Raven Rankine

Webinar Host

Manager, Client Experience

How to participate in today's webinar

1. Participate in the poll

- At one point during this webinar, you'll be invited to participate in a group poll. Please do so!

2. Type in your questions

- Margo will save time at the end for discussion and questions. You will use the Q&A function to type in your questions, and we will read them aloud.
- If you have a question at any time during the webinar, please feel free to write-in your question using the "Q&A" or "chat" function in your Zoom window.

3. Troubleshooting

- If you need help troubleshooting at any time during the webinar, please send me a private chat or a direct email at rrankine@nebocompany.com.

Margo Street
Vice President, Client
Experience and Facilitator



Opportunity: Build an Intentional Culture





POLL:

In the past few weeks, what have been the most common causes of **breakdowns** in your virtual workplace?

Breakdown
to
Breakthrough

Build an Intentional Virtual Culture

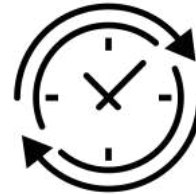
Redefine Norms
& Agreements



Identify
Champions



Establish
Routines



Nurture
Team Dynamics



Experiment & Recalibrate

Take a coach approach during this transition:

- ✓ Listen
- ✓ Ask questions
- ✓ Hold space
- ✓ Hold accountable



Redefine Norms & Agreements

TECHNOLOGY AGREEMENTS

We are hanging out digitally – side by side



Google Hangouts



FaceTime

We are collaborating electronically



Basecamp



Microsoft Teams



We are in face-to-face meetings on screen



Skype



GoToMeeting



BlueJeans



Cisco
webex



nebo™

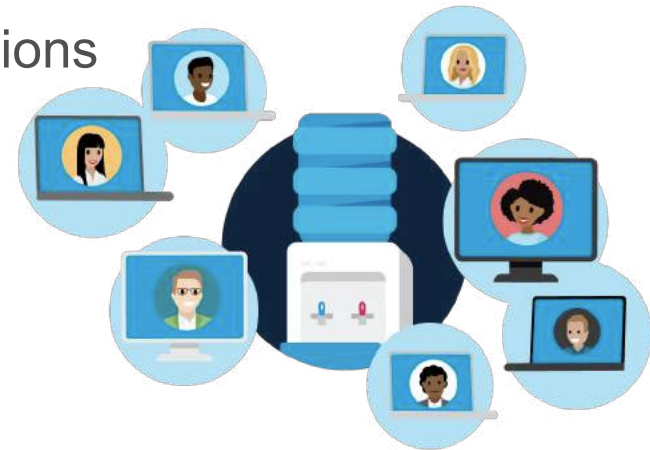


Redefine Norms & Agreements

COMMUNICATION & COLLABORATION AGREEMENTS

Be explicit & remove ambiguity.

- ✓ Set a cadence for meetings and updates
- ✓ Determine which tools are intended for which purposes
- ✓ Set expectations for responsiveness
- ✓ Identify a tool/method for collaboration & accountability
- ✓ Get transparent with calendars to make your work visible
- ✓ Make room for informal and personal connections



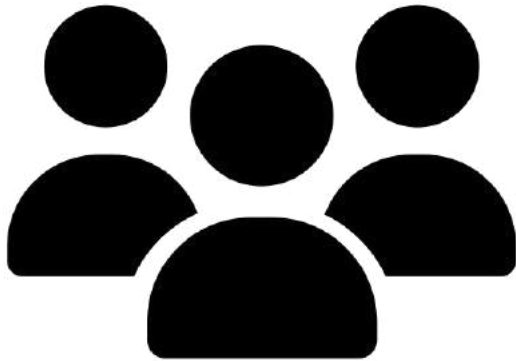


Identify Champions

Company Leader

AND

Team Member(s)



Job = Carry the Culture Torch

Culture Champion Characteristics

- ✓ Natural credibility and leadership skills/potential
- ✓ Energetic and supportive of change
- ✓ Effective communicator
- ✓ Relationship-oriented & empathetic
- ✓ Exhibit the organization's values
- ✓ Demonstrate professional maturity



Establish Routines

OPPORTUNITY TO CULTIVATE NEW HABITS

- ✓ Intentional openings & closings (to days and meetings)
- ✓ Set up regular informal gatherings
- ✓ Take frequent breaks
- ✓ Set hourly and/or daily intentions
- ✓ Delineate time to connect with others in your home
- ✓ Practice mindfulness to improve cognitive capacity
- ✓ Schedule time for reflection & learning
- ✓ Incorporate time for personal connection before each meeting
- ✓ Change default meeting times to 25 and 50 minutes



In the chat box, please share other routines you're putting in place.



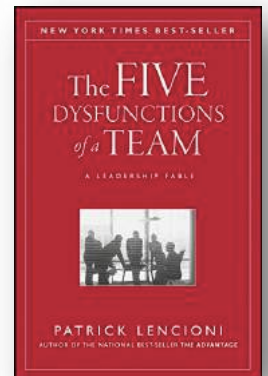
A Week in Nebo's Virtual Workplace

MON 6	TUE 7	WED 8	THU 9	FRI 10
Daily Coffee w/ CEO, 8:30	Daily Coffee w/ CEO, 8:30	Daily Coffee w/ CEO, 8:30	Daily Coffee w/ CEO, 8:30	Daily Coffee w/ CEO, 8:30
GroupME Check In, 9:30	GroupME Check In, 9:30	GroupME Check In, 9:30	GroupME Check In, 9:30	GroupME Check In, 9:30
All Staff Huddle 12 – 1pm		Lunch, 12pm		Lunch, 12pm
	Parallel Work - Office Hours 1 – 3pm		Parallel Work - Office Hours 1 – 3pm	Team Huddle, 1pm
			Happy Hour: Crazy Hats 5 – 6pm	



Nurture Team Dynamics

THE FIVE BEHAVIORS and REMOTE TEAMS





Nurture Team Dynamics

TRUST

Transparency, shared goals and intentional team-building are paramount.

CONFLICT

Make inviting divergent views routine. Practice, practice, practice.

COMMITMENT

Address concerns and disseminate information as a team, not individually.

ACCOUNTABILITY

Elicit, record and follow-up on each person's responsibility.

RESULTS

Set goals, communicate clearly and recognize hard work.

Build an Intentional Virtual Culture

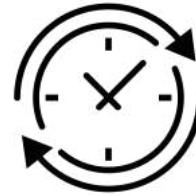
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From Breakdowns to Breakthroughs

A FEW MORE TIPS

- ✓ Return to mission, vision, values to establish clarity
- ✓ Err on the side of over-communication
- ✓ Question the status quo
- ✓ Address procrastination and distraction with the 5 Second Rule (5-4-3-2-1-GO)
- ✓ Breathe

Opportunity: Build an Intentional Culture



Discussion



Would you be interested in more from Nebo?

Read *Five Strategies for Leading A Virtual Team* by Nebo Vice President Erin Gregg

Sign up to receive a daily piece of encouragement in your inbox via the **Spring Tonic** update

Receive our monthly e-newsletter, *Lead from Within*



*Please join us for the next webinars in the Smart Strategies
for the Virtual Workplace Webinar Series*

Chief Resilience Officer (You)

April 24, 12:15 p.m. EST

Insider's Guide to Leading in
Uncertain Times

May 8, 12:15 p.m. EST

Thank you!

Follow us to **learn** more!

nebo.com

