INCITE TO LEADERSHIP TOP 10 TIPS FOR SUCCESSFUL "SUDDENLY" REMOTE TEAMS

1. Set aside time with your team to create your new "ground rules" or set of agreements.

Whereas before, people could poke their head into your office or pause you after a meeting now your team will need to agree on new behavioral norms. Here are some questions, not an exhaustive list, to think about with your teams:

- How can you flag someone's attention so it's not just one of many emails.

- How can people signal when they're "working and available" versus when they might be taking off time to shop before the stores are crazy, take a walk, or homeschool their kids.

- What are your joint expectations of "dress" and/or camera readiness?

- What hours are off-limits for meetings? Many workplaces are mandating a 12-1pm no-meeting rule so people can take a computer break and go for a walk.

- What turnaround time can people expect for emails? IMs/texts?

- What days/hours are "after hours" when people aren't expected to respond so they can truly go off-line?

2. Create a daily huddle routine.

Ideally it lasts no more than 15 minutes. It could be first thing in the day, right before lunch or even in late afternoon focused on checking in and problem-solving. Make sure **everyone** has a chance to **briefly** talk.

- Ask a couple of standard questions checking in on stress levels and what help/resources anyone currently needs. Then have one question that varies depending on what's happening at work or in the world.

- These might move to every other day as things change less rapidly.no-meeting rule so people can take a computer break and go for a walk.

## 3. As a leader, find innovative ways to communicate with your team.

It's better to over-communicate rather than under-communicate right now. Be as transparent as you can be; you want to talk about what you know now as well as what the gaps of uncertainty are.

4. Find new ways to mentor your team.

One idea is weekly online office hours where you stay in a video room and anyone from your team can "drop in" and ask questions.

5. Find ways to build fun rituals and connection into your teams that allow people to laugh together.

Many people miss their office social lives.
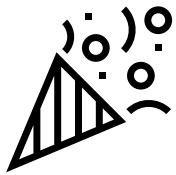
- Your team could have fun Fridays, share a silly meme day, play jackbox.tv together, favorite PJs days, online birthday parties, etc.
- Also take time to remind people of your shared purpose together. Why did you start working at this organization and why do you all stay?

6. Make sure you check-in regularly with your colleagues on what they are dealing with.

People have new issues from elderly relatives, young children all-day, to loneliness and isolation. It's important to know enough of people's other concerns to be able to appropriate support them at work too.

7. Find ways to connect beyond your primary work team.

Many people are finding it's easy to connect with their team but harder to connect cross-functionally. What can you put in place to learn from what's working for other teams and offer them resources where your team might be stronger now?
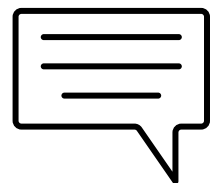
8. Create agreements with your "home team" as well.

What hours are you working and "unavailable?" When are you willing to play a game, have lunch or talk through a homework assignment? What actually constitutes an "home emergency" (i.e., maybe not that the Netflix is freezing or there's no milk.)

9. Make sure you prioritize self-sanity.

Regular routines that help include walks outside, workouts, closing the computer and having "off-hours," regular sleep schedules and social/fun time are necessary. This is a marathon, not a sprint.

10. Do regular team post-mortems.

Make sure to weekly (or at least bi-weekly) conduct an after-action review of the past week.

- What's working well that we need to continue?

- What agreements do we have that are no longer working or helpful?

- What new agreements or processes do we need that we don't yet have?