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WORKING EFFECTIVELY WITH VIRTUAL TEAMS

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ABOUT IPM

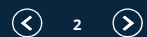


QUICK FACTS

- Established in **1988**.
- More than **400** clients from Fortune 100 to start-ups.
- Led more than **4,000** projects, nationally & internationally.
- 90%** repeat business.
- Malcolm Baldrige **National Quality Award** recipient.

OUR SERVICES

Project Portfolio Management	Mergers, Acquisitions, Integrations	Product Development	Business Process Management	Supply Chain Optimization	Regulatory & Quality	Change Management	Business Technology	Manufacturing	Capital Project Management





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AGENDA






Intro

...




Working remotely

...



Facilitating
virtual meetings

...

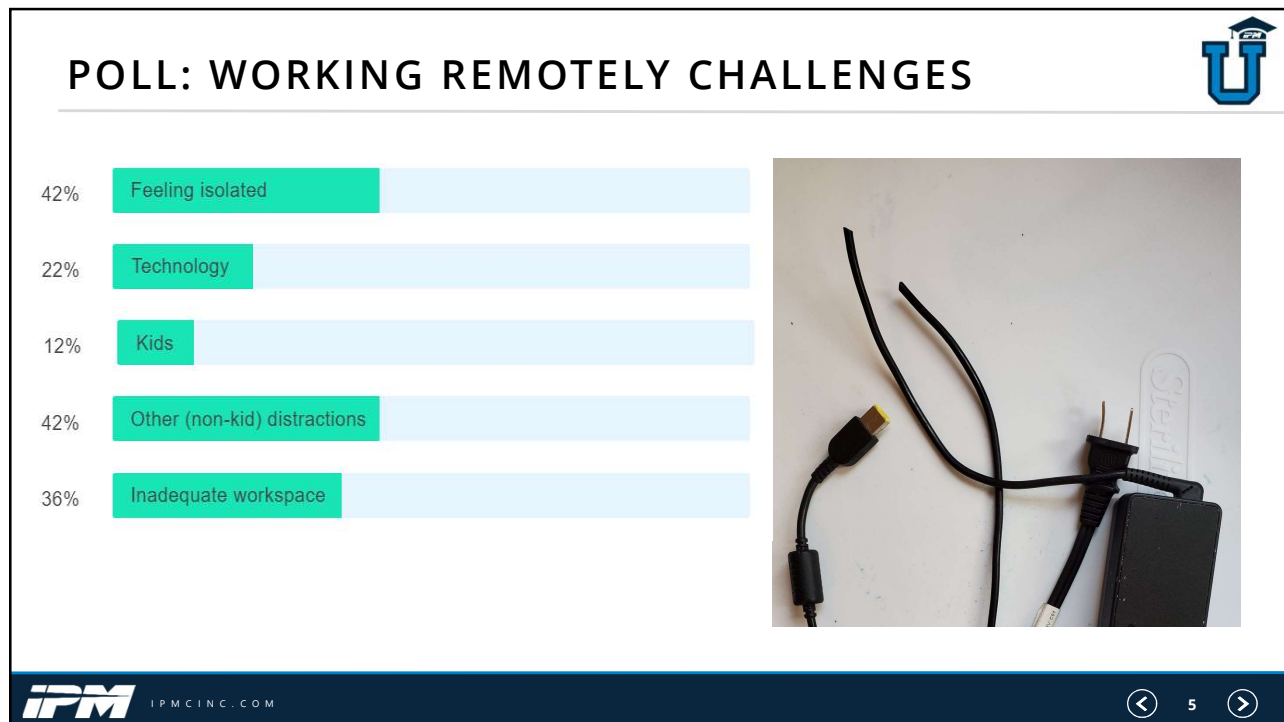


Leading
virtual teams

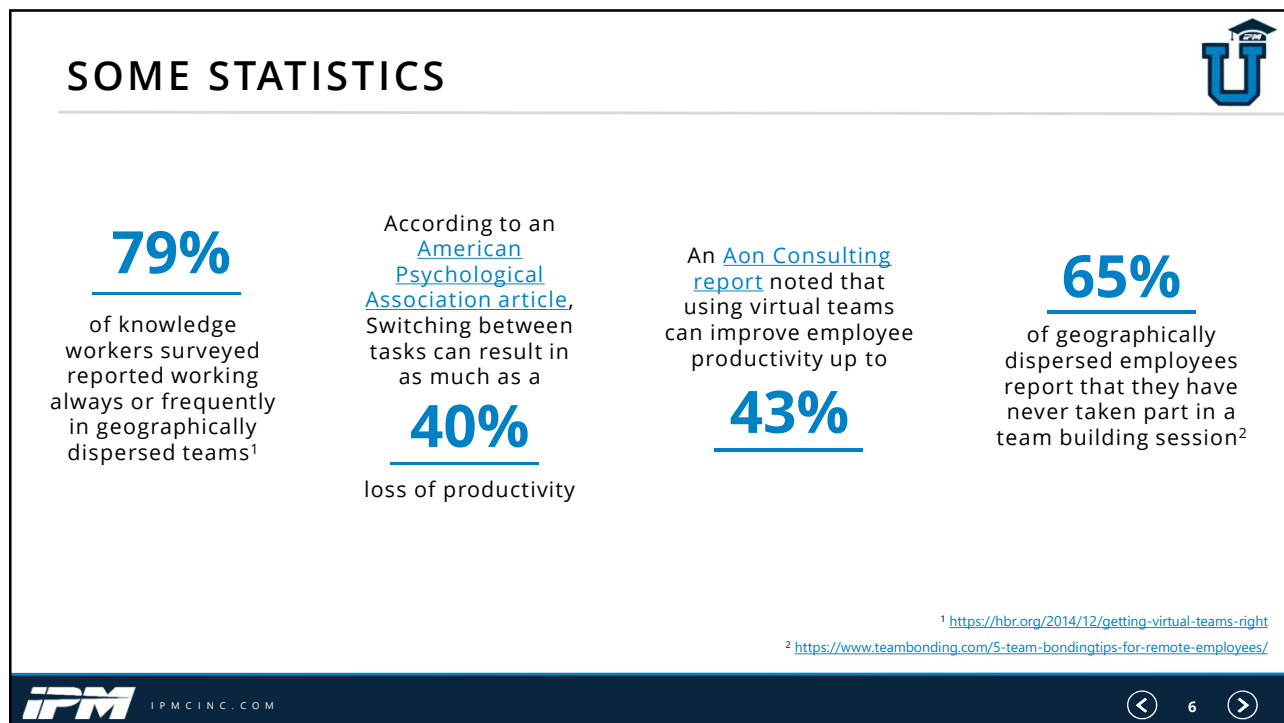
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WORKING REMOTELY

Working Effectively with Virtual Teams





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TIPS FOR EFFECTIVE REMOTE WORK



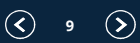
Maintain a schedule	Reduce distractions	Schedule "informal" interactions	
Create a workspace	Over communicate	Get up and move	Use your peak hours effectively



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REMAINING PRODUCTIVE WITH CHILDREN AROUND


Working Effectively with Virtual Teams





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WORKING FROM HOME WITH KIDS



- 



Be upfront about expectations
- 

Plan activities that don't need supervision
- 

Prioritize your schedule
- 


Split the work





Source: <https://www.cNBC.com/2020/03/17/working-at-home-with-kids-during-covid-19-crisis-with-kids-underfoot.html>



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WORKING FROM HOME WITH KIDS



- 
Reward good behavior
- 
Take mini breaks
- 
Set up virtual babysitters
- 
Stress less about screen time

Source: <https://www.cnbc.com/2020/03/17/working-at-home-with-kids-during-covid-19-crisis-with-kids-underfoot.html>

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FACILITATING VIRTUAL MEETINGS

Working Effectively with Virtual Teams

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POLL: WORST PART ABOUT VIRTUAL MEETINGS



Percentage	Issue
25%	Participants not engaged
10.42%	Audio / technical issues
31.25%	Can't read the room
33.33%	People talking over one another

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PREPARATION

Facilitating Virtual Meetings

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PREPARING FOR A VIRTUAL MEETING



Establish a culture of webcam sharing



Preempt the report outs



Make sure participants have done their homework





Resolve technical issues ahead of time

FACILITATION


Facilitating Virtual Meetings

FACILITATING A VIRTUAL MEETING







Connect people




Encourage collaborative problem solving



Give each person time on the agenda



With smaller groups, no mute button



Ban multitasking




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BANNING MULTITASKING




Share webcam

Ask specific people for their thoughts

Assign administrative tasks

- Taking minutes
- Tracking action items
- Monitoring meeting chat
- Keeping time



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FACILITATOR TIPS & TRICKS

Facilitating Virtual Meetings

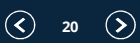



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AS THE FACILITATOR




- 1**
Energy and voice paramount
(passion + enthusiasm)
- 2**
Brisk pacing
- 3**
Use two screens



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AS THE FACILITATOR



4
Minimalist slides

5
Leave many prolonged openings for questions

6
Formalize the water cooler

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LEADING VIRTUAL TEAMS

Working Effectively
with Virtual Teams

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ICEBREAKERS



One Word Story

Alternating through the group, each person says a single word in the building of a story

*Usually begins Once.
Upon. A. Time. There.
Was. A. ...*

Two Truths + a Lie

Write down three statements about yourself

Two of them must be true; one must be a lie

Each person will read theirs aloud; rest of group determines which is the lie

Whose Office is it Anyway?

Team members take pictures of their workspace and send to the leader

Leader shares each photo, team members have to guess who it belongs to

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FIVE KEYS TO SUCCESS

Designate roles and responsibilities

Maintain responsibility and accountability

Stay fair, respectful, and helpful

Be respectful of time and distances

Don't forget to build the team

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TAKEAWAY #1



DESIGNATE ROLES AND RESPONSIBILITIES



Ensure that each organization represented
has an equal opportunity to speak up

Be clear about what each team member brings to the table

Use project management tools

TAKEAWAY #2



MAINTAIN ACCOUNTABILITY



Meet as a team on a regular basis; establish a cadence

Ask the tough questions, particularly of non-performers

Stay focused on dates and deliverables

TAKEAWAY #3



STAY FAIR, RESPECTFUL,
AND IMPARTIAL



Remain unbiased toward all team members
Keep the team focused on the end goal

TAKEAWAY #4



BE RESPECTFUL OF TIME
AND DISTANCE DIFFERENCES



Avoid disrupting sleep
Rotate inconvenience

TAKEAWAY #5



DON'T FORGET TO BUILD THE TEAM



Don't need to be in-person to have team building activities

Allow time for casual talk at the beginning of meetings

Create a culture of webcam usage

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CHALLENGES

Leading Virtual Teams

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OVERCOMING CHALLENGES WITH VIRTUAL TEAMS



Time Differences

- » Switch meeting times up to accommodate different time zones
- » Look to use handoffs to maximize team productivity

Trust

- » As much webcam sharing as possible
- » Orchestrate team-building activities
- » Be responsive and accessible; provide timely feedback
- » Highlight small achievements; celebrate major milestones

Communication

- » Continue communicating 1:1 with team members
- » Create ways for team members to communicate informally
- » Use a variety of mediums

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KEY TAKEAWAYS

Set expectations & over-communicate

Create a culture of webcam sharing

Optimize your schedule

Keep socializing & team-building

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LINGERING QUESTIONS?

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