



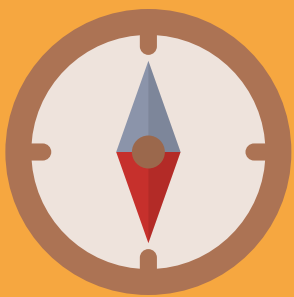
MANAGING REMOTE TEAMS

Managing a team remotely can feel like a daunting task for even the most seasoned leaders. But there are things you can do to mitigate the challenge of managing a virtual workforce - here are our top tips for working remotely as a leader:



MAKE IT SAFE

In these strange times, it's likely your team are feeling very uncertain. Make them feel secure and cared for. It's an important part of creating trust in this new working environment.



PROVIDE CLEAR DIRECTION

Now more than ever, your team will want to know what's happening. Be as transparent as you can - tell them as MUCH as you can about the changing business world around you.



FOCUS ON WHAT, NOT HOW

Be clear what you expect to be done, and allow your team members as much flexibility as you can in "how" they deliver the task. They'll feel more empowered, engaged and connected.



TRUST YOUR TEAM

It's easy to assume that people aren't working when you can't see them. Yet home workers often do more! Trust that they will deliver for you as long as you're clear in what's expected.



MINIMISE EMAIL

Build trust through calls and video. Emails serve a purpose, but they can be easily misinterpreted in a remote working environment. Just call.



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CONNECT BEFORE YOU CORRECT

When the work isn't right, take time to find out what's going on for your team members. Are there reasons you can't see?



CREATE SHORT DEADLINES

Help your team deliver by creating regular deadlines for tasks and check in with them regularly to ensure they're clear and feel supported.



ADMIT THAT IT'S DIFFERENT

Show your human side - be authentic and tell them how you feel about these changes. It's fine to be scared by it. You can work through it together.



CREATE WHAT YOU ALL MISS

Talk to your team about what's different and what they miss about normal office life. And then create it. Regular contact, coffee chats, a bit of banter - it's possible to create all of these things in a virtual environment.



COACH, ADVISE & MOTIVATE

Chances are you'll know more about what's happening in the business than your team. Be informed, share what you know, and motivate people by explaining why their work is important and the difference it makes to the world.