Welcome & Our Focus

Cultivate Virtual Collaboration: Leverage Technologies to Enhance Trust & Communication

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- Objectives:
  Explore ways to navigate the global complexity in dispersed teams in order to develop ways to enhance trust and improve communication in virtual collaboration.
Overview

Agenda!

1. Why Distance Matter
2. Bridge the Complexity: Team Alignment
3. Trust in Remote Teams
4. Engaging Virtual Meetings
5. Your Personal Learnings/Take Aways

When does Distance make a Difference?

When team members are in different physical locations, collaboration is difficult.

- At what distance does a negative impact start?
- Over time, do you think team members cooperate more or less with distant colleagues?
- Why or why not?
Why Distance Matters …

Study looked at levels of persuasion, deception and cooperation

Team member in same city

Team member 3000 miles away

Individuals will cooperate less with someone they believe is in a distant city

Willingness to cooperate increases with more interaction

Based on perceived difference, not actual distance

Research on Collaboration over Distance

When using technology-facilitated communication:

- 90% Drop in Innovation
- 83% Drop in Trust
- 60% Drop in On-Time & On-Budget Performance
What is Remote?

My Definition:
Anything other than a group of people who work in the same room together

3 Types of Distributed Teams

1. Satellite (one or a few remote members)
2. Clusters (team is in groups in few locations)
3. Nebula (whole team is dispersed)
Complexities of Distributed Teams

Level of Complexity in your current team?
• 1-2 Some
• 3-5 Moderate
• 6-9 High

• Members from more than one national culture
• Members with different native languages
• Some members do not have the same access to electronic communications or collaboration technology
• Some are currently members of multiple teams
• Dispersed over more than two time zones
• Some team members are more than 8 hours apart
• Team members from more than one organization
• Members from more than one function
• Some members transition on and off the team

Can’t assume: “Business as Usual”

Take a step back and invite your team to discuss:
• “What's our Ground Rules:”
• “How do we want to collaborate?”
• “What defines our team?”
• “What's our Team Agreements?”
• Etc.
Examples: Create your team agreement

Tips: Bridge Complexity & Get Aligned

• The importance of not assuming that “business will be as usual” - discuss and set ground rules/create team agreements
• Utilize tools (timeanddate.com) to schedule meetings
• Share the pain: rotate meeting times
• Avoid long conversations between people in a central location that exclude others – all to join virtual if one person is virtual?
• Make a mutual commitment to be “present”
• Always use video?

In Triaa:
Which 1-2 tips could be useful to incorporate in your team?
Hidden Treasure Activity

1. Circulate around the room, find 3 people that have a trait in common with you
2. Also find 3 people that have a dissimilar or opposite trait to you
3. Fill in your worksheet with names and information

What unexpected things did you find in common?

How does this relate to create trust within a team?

What about teaming in a global and virtual environment?

Doing this virtually? I suggestion to use Sococo.com
Trust in Remote Teams

- Reliability
- Consistency
- Responsiveness

Working Out Loud

- Group chat
- Instant message status
- iDoneThis
- Daily “Stand-Ups”
- Create Personal Maps
- Record your meetings
- Pair Programming/Team work session (Sococo or Zoom)
- Plan f2f time
- Video Conferencing with the whole team
Examples: Build Trust with Remote Colleagues

Ensure Trust – Create Virtual “Water Cooler Moments”

Informal Check-Ins to create a virtual “water cooler” type of environment:

- Virtual coffee breaks – schedule unstructured time
- “Take 5”
- “Getting to know you” Slack channel
- “A Day in the Life”
- Ice Breaker Questions
- "Drop-in office hours"
- Use IM or texting for informal communications
- Social media to build team connection
- Virtual wedding/baby shower/bachelor parties (yes—it has been done!)
- Virtual Dance Party anyone?

Reflect: What are you inspired to try?
3 Keys to Engaging Virtual Meetings

1. One Purpose per meeting

What's our ONE purpose for this meeting?

- Coordination
- Data Gathering
- Brainstorming
- Generating Ideas
- Decision-Making
- Team-Building
- Team Communication
- Knowledge Sharing
- Strategizing

- Make sure everyone has the same technical conditions
- Evaluate whether the purpose is suitable for a virtual process
- What is the desired outcome of the meeting?
- Success criteria?
3 Keys to Engaging Virtual Meetings

1. One Purpose per meeting
2. It’s a Process NOT a single event

Strategies to overcome the Complexity of Work Styles

Quiet, indirect:
- Connect prior to meeting to thoughts and ideas
- Share thoughts in writing during meeting
- Opinions and thoughts anonymously through polls
- Pause for input
- Value of open-ended questions
- Round robins, pulling people in, tracking frequency of who’s speaking

Talkative:
- Align on the importance of hearing everyone’s voice in the meeting
- Visible parking lot
- Timing of agenda points

Relationship Focus:
- Structure early arrival at meeting for chit-chat
- Balance task and relationship needs in team activities/meeting focus

Risk willing/focus on quick results:
- Set expectations for necessity of preparation before meeting
- Timing of agenda points

Need for Certainty/Avoid risk:
- Predictable format & flow of meeting/process
- In advance provide title, function about people on team
3 Keys to Engaging Virtual Meetings

1. One Purpose per meeting
2. It’s a Process NOT a single event
3. “Flip” the Content - be creative and utilize asynchronized methods

Virtual Meetings as a Process

Before (50%)
During (20%)
After (30%)
Examples: Engagement in Virtual Meetings

Tips: – Engaged Virtual Communication

• Develop routine meeting flows
• Role model the regular use of video!
• Implement one purpose per meeting
• Buddy System - each remote colleague has a “buddy” to make sure they are connected to the team
• View the virtual meeting as a process (not a single event)
• Facilitate with Presence – use “the colors” of your voice
• Occasional events to renew vision and strategies or to celebrate success
• Use the Flipped Learning Mindset

➔ In Trios:
Which 1-2 tips could be useful to incorporate in your team?
THANK YOU
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Next virtual sessions in Jan 2018, f2f workshop in Portland 19 Jan, 2018 & f2f Management 3.0 workshops please visit: [www.gleapconsult.com](http://www.gleapconsult.com) (under events)