

ENGAGE AND
MAINTAIN
CONNECTION WITH
YOUR REMOTE
WORKING TEAM

HOW
TO



Love working from home series

1) Understand a bit more about what your team might be going through mentally and emotionally

- Elizabeth Kubler-Ross's 'copying with grief model' denotes the human behaviour we go through when there is significant change. Useful to build empathy and plan out communication and connection points with your team
- Understand the basics of the stress response and how to 'spot the signs' to build awareness of how your team may be triggered at this time
- Know the resources available within your organisation to support health and wellbeing

2) Intentionally crafting a people 'connection plan'

- Who, when and how do you need to connect with your team members, key stakeholders, vulnerable people
- Plan for both task and social connections, prioritise 1:1s, create space to ask 'how are you feeling?' upfront
- Schedule video meetings so that you can practice deep listening i.e. listening beyond what is being said
- Cut out the possibility of 'mind reading' by communicating regularly and transparently



BONUS TIP: Staying creative

- Create an 'analogue' space, getting off the computer, that you can use paper and pens
- Here are some ideas to [brainstorm remotely](#) with others

BONUS TIP: Communicating on a remote team

- Here's a [great article](#) on navigating how to use channels like Slack and avoid communication overload

3) Become a master of virtual meetings

- Get familiar with your virtual platform play with the settings, watch the 'how to' videos
- Join your meeting at least 5 – 10 mins early to trouble shoot
- Don't assume other's know how to use the platform - set up the rules for how you want participants to engage with you at the start of meetings and run a quick 'tech check' with them by;
 1. Guiding them to where they can find the mute / unmute / video / chat / screen-share
 2. Create engagement using the 'hands up' or 'chat' functions - create 'pause points' every 10 mins to pose an action
- Set up your gallery view so you can see everyone
- Think about the support roles you need for the type of meeting eg, who is; facilitating, driving engagement, responsible for checking everyone has the materials they need, back up person to facilitate if internet goes down
- Pre-circulate agendas with meeting outcomes and request questions in advance to pre-plan and draw in engagement
- A couple of great articles to go deeper; [25 tips](#) for running remote meetings, [7 Strategies](#) for running remote meetings
- Try [Slido](#) for added audience engagement (polls and quizzes)

4) Remember the human factor

- Add in moments to 'check in' on how people are going, you might ask 'how are we all feeling today?', 'what's one word that might describe how you are feeling', acknowledge & respond
- Create a moment of mindfulness as you start the meeting - you can find a script [HERE](#)
- Here are some great ideas on [remote team activities](#) that create cultural connection