LAUREL FARRER

# LONG-DISTANCE LEADERSHIP

Optimizing the Success of Distributed & Hybrid Teams

# PHYSICAL

WORKFORCE

WORKPLACE

EQUIPMENT

PROCESSES

PRODUCTS

MANAGEMENT

# VIRTUAL

WORKFORCE

WORKPLACE

EQUIPMENT

PROCESSES

PRODUCTS

MANAGEMENT

# Common Concerns

"HOW WILL I KNOW THEY'RE STAYING BUSY IF I CAN'T SEE THEM?"

"WE CAN'T COLLABORATE AS A TEAM IF WE'RE NOT TOGETHER."

"I NEED TO BE ABLE TO CONTACT SOMEONE WHEN I NEED THEM."

# Role of Virtual Managers

SUPERVISE OUTPUT PRODUCTION

GATHER TEAMS FOR EFFICIENCY

MONITOR WORKER ACCESSIBILITY

# Role of Virtual Managers

SUPERVISE
OUTPUT
PRODUCTION

**CONFIRM**
OUTPUT
PRODUCTION

GATHER
TEAMS FOR
EFFICIENCY

**UNIFY**
TEAMS FOR
EFFICIENCY

COORDINATE
WORKER
ACCESSIBILITY

COORDINATE
WORKER
**AUTONOMY**

# Virtual Managers

**CONFIRM**
OUTPUT
PRODUCTION

**UNIFY**
TEAMS FOR
EFFICIENCY

**COORDINATE**
WORKER
**AUTONOMY**

**Section 1**

# PRODUCTIVITY

MAINTAINING CONSISTENCY AND QUALITY
IN THE OUTPUT OF YOUR TEAM

What were you monitoring in the office... productivity or presence?

$$\text{Productivity} = \frac{\text{Output}}{\text{Input}}$$

$$Productivity = \frac{Results}{Supervision}$$

# Reduce Supervision

## BOOST INTRINSIC MOTIVATION
Minimize external rewards and accountability

## ASYNC MEETINGS AND CHECKS
Remember, autonomy isn't abandonment

## EQUIP FOR SELF-HELP
Synchronous + asynchronous assistance

# Virtual Managers

CONFIRM
OUTPUT
PRODUCTION

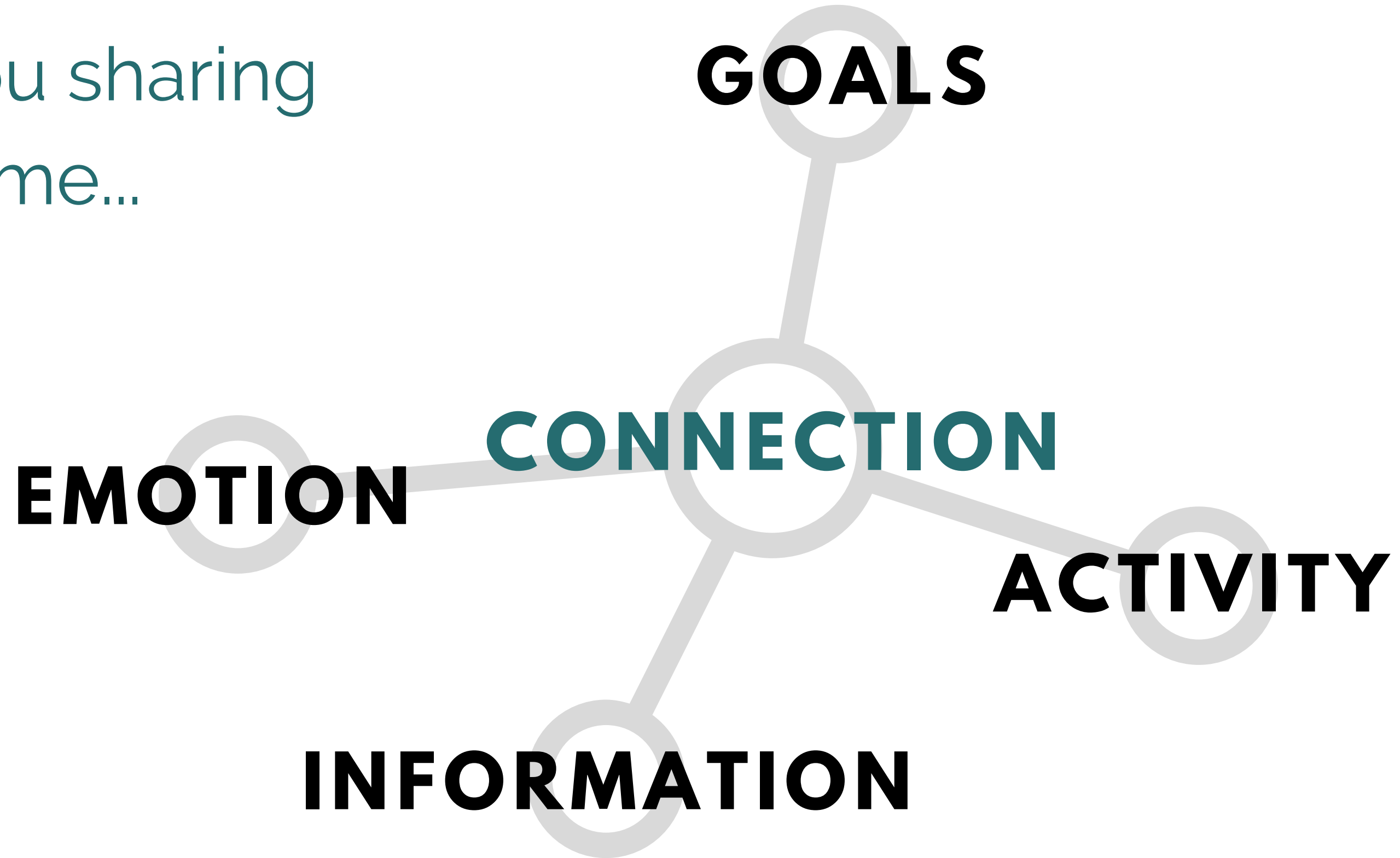**UNIFY**
TEAMS FOR
EFFICIENCY

COORDINATE
WORKER
AUTONOMY

Section 2

# UNIFICATION

HOW TO WORK TOGETHER WHILE YOU'RE APART

Are you sharing the same...

GOALS

CONNECTION

EMOTION

ACTIVITY

INFORMATION

# Share Goals for Efficiency

**ALIGN OKRS AND KPIS**

Individual productivity fuels group momentum

**CLARIFY WORKFLOWS**

Articulate what a handoff looks like virtually

**SCHEDULE SYNCS FOR UPDATES**

Agenda: Report, Requests, & Radar

# Share Activities for Alignment

## COWORKING ISN'T DEAD
Virtually work together on a project

## REPLACE WATER COOLER CHAT
Talk about puppies before profits

## LEVERAGE SNAIL MAIL
Think outside the screen for rewards

# Share Information to Prevent Isolation

## UPDATE EARLY AND OFTEN
Bust FOMO with memos and FYIs

## USE PUBLIC CHANNELS
Give an opportunity to observe operations

## CHECK FOR UNDERSTANDING
You don't know what you don't know

# Share Emotion for Engagement

## VARY YOUR ENVIRONMENTS

Set expectations about tone, tasks, and pace

## SHOWCASE SUCCESSES

Celebrate the good, the bad, and the ugly

## PRACTICE OVERCOMMUNICATION

Connect more consistently and transparently

# Virtual Managers

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Section 3

# AUTONOMY

OPTIMIZING SELF-MANAGEMENT IN
LOCATION-INDEPENDENT WORK

# 8 Critical Skills of Remote Workers

Dr. Roberta Sawatzky

Trust                    Critical Thinking

Discipline               Flexibility

Communication            Accountability

Empathy                  Self-Motivation

# TRUST

Are you (all) going to fulfill expectations without supervision?

# DISCIPLINE

Are you in control of your own time, tasks, and energy?

# COMMUNICATION

Can you accurately convey and interpret the objective of messages?

# EMPATHY

Are you aware and considerate of others' feelings?

# CRITICAL THINKING

Can you independently analyze, evaluate, and strategize an issue?

# FLEXIBILITY

Can you adapt to and accurately prioritize the impact of changes?

# ACCOUNTABILITY

Are you responsible for the quality, speed, and impact of your results?

# SELF-MOTIVATION

Can you take initiative without being prompted, reminded, and rewarded?

# Autonomy Is Not Abandonment

Replace your instinct to supervise with a habit to support

Wrap-Up

# SUMMARY

WHAT STEPS CAN I TAKE TODAY TO
ENHANCE MY VIRTUAL MANAGEMENT?

# Virtual Managers

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**AUTONOMY**

# Take Action

CONFIRM OUTPUT PRODUCTION

UNIFY TEAMS FOR EFFICIENCY

COORDINATE WORKER AUTONOMY

AGREE ON KEY PERFORMANCE INDICATORS

# Take Action

CONFIRM
OUTPUT
PRODUCTION

**AGREE ON KEY
PERFORMANCE
INDICATORS**

UNIFY
TEAMS FOR
EFFICIENCY

**DESIGN A
COMMUNICATION
SCHEDULE**

COORDINATE
WORKER
AUTONOMY

# Take Action

CONFIRM
OUTPUT
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**AGREE ON KEY
PERFORMANCE
INDICATORS**

UNIFY
TEAMS FOR
EFFICIENCY

**DESIGN A
COMMUNICATION
SCHEDULE**

COORDINATE
WORKER
AUTONOMY

**ENABLE
INDIVIDUAL
DECISIONS**

# QUESTIONS?

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# distribute

Distribute Consulting is the world's foremost thought leader and consulting firm specializing exclusively in remote work. Our team of international telework experts help businesses start, strengthen, and leverage virtual workforces to solve corporate and socioeconomic concerns.