

Remote Leadership: Effective Strategies for a Virtual World



SHOW YOU CARE

Check In. Make frequent, meaningful 1-1 check-ins a priority. Listen more and talk less.

Be Empathetic. Normalize emotions and acknowledge that we're not all in the same boat but we're all experiencing the same storm.

Think Equity, Not Equality.

Identify and connect with individual needs, and help them respond to a specific situation with a custom solution.



FOCUS ON TRUST

Trust First. Track results over time, not how quickly you get a response to an email.

Be Authentic. Share your own feelings and experiences with remote working.

Talk Straight. Provide a realistic and transparent view of the current and future state.



INVEST IN TEAM 'CONNECTION'

Socialize. While respecting privacy, allow time for introductions to family and pets, the story behind home office art or the sharing of achievements like receiving a professional designation, baking the perfect bundt cake or running a five-minute mile.

Appreciate. Create time and opportunity for recognition. Acknowledge successes, including maintaining the status quo in challenging circumstances.

Share. Use techniques such as a shared document where entries are collated for future discussion. Make virtual brainstorming more dynamic by having team members jot down ideas before the call and having individuals or small teams analyze ideas after the meeting.



MANAGE RESOURCES: PEOPLE, PRIORITIES, PATHWAYS

Get Organized. Remote workers desire leaders who have a plan and are able to keep the team moving forward.

Provide Clarity. Set and reset expectations; provide ongoing feedback – especially to more junior team members – and ensure all deliver on assigned tasks.

Use a Suitable Channel. It's not all video conference or email. Choose the vehicle that's most effective, gaining input and validation from the team.



ESTABLISH BOUNDARIES AND BALANCE

Take a Break. Avoid the grind of back-to-back-to-back calls by shortening peak-time meetings by 5-10 minutes. This allows for a quick stretch, bio break, snack, meditation, or child and pet check-ins.

Role Model Self-Care. Share your personal stress reducers and show how disconnecting is the expected (and right) thing to do – for example, by avoiding early-morning or late-night email messages.

Get in the Groove. With no commute, help the team to establish a rhythm with consistent meeting times. Encourage them to find rituals that mark the beginning and end of each day – like morning yoga or an end-of-workday walk with the kids and dog.

