

J.A. Strategies, LLC

KRIEGER SOLUTIONS LLC

Present

Managing and Engaging Teams Remotely

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for Victim Assistance Programs Funded by:
New York State Office of Victim Services



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The OVS Resilience Webinar Series

May 7 10:00 a.m. Creating Trauma-Informed Environments for Children

May 13 11:00 a.m. Managing Performance Remotely

Visit ovs.ny.gov/training to register!

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Training and Technical Assistance

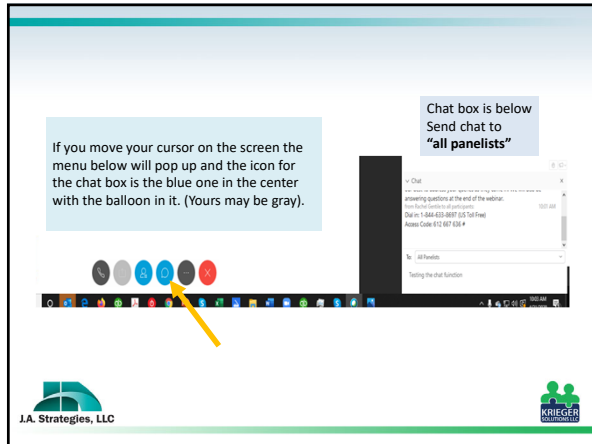
FREE individual and group coaching opportunities!

| | | |
|---------------------|-----------------|--|
| Individual Coaching | 30 min sessions | Provides participants access to one-on-one, tailored support for: <ul style="list-style-type: none"> • Facing new leadership and management challenges • Learning new strategies and support techniques • Developing realistic problem-solving measures |
| Group Coaching | 60 min sessions | Leverage the power of peer wisdom and support discussing a wide range of leadership challenges. Sessions provide confidential: <ul style="list-style-type: none"> • Access and connection to agency and program leaders you may not know • Opportunities to share challenges and successes you are facing in this unique new working environment • Facilitation by a skilled leadership coach |

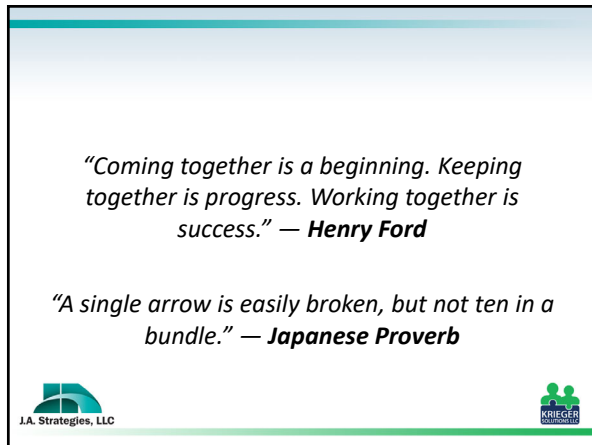
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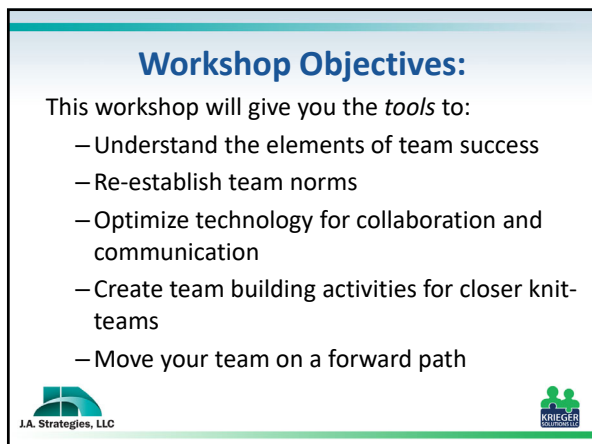

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What Makes A Group of People A Team?

Six key elements to team success:

An agreed upon and shared:

1. **Mission**/vision/purpose
2. Interdependent **roles and responsibilities**
3. Sense of mutual **accountability** and **leadership**
4. **Goals, objectives** and **evaluation** process
5. **Norms** for interaction
6. Feelings of **belonging** and **commitment**





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Poll

How solid was your team before the COVID crisis?

- Worked well together/high trust
- Worked fairly well together / some friction
- Didn't work very well as a team / lack of collaboration
- A lot of conflict / friction




Second question: Same question but NOW instead of BEFORE?



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Stages of Team Growth

- Forming
- Storming
- Norming
- Performing



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Stages of Team Growth

- Forming -> Re-forming
- Storming -> Calm before
- Norming -> New world, new norms
- Performing -> New standards








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Team Norms

Norms are guidelines or ground rules – what behaviors are expected.

Norms should address:



- Attendance / Punctuality
- Collaboration / Cooperation
- Decision making process and authority
- Courtesy / Respect
- Communication Styles / Guidelines

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Team Norms – Stop and Think!

- What are some guidelines that would make a team more effective RIGHT NOW?
- Write them to be behavioral and specific so everyone understands them **the same way**
- Include norms about authority, communication, decision making and boundaries – as individuals and for the team






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Elements of Successful Teams

Team Members must...

- Value/trust each other & each other's ideas
- Understand/commit to common mission/ goals
- Take pride in being part of team; develop ownership
- Develop procedures for effective team functioning
- Eliminate roadblocks



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Team Leader Roles and Strategies

1. Empower team and members to build trust and interdependence (and motivate)
2. Structure and guide to get the team's work accomplished
3. Facilitate interactions to promote effective team development & process
4. Ensure effective communication in and outside the team



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Empower your Team to Motivate and Build Trust



- Maintain contact, but don't micromanage
- Give parameters, but allow for creativity
- Communicate with honesty & transparency
- Be flexible on scheduling, but firm on outcomes
- Acknowledge hard work and accomplishments



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Using Team Meetings Effectively



| | |
|------------------------------------|--|
| Quick Check In | |
| 10 minutes | Administrative |
| Weekly Team | |
| 1 hour | Share updates and resolve critical issues |
| Periodic Strategic Meetings | |
| 1-2 hour | Topic Related. Prepare in advance. Embrace brainstorming and collaboration |
| Quarterly "Retreat" | |
| 2+ hours | Focus on learning and planning |



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Strategies for Effective Team Meetings

- Have a clear purpose
- Use an agenda and send it out in advance
- Design agenda around questions
- Facilitate dialogue, speak last
- Set and keep timeframes
- Summarize and take notes
- Follow up with email or instant message



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Strategies for Inclusive Team Meetings



- Make remote meetings less "remote"
- Set ground rules
- Rotate leadership and meeting topics
- Encourage participation from everyone "present"



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Using Technology to Facilitate Collaboration

- Consider an instant message platform
- Find the right mix of technology (google drive, team, zoom rooms, etc.) for your team
- Utilize the right technology for different tasks
- Use polls to get feedback during bigger team meetings





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Poll

What is the best way to eat a slice of pizza?

- Holding it from the corners
- Folded in half
- With a knife and fork
- Salted
- With red pepper flakes
- I don't eat pizza




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Team Building

GOAL:
For the team members to work together effectively and efficiently... so the team will be productive and reach its goals.



Team building adds strength to the overall organization.



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Team Building in a Remote Environment

- Create team learning opportunities:
 - training
 - debriefing and brainstorming after a webinar
- Incorporate team member led education as part of check-ins
- Consider team-building games/activities
- Create/encourage team members to work together on small projects/peer coaches

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Stop and Share

Use the comments to share team building activities that are working for your team right now.






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If you do not know where you are going, every road will get you nowhere.

– Henry Kissinger

Without a plan, even the most brilliant business can get lost. You need to have goals, create milestones and have a strategy in place to set yourself up for success.

– Kate Taylor

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Moving Your Team Beyond Crisis

Begin to move team towards a new “business as usual.”

- Use planning activities to create a sense of the future and a more stable sense of the present
- Focus on mission, vision, and core values
- Engage team members at all levels



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Managing Your Team Follow Up Groups

A facilitated group discussion with your peers about managing your remote team using the ideas from this webinar as a base.

May 6 2:00 p.m.
 May 8 10:00 a.m.

Visit [Calendly.com/ovs-ttarp/webinardiscussion](https://calendly.com/ovs-ttarp/webinardiscussion) to register!



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Questions & Concerns?

Type them into the Chat Box

Or Email us later:

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- alan@KriegerSolutions.com



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**KRIEGER
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**Thank You
for your time and
participation!**
