



# GUIDING SUCCESSFUL AND PRODUCTIVE VIRTUAL TEAMS



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# PROSPANICA

## ▪ Mission

- To empower and enable Hispanic professionals to achieve their full educational, economic, and social potential.



**The Association of Hispanic MBAs  
& Business Professionals**

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# QUICK SURVEY

1. How are you feeling? One word
2. Are you leading a virtual team?
3. What are some of challenges of leading virtual?



Type on your browser the link below

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# LEADERSHIP

- *"Leaders are responsible for creating an environment in which people feel they can be their best"*



Simon Sinek

# AGENDA



- Challenges of Working Remotely
- Preparing for the “New Normal”
- Leading Teams Through Change
- Building Resiliency During Uncertainty
- Managing Communications
- Employee Engagement
- “Zoom Fatigue”
- Strategies to Lead Virtual Teams
- Questions?

# CHALLENGES OF WORKING REMOTELY

- Internet connectivity
- Maintaining a regular schedule
- To many distractions at home
- Childcare
- Physical workspace
- Communications with co-workers is harder
- Social isolation
- General Anxiety
- Don't have access to tools and information



# PREPARING FOR “THE NEW NORMAL”

- **Continuity of Operations Plan (COOP)**

- Essential Functions and Key Personnel
- Vital records, Systems and Equipment
- Communications
- Alternative Worksites
- Training, testing and exercise

- **Pivoting**

- Agile and adjust



# PREPARING FOR “THE NEW NORMAL” (CONTINUED)

## ▪ Remote Working Team Challenges

- Supporting our leaders to effectively manage their teams
- Selecting the best productivity tools: project management, communications, scheduling, and others
- Supporting team members in reaching their targets
- Maintaining organizations culture





# LEADING TEAMS THROUGH CHANGE

- **What issues do team leaders and managers face during periods of organizational change?**
  - Absence of trust
  - Fear of conflict
  - Reduce commitment
  - Failure to communicate
- **How can team leaders and managers turn transitional challenges into team play?**
  - Empower team members by involving them in defining the solutions and making decision
  - Support and enable positive communication
  - Go beyond building teams to building partnerships
  - Shape team behavior and performance through leading by example
  - Focus on leading rather than managing



# BUILDING RESILIENCY DURING UNCERTAINTY

- **Resilience is the ability to flexible, adapt and move forward**
- **Helping employees through uncertain times**
  - Create a workplace that addresses emotional safety and promotes a more resilient workforce
  - Trusting others and having others trust you helps you build confidence, stay open-minded, and remove obstacles
  - Call individual team members (It can be scheduled or random wellness check)
  - Shared your personal experiences and challenges during these times. This provides the opportunity to build strong bonds
- **Leaders must adapt to this stressful situations and guide their employees through the crisis by being aware of indicators and be equipped with solutions**
  - Some of indicators include:
    - Distraction: Continuously thinking about the pandemic and potential health risks
    - Shifting demands: Anxiety caused by integrating work requirements with home-life demands
    - Fear: Personal distress amid the impending impact to normalcy



# BUILDING RESILIENCY DURING UNCERTAINTY (CONTINUED)

## ▪ Solutions that can be implemented include:

- Creating mechanisms for sharing ideas on how to address family needs, acknowledging employee fears and stress
- Allowing for work flexibility beyond remote working opportunities by accommodating different start times, work hours and general flexibility on when, where and how work is completed
- Eliminating the pressure to be in the office by giving clear guidance on when employees should come in or stay away from the office and other large gatherings
- Reducing individual work demands through a distinct focus on the most critical needs of the business
- Empowering employees by clearly communicating work priorities and aligning resources accordingly
- Addressing employee concerns about their livelihood by providing transparency around the business conditions and performance

- Finally, when in doubt reach out to your [Human Resources](#) team



# MANAGING COMMUNICATIONS

- **How is managing communications in virtual team different from managing a team at the office?**
  - Communication with a remote team members require using language that is clear and precise
  - Managers must take greater precaution to ensure that their intentions are clear to members
  - Managers should communicate more frequently (check-in on how they are doing)
  - Eliminate that back and forth emails, pick up the phone
- **How can a leader of a virtual team improve communications?**
  - Harness technology to establish a virtual presence with team members
  - Encourage self management
  - Stress quality and frequency of all communications
  - Communicate team goals and role clarity among team members
  - Create communication that encourages collaboration
  - Provide 2-way feedback stream
  - Finally, be inclusive



***"If you do not intentionally, deliberately and proactively include, you will unintentionally exclude."***

***– Joe Gerstandt***

# EMPLOYEE ENGAGEMENT

## ▪ Develop Virtual Team Action Plan

- Strategies to remove the obstacles that get in the team's way from doing its best work by capitalizing on empowerment and having everyone's opinions count
- Define clear work goals and objectives
- Get buy-in
  - This gives the team the opportunity to create solutions from the people doing the work, plus the collaboration and teamwork create bonds

## ▪ Recognize

- Virtual leaders should look for ways to acknowledge the efforts of individuals and team
- Send a "thank you" note

## ▪ Celebrate milestone

- Take some time during your virtual meeting to praise individual and team achievements



# “ZOOM FATIGUE”

- **Managing the video conference fatigue**
  - Establish your “Office Hours”
  - Use online calendar to manage your individual and group team meetings
  - Keep meetings brief
  - Take a break, stretch, get up
  - Your eyes need a break too
  - I know is difficult, but avoid back to back video conferences
  - Pick up the phone



# STRATEGIES TO LEAD VIRTUAL TEAMS

- Encourage healthy practices among teammates
- Focus on continuous improvement
- Set up a conducive home office
  - Own your calendar
    - Establish and communicate work hours
    - Schedule lunch, personal time and “non-meeting days”
  - Connect with your employees – Remember, we are still human
- Adjust management style for team members as needed



## Thank You!



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