

Lunch & Lead

Leading Virtually

Tips to keep your team engaged and getting results

www.hp-leaders.com



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Lunch & Lead



Scott Smith
Managing Director

- 30+ years facilitation and coach of continuous improvement & lean thinking
- President of HPS Consortium & Chair of the Board of Trustees of St. Mary's General Hospital
- Leadership coach



Glenn Sommerville
Managing Director

- 30+ years in executive leadership roles
- Honeywell, Toyota, BlackBerry, Amazon
- Manufacturing, Operations, Supply Chain
- Continuous Improvement professional
- Leadership coach



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Lunch & Lead

Methodology



Learn
Share
Commit



50'
50 minute sessions. Short burst leadership development topics.



LIVE
Live virtual event. With interactive and engaging methods.



Practical tips that can be implemented immediately.



Peer networking and best practice sharing.



Time to ask questions of the facilitators or peer participants.



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Lunch & Lead

Questions

Chat Raise Hand Q&A Polls

Lunch & Lead
Scott Smith
Glenn Sommerville

HPL

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Lunch & Lead

- Please turn your camera on
- Mute when not actively talking
- Screen images and session maybe recorded & posted to social media

Prepare your environment

Note: No animals were harmed in the making of this image.

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Leading Virtually

"You're not working from home; you're at home working during a crisis"

-Tom Peters

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Leading Virtually

What's Changed?

- A mix of in-office / virtual teams
- Non-standard working hours
- Less "random" communications
- Interruptions @ virtual locations
- Stress, feeling overwhelmed, worn out
- Difficult to read body language virtually
- Virtual meetings are challenging
- Virtual meetings can be less engaging
- New / different routines
- New / unfamiliar technology

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What's the Same?

- 'Stuff' still has to get done!
- People need direction
- People need support
- People need appreciation
- A need for socialization
- Regular communications
- Most business processes - virtually capable?

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What did we miss?

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Leading Virtually

We follow leaders when we trust them to meet our basic needs for....

**Direction
Protection
Order**




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Areas of L&L focus today:

**Direction
Protection
Order** →

1. Make an effort to stay connected
2. Keep key aspects of your culture alive
3. Ensure engagement & effectiveness
4. Be supportive & lead with empathy



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Leading Virtually



1. Make an **effort** to stay connected:

Socialization is the process through which individuals learn culture, develop themselves, and understand group expectations

- Maintain your schedule of 1:1s
- Replicate "hallway" or "watercooler" conversations by:
 - Schedule "virtual coffees"; with video **AND** a coffee (or beverage of choice)
 - **Impromptu** & Informal touch base to check-in **personally**
 - Text or email message
 - Phone or video call



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1 Make an **effort** to stay connected:

- Communicate, communicate, communicate
 - Use multi-media – send email, follow-up with a call
- Host LIVE full team webinars / all hands
 - Regular and dependable frequency
 - Have panelists
 - Solicit questions ahead of webinar, answer live
 - Take live questions
 - Maintain cadence even if little to communicate

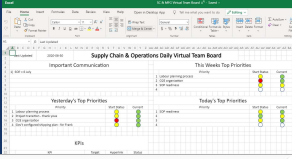
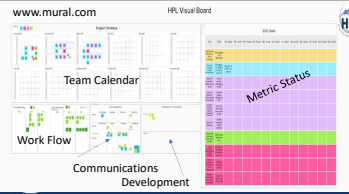




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1 Make an **effort** to stay connected:

- Communicate, communicate, communicate
- Virtual team 'stand-up' meetings – 15/20 minutes
 - Beginning of week
 - Any important communications
 - Priorities for the week
 - Assignments/delegations
 - Work progress status
 - Metric status
 - End of week
 - Accomplishments
 - Reflection – worked/didn't
 - Recognition

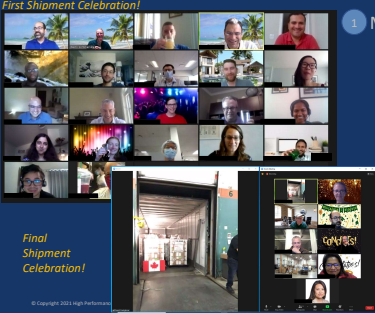





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1 Make an **effort** to stay connected:

- Celebrate successes & achievements
- Organize themed virtual social events
 - Appoint a team member to plan
 - Organized via expert facilitators
- Host Team virtual lunches
- On-line games
 - Trivia, Name that Tune
- End of week social

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2 Keep key aspects of your culture alive:

Core Values

Integrity
 In the world, integrity is a rare and precious quality. It is the quality of being honest and fair in your actions. It is the quality of being open and truthful in your communication. It is the quality of being consistent in your words and actions. It is the quality of being reliable and trustworthy. It is the quality of being principled and ethical. It is the quality of being courageous and brave. It is the quality of being humble and modest. It is the quality of being kind and compassionate. It is the quality of being generous and giving. It is the quality of being patient and understanding. It is the quality of being resilient and strong. It is the quality of being optimistic and hopeful. It is the quality of being curious and open-minded. It is the quality of being creative and innovative. It is the quality of being determined and persistent. It is the quality of being disciplined and focused. It is the quality of being organized and efficient. It is the quality of being proactive and take-charge. It is the quality of being positive and upbeat. It is the quality of being energetic and enthusiastic. It is the quality of being confident and self-assured. It is the quality of being assertive and firm. It is the quality of being resilient and strong. It is the quality of being optimistic and hopeful. It is the quality of being curious and open-minded. It is the quality of being creative and innovative. It is the quality of being determined and persistent. It is the quality of being disciplined and focused. It is the quality of being organized and efficient. It is the quality of being proactive and take-charge. It is the quality of being positive and upbeat. It is the quality of being energetic and enthusiastic. It is the quality of being confident and self-assured. It is the quality of being assertive and firm.

Ownership
 Ownership is the responsibility for the results of your actions. It is the quality of being accountable and responsible. It is the quality of being proactive and take-charge. It is the quality of being positive and upbeat. It is the quality of being energetic and enthusiastic. It is the quality of being confident and self-assured. It is the quality of being assertive and firm.

Results for Winning
 Results for winning is the quality of being focused and determined. It is the quality of being disciplined and focused. It is the quality of being organized and efficient. It is the quality of being proactive and take-charge. It is the quality of being positive and upbeat. It is the quality of being energetic and enthusiastic. It is the quality of being confident and self-assured. It is the quality of being assertive and firm.

- Maintain or simulate regular routines & practices with a virtual twist
 - Stand-up meetings
 - 1:1s
- Incorporate aspects of culture in your virtual engagements:
 - Safety tips
 - Standard work question
 - Value of the day
- Conduct virtual "gemba" to trust but verify
 - Video gemba walk
 - Request video or pics to be sent to you

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3 Ensure engagement & effectiveness:

- Provide personable social interaction opportunities
 - Start with casual conversations / discussions
 - Include icebreakers - "2 truths & a lie"
 - Favourite place picture as the virtual backgrounds, then discuss where/why
 - Have "Appreciation Shout-outs" and recognition
- Make opportunities for everyone to engage
 - Use of polls to get input or feedback, then discuss results and input
 - Use Emojis for quick informal team surveys or feedback
 - Set-up a document camera so people can actually see referenced documents
 - Create breakout rooms with team determined names of choice
 - Conduct beginning / end of week team virtual stand-up meetings – everyone talks

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3 Ensure engagement & effectiveness:



- Plan for the virtual differences
 - Shorten typical meeting lengths
 - Separate into shorter multiple segments
 - Take 5' micro breaks every hour
 - Recognize and respect different communication styles
 - Expect and accept typical household interruptions
 - Measure results and outcomes, NOT tasks or activities
 - Be VERY clear when setting expectations or making requests
- Extra preparation and consideration to make effective virtual meetings
 - Establish a team virtual code of conduct – i.e./ cameras on
 - Anticipate virtual application of basic meeting methods – how to virtually accomplish specific tasks – brainstorming, action lists, white board scribbles, document reviews
 - Key role assignments for virtual meetings – host, co-host, note taker
 - Issue meeting summaries and action logs – don't assume usual attention spans

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4 Be supportive and lead with empathy:

- Establish daily team routines and interactions – formal / informal
- Encourage daily commute substitutions to break up work from personal
 - Simulate commute with a walk in the AM and EoD
- Look for changes in people and/or signs that something is off – then follow-up directly
- Don't allow longer hours to compensate for lower productivity
- Respect different hours of work from others, but maintain regular business hours yourself – used "delayed send" function
- Be kind to others, don't judge
- Just be there

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Leading Virtually




Team 1

1. Make an effort to stay connected
 2. Keep key aspects of your culture alive
 3. Encourage support and effectiveness
 4. Be supportive & lead with empathy

Step 1: Introduction
 - Name, Company, Responsibility



Step 2: Key Points
 Collaboratively, work together to discuss the key points or main take aways about your role from today's Lunch & Lead. Record those key points, one per sticky below.

Step 3: Commitment
 Share as a group, the one thing each member will commit to trying as a result of the Lunch & Learn. Each person is requested to write their commitment on a sticky below.



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Exit Poll



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Lunch & Lead



- 50 minutes
- Short burst learning
- Practical & useful tips & 'hacks'
- Immediate application
- Peer networking opportunity

 Learn

 Share

 Commit



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