

Keeping Your Virtual Team Together: Practices for Resilience Now and Beyond COVID-19

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Hi, I'm Erik.

And I help leaders help
teams work differently.





Let me tell
you a story
about
working with
my family...



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**87% of professionals
have passion for current
job.**

— - Deloitte Burnout Survey (Deloitte, 2015)

**YET...64% frequently
feel stressed or
frustrated.**

—
- Deloitte Burnout Survey (Deloitte, 2015)

**AND 77% have
experienced burnout.**

—

-Deloitte Burnout Survey (Deloitte, 2015)

**73% of workers want to
continue working from
home post-COVID.**

—
-Pandemic Remote Work Survey (Morning Consult, 2020)

60% report more able to focus on health, saved time, and more connected to family.

— -Pandemic Remote Work Survey (Morning Consult, 2020)

**75% report productivity
either same or
improved.**

— -Pandemic Remote Work Survey (Morning Consult, 2020)

"...data shows that exposure to potentially traumatic events does not predict later functioning..."

-Dr. George Bonnano, Columbia University's Loss, Trauma, and Emotion Lab, as quoted in "How People Learn to Become Resilient" (Konnikova, 2016)

**...It's only predictive if
there's a negative
response."**

-Dr. George Bonnano, Columbia University's Loss, Trauma, and Emotion Lab, as quoted
in "How People Learn to Become Resilient" (Konnikova, 2016)

**50% of trauma survivors
experience moderate to
high post-traumatic
growth.**

—

-(Wu et al, 2019)

“...[leaders] should ask bigger questions about how their organizations can grow through this moment.”

- “Don’t Just Lead Your People Through Trauma. Help Them Grow.” (Zaki, 2020)

**Resilience is about
perception.**

—

**Post-traumatic growth
is possible.**

—

**What is our
opportunity?**

—

**What will we continue
doing?**

—

**What will we never do
again?**

—

**How might we redesign
the way we work?**

—

DISCOVERING NEW WAYS TO WORK

Redesigning time.

Redesigning space.

Redesigning defaults.

REDESIGNING OUR PRACTICES

Check in regularly.

Communicate meaningfully.

Connect differently.

Co-create frequently.

How are you feeling?

—

How are you feeling?

CHECK IN REGULARLY



Gather multiple signals about how people are doing and why.

The Default:

Check in infrequently. And mostly micromanage the work.



The Opportunity:

Create clearer signals between you, your people, and your projects (built on trust).

Practices: Standups, One-word check-ins, polls, surveys, direct support for health

Tools: Zoom, Slack, Teams, Trello, Asana, Poll Everywhere, Phone



**How are you checking in
with your people?**

—

**How often do you
communicate with your
people?**

—

How often do you communicate with your people?

Hourly

Daily

Weekly

Monthly

Rarely

COMMUNICATE DELIBERATELY



Provide deliberate signals about what's going on and why.

The Default:

Leaders heard from
infrequently. Decision-making
not always transparent.



The Opportunity:

Provide transparency and model vulnerable leadership.

Practices: Weekly statuses, firesides, town halls, reanchoring in strategic priorities

Tools: Zoom, Slack, Teams, Asana, Email



**How do you provide
meaningful
communication?**

—

Why do you meet?

—

We meet to...

CONNECT DIFFERENTLY



Rethink how you show up
and why.

The Default:

Meeting by routine. Face time
and seat time=work time.

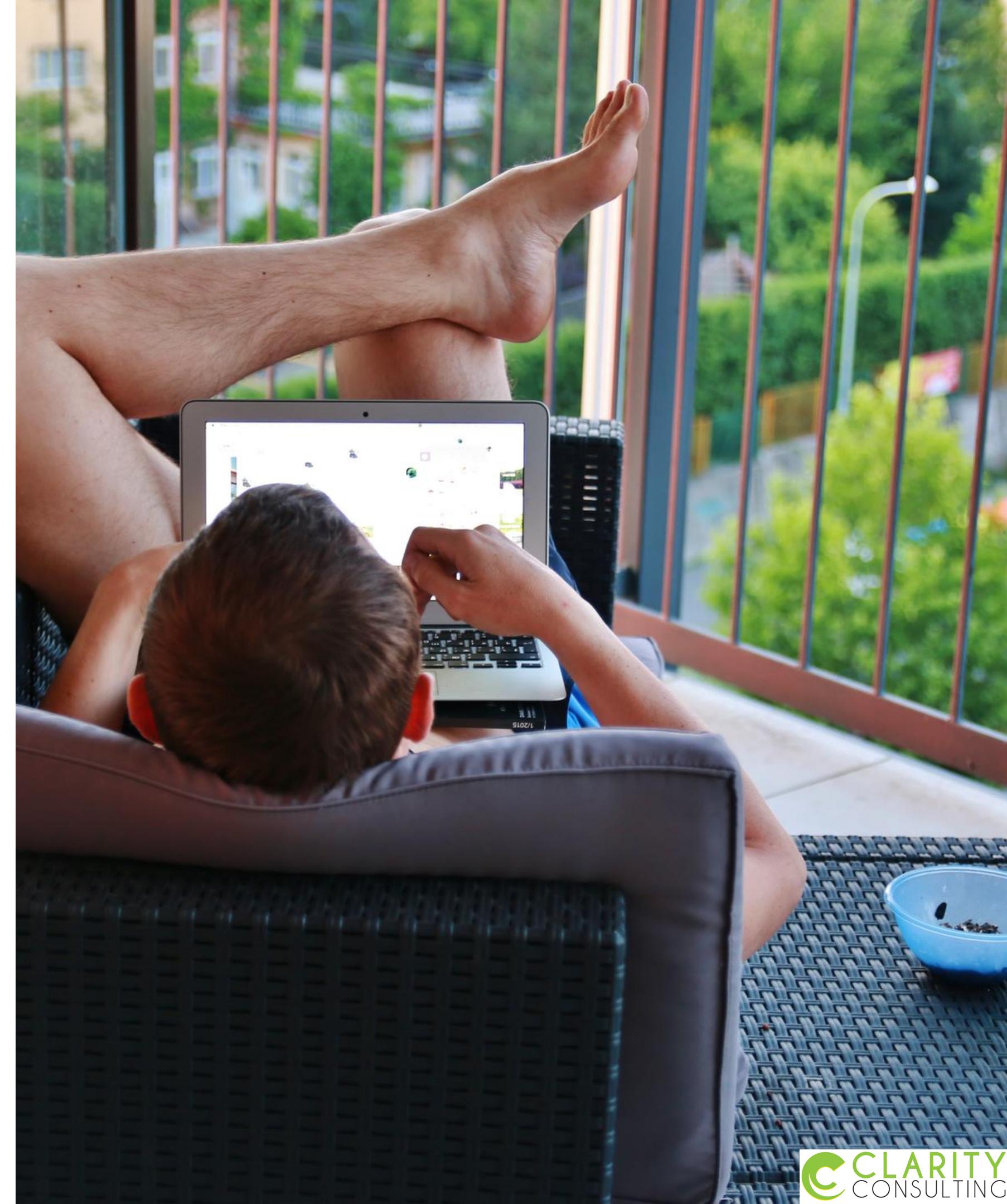


The Opportunity:

Redesigning a more inclusive and equitable meeting culture.

Practices: Default 30 min meetings, default asynchronous decision-making, default no meetings, rethink face time assumptions, time blocking, social time, cross-functional teams

Tools: Zoom, Teams, Slack, , Mural, Google docs, Email



**How have you shifted
your meeting culture?**

—

**Do you regularly
redesign your working
culture?**

—

We regularly redesign the way we work.

Strongly Agree

Agree

Disagree

Strongly
Disagree

CO-CREATE FREQUENTLY

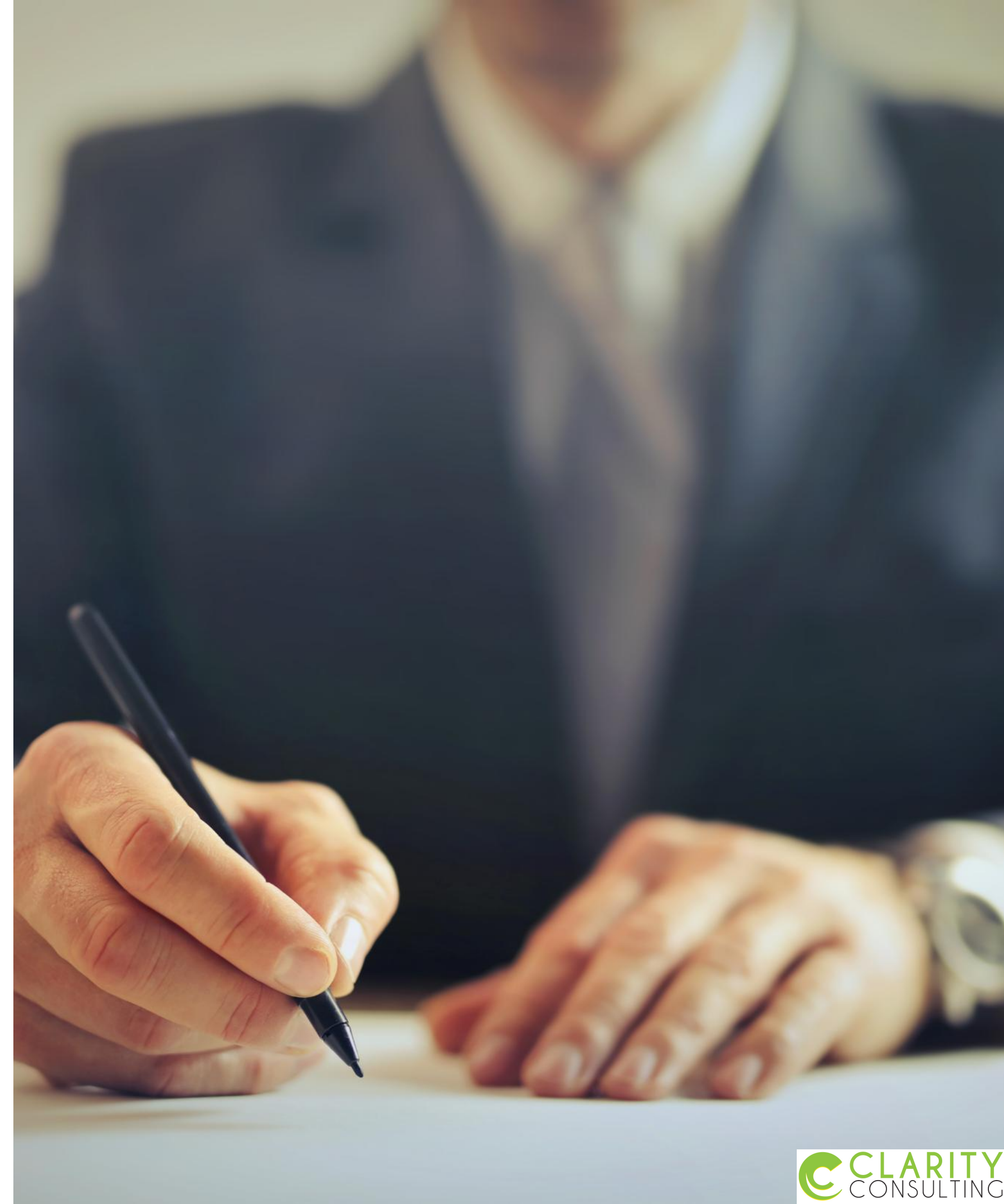


Regularly redesign your
work culture.

The Default:

Working by routine. Top
down process.

—



The Opportunity:

Redesign your working culture
with your people.

Practices: Sprints, polls, surveys,
feeding forward from check-ins to
communication, asynchronous and
anonymous

Tools: Zoom, Teams, Slack, Mural,
Google docs, Email



**How do you redesign
your working culture?**

—

**Resilience is about
perception.**

—

**Post-traumatic growth
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—

**What is our
opportunity?**

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**What will we continue
doing?**

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**What will we never do
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**How might we redesign
the way we work?**

—

Q&A

—

THANK YOU.

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Want
more?

Contact us!

- We are an organizational development consultancy with a design core.
- We specialize in leadership development, large-scale change efforts and virtual culture and leadership.
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References & Resources

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Trello: <https://trello.com/en-US>

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Zoom: <https://zoom.us/>