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**Brandywine Valley CPCU
Chapter Meeting
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*How to Develop Highly Engaged
Remote Teams*



How to Develop Highly Motivated Remote Teams



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Session Overview:

- Understanding Remote Teams
- Maximizing Potential in a Remote Environment
- Pitfalls of Remote Teams
- Effective Remote Communication
- Recruiting Successful Remote Team Members
- Technology that Makes it Work

Background¹

- The number of workers telecommuting increased 80% between 2005 and 2012
- 43% of the US workforce will work from home by 2016
- Remote workers are 13% more productive, benefit from a quieter work environment, and take fewer sick leave hours

Table 1: Telework Growth Year Over Year	2005 to 2006	2006 to 2007	2007 to 2008	2008 to 2009	2009 to 2010	2010 to 2011	2011 to 2012
For Profit Companies	16.7%	9.6%	15.1%	3.0%	2.6%	4.5%	4.8%
Non Profit Organizations	37.7%	3.9%	10.4%	9.1%	2.7%	4.5%	1.4%
Local Government	10.1%	8.8%	17.5%	8.9%	1.0%	7.8%	-2.7%
State Government	38.4%	12.5%	13.8%	5.8%	9.0%	4.7%	3.8%
Fed Government	433.6%	-8.9%	7.2%	-2.8%	8.8%	-5.0%	-0.6%
Total Telework Growth	26.2%	7.8%	14.1%	3.6%	3.2%	4.1%	3.8%

¹Globalworkplaceanalytics.com

FOCUS AREA 1: Understanding Remote Teams

- Many organizations are switching to remote working as part of a deliberate strategy to cut costs and focus on customer related activities
- This brings with it, far greater employee responsibility, empowerment and personal development
- Successful models of distance managing demonstrate the need for a clearer understanding of the issues as well as a properly thought out communication strategy



FOCUS AREA 1: Understanding Remote Teams

Types of Remote Teams

- **Networked Teams**
 - Teams of people connected to accomplish the same goal
- **Parallel Teams**
 - Teams of people who make recommendations for improvements in a process or system



What kind of teams are you on?

FOCUS AREA 1: Understanding Remote Teams

Three Ingredients to Make a Team Work²

- **Team** (Focus Area 4)
- **Tools** (Focus Area 5)
- **Process** While they may seem boring and rigid look at them differently

Process = How we work

- The engine behind a great machine
- Good processes let you get work done and provides structure and direction for getting things done

²Ferrazzi, K. (2013). To Make Virtual Teams Succeed, Pick the Right Players. Retrieved from <https://hbr.org/2013/12/to-make-virtual-teams-succeed-pick-the-right-players/>

FOCUS AREA 2: Pitfalls of Remote Teams³

- **Team size**
 - Ideal team → 4-5 members
 - If your team has to be bigger, remember that communication challenges grow as the team grows
- **Team composition**
 - Leaders should work to build rapport and trust
 - Difficult to gauge people because of the lack of face to face exchanges
 - Use vital feedback mechanisms to keep team members aligned
- **Communication skills (Focus Area 3)**

³Ferrazzi, K. (2013). To Make Virtual Teams Succeed, Pick the Right Players. Retrieved from <https://hbr.org/2013/12/to-make-virtual-teams-succeed-pick-the-right-players/>

FOCUS AREA 2: Pitfalls of Remote Teams

Recognizing Potential Setbacks of Remote Team⁴

- **It's challenging to find productive individuals:** the most talented worker doesn't always translate into a successful remote worker
- **Difficult to build company culture:** It's far easier to build a culture in an office than it is in a remote team
- **It's difficult to communicate**
- **Can't transition to an office**



⁴WPCurve (2015). Managing remote teams: key lessons on hiring, culture, and productivity from 4 top startups

FOCUS AREA 3: Effective Remote Communication

- Communication Skills
 - Leaders must express themselves well and update project documents quickly and consistently
 - Virtual employees need to be hyper-vigilant about communicating with everyone else on the team⁵
 - No room for personality conflicts or information hoarding/no silos working
 - Remember that face-to-face skills don't transfer in an 'online' environment
 - Ability to to communicate effectively, quickly and concisely⁶

⁵Ferrazzi, K. (2013). To Make Virtual Teams Succeed, Pick the Right Players. Retrieved from <https://hbr.org/2013/12/to-make-virtual-teams-succeed-pick-the-right-players/>

⁶WPCurve (2015). Managing remote teams: key lessons on hiring, culture, and productivity from 4 top startups

FOCUS AREA 3: Effective Remote Communication

5 Ways to Improve Communication in Remote Teams⁷

1. Set clear and concise expectations
2. Use Universal Time
3. Establish time that works for everyone
4. Create a culture for healthy virtual/remote work
5. Use project management software (Focus Area 5)



⁷Burger, R.(2015). 5 Ways to Improve Communication in Remote Teams. Retrieved from: <http://blog.capterra.com/improve-communication-with-your-remote-teams/>

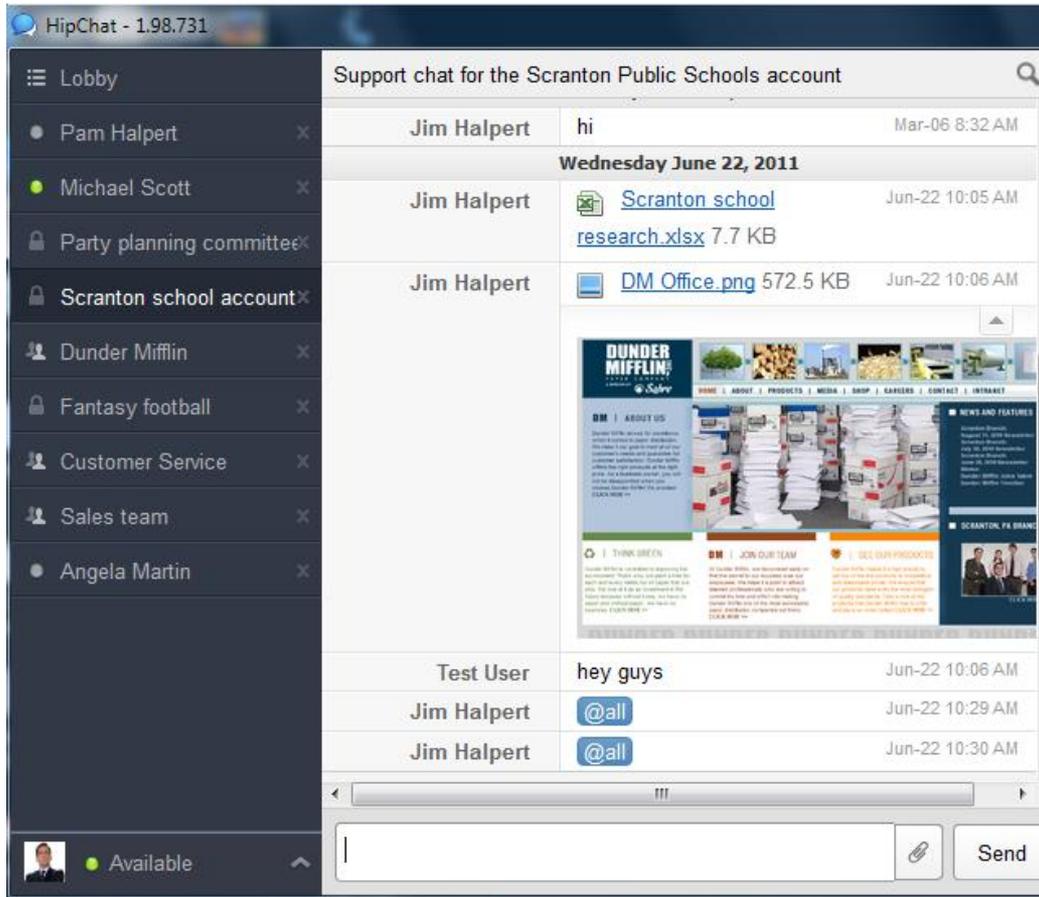
FOCUS AREA 4: Recruiting Successful Remote Team Members

Characteristics of a strong Remote Team Member⁸

- A Doers
- Trusted
(you can trust ↔ they trust)
- Strong writers
- Focused on results not time
- Comfortable without a social workplace
- Constantly wants to learn
- Pushes to become irreplaceable
- Proactive
- Stays connected
- Self-managed

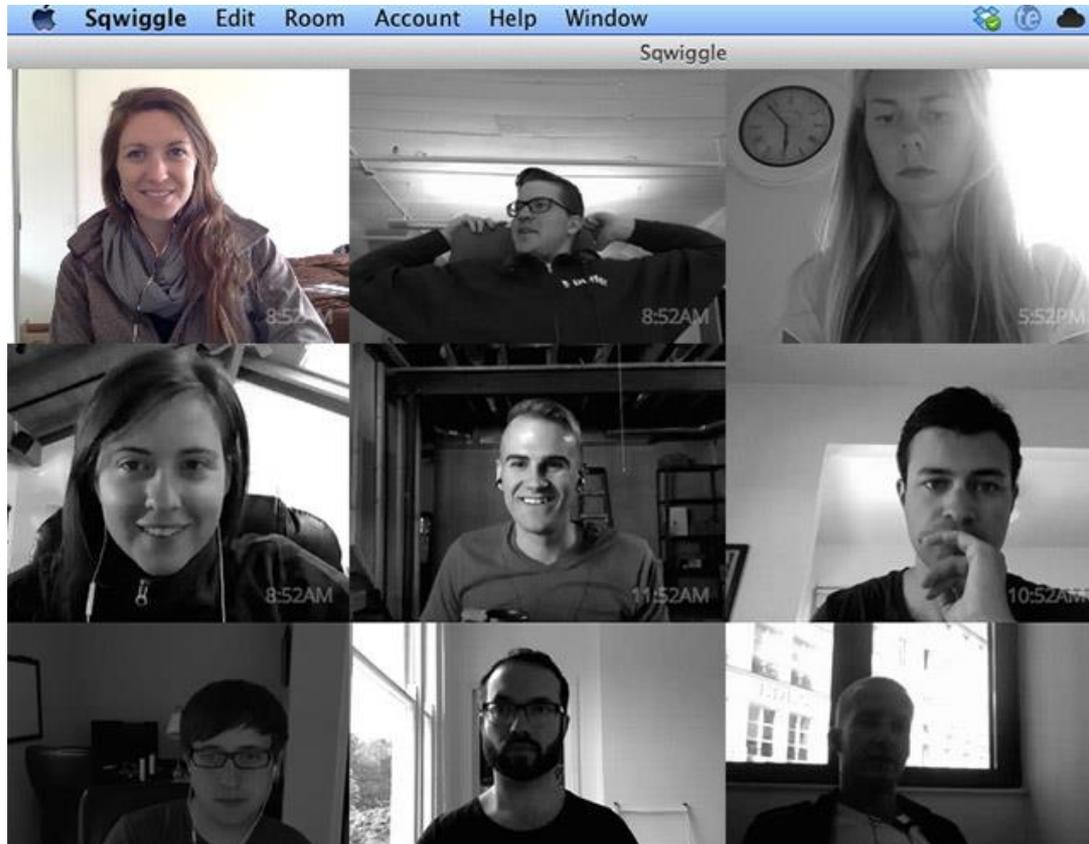
⁸Haden, J. (nd). Traits Remote Employees Must Have. Retrieved from: <http://www.inc.com/jeff-haden/5-traits-of-great-remote-employees.html>

FOCUS AREA 5: Technology That Helps



- [HipChat](#): For one-on-one conversations and team communication. It's like a central office where employees discuss company-wide ideas, share photos, or just talk in general, except online.

FOCUS AREA 5: Technology That Helps



- [Sqwiggle](#): It lets remote workers see their colleagues and by showing everyone's face it makes them feel more like they're working together, just as they would have in the same office.

FOCUS AREA 5: Technology That Helps

The screenshot shows the Hackpad web interface. At the top, there is a search bar and a toolbar with icons for bold, italic, underline, strikethrough, list, link, unlink, undo, redo, and refresh. The main content area is titled "Welcome to Hackpad: Quick Intro" and contains a message from the Hackpad team. Below this, there is a section titled "Hackpad 101" which explains that only people with the link can see the pad and provides instructions on how to share the link. A "Shared with" box lists Alex Graveley and Igor Kofman, and there is an "invite people" input field. At the bottom, it states "Pad edits are real time" and explains that names on the left track contributions.

hackpad + search @ B I U S [list] [link] [unlink] [undo] [redo] [refresh]

Guest
Christina C
JK
G

Welcome to Hackpad: Quick Intro

The Hackpad team has shared this pad with you; say hi if you like!
Julia from the Hackpad team here. Try typing something below to work with me on this document.

Hackpad 101

Only people with the link can see the pad
Send the link over email or chat, or use the invite box on the right. (This will send an invitation by email or Facebook message from Hackpad.)

Shared with Alex Graveley, Igor Kofman
invite people
Open to anyone with the link

Pad edits are real time
Invite friends to your pad and start talking. The names on the left keep track of who contributed what:

- [Hackpad](#): The team at Buffer uses it for creating, sharing, saving and editing documents. Those who collaborate on the document get their names added so it's clear for everyone who updated which parts.

To sum it all up...

In many ways, remote work is an ongoing experiment in business, as it has only been fully embraced by some companies in the past decade.

Remote work stops working when you can't trust the person on the other end of the line. If you continually find yourself worrying what someone is doing, then you are spending brain cycles focusing on something other than the product.

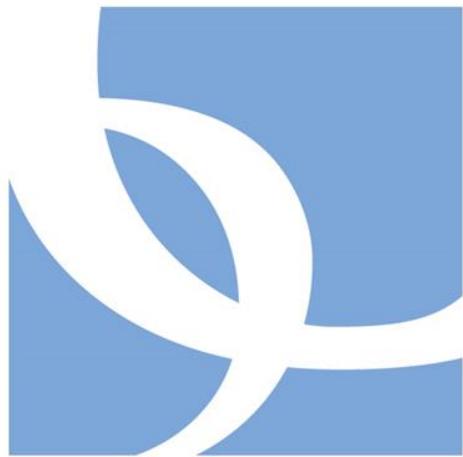
Great remote employees understand that perception and bias can be a factor. But they don't just think, "That's not fair..." Instead they work hard to prove how valuable they are. In fact, they enjoy proving how valuable they are. Which, of course, benefits them... the your business.





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QUESTIONS?



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