

**L E A D I N G**  
**V I R T U A L**  
**T E A M S**



**TESTED**  
**THE YEAR THAT ~~CHANGED~~**  
**EVERYTHING**

# “THE END OF AVERAGE”

The End of Average: How We Succeed in a World That Values Sameness  
TODD ROSE, 2016





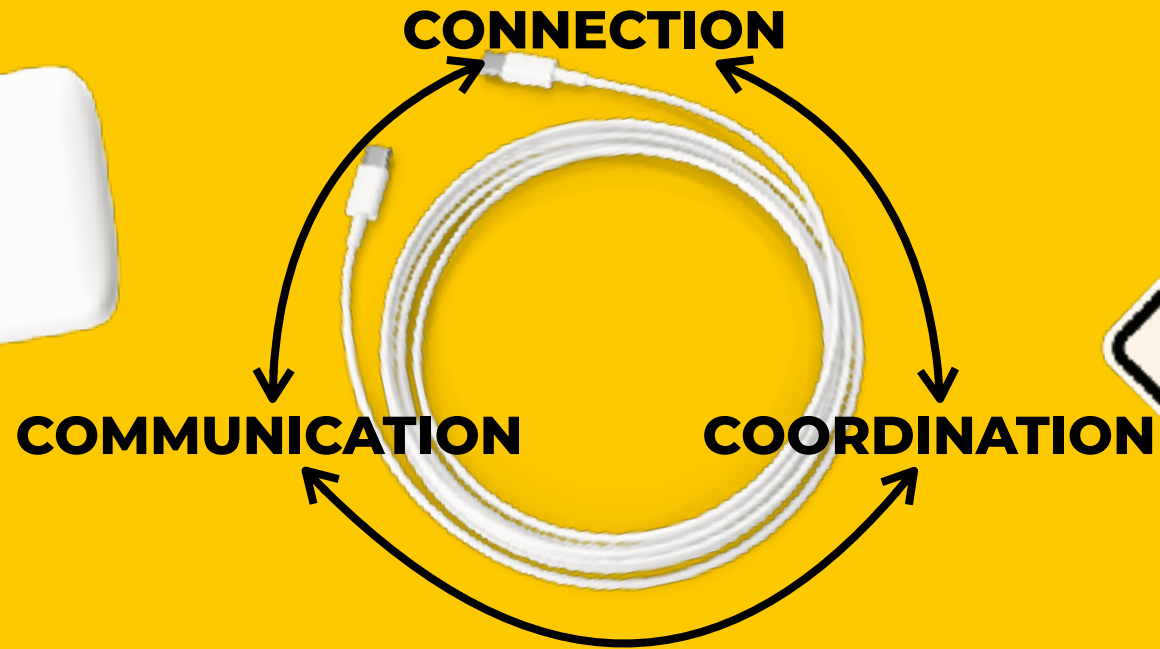
**HOW DID WE USE  
CRISIS TO GROW WASTE**

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# HOW DO WE MANAGE THE NEW?



**1. COMMUNICATION**

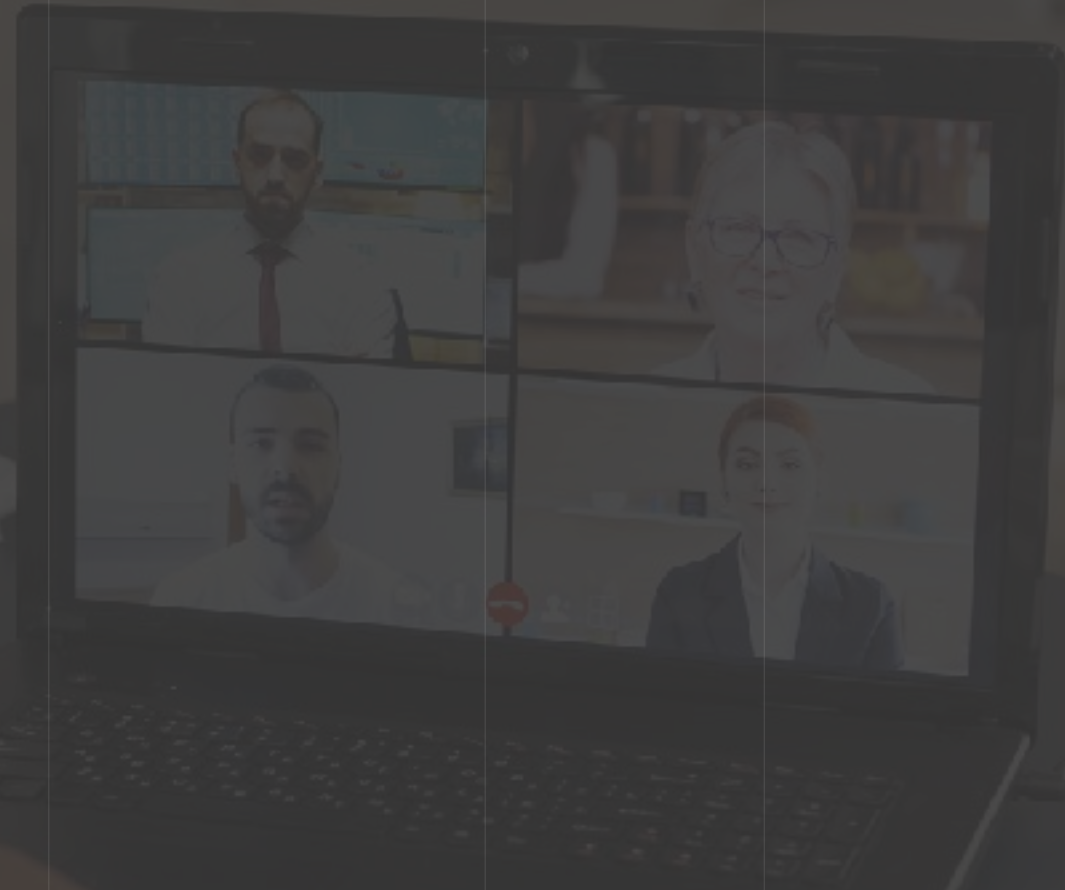


**2. CONNECTION**



**3. COORDINATION**

**PART 1**



**COMMUNICATION**



# TOP CHALLENGES



FEEDBACK DEATH



EMAIL OVERLOAD



NEW EMPLOYEES



DEVICE CHAOS



LANGUAGE &  
CULTURAL  
CHALLENGES



OWNING YOUR  
OWN NEWS



IRRELEVANCE TRAP



BUDGET  
CONSTRAINTS

# CONSCIOUS COMMUNICATION

01 #One

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**COMPANY DIRECTION & STRATEGY**

02 #Two

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**EMPLOYEE CENTRICITY**

03 **#Three**

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**CLIENT CENTRICITY**

04 **#Four**

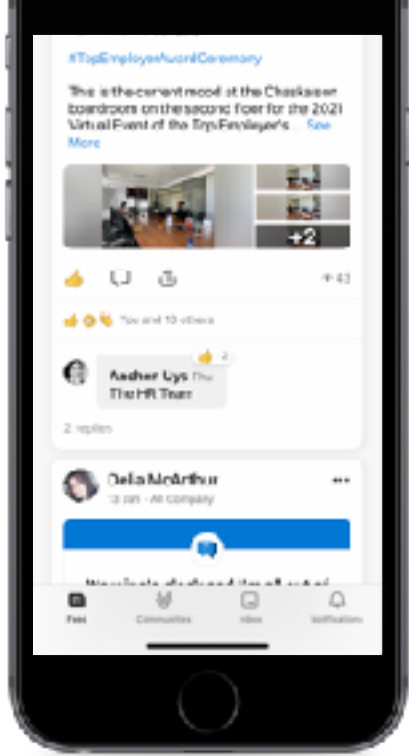
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**INNOVATION & THE FUTURE**

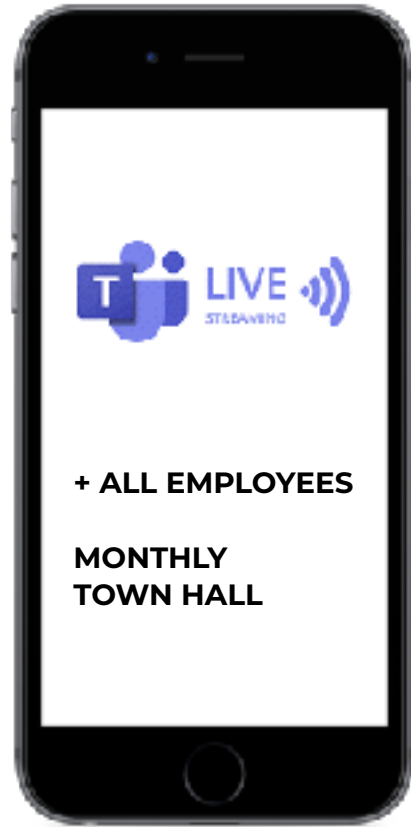
05 **#Five**

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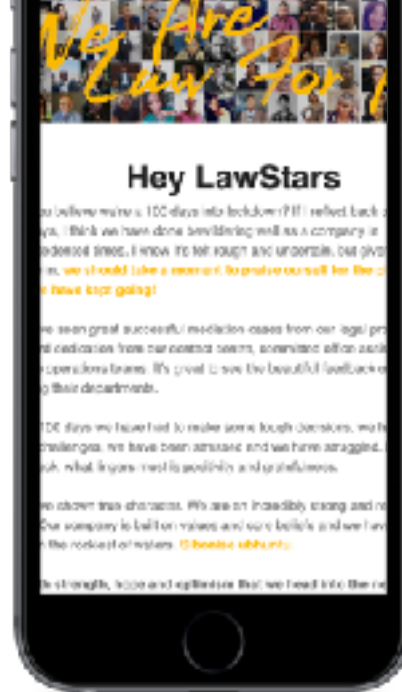
**PERFORMANCE V. OBJECTIVES**



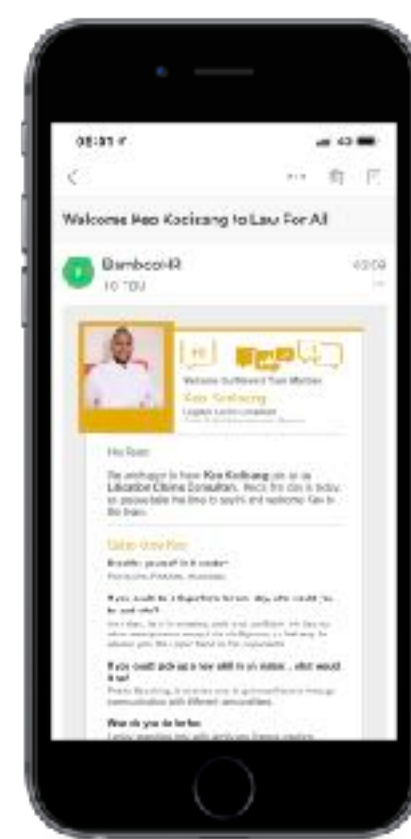
**YAMMER:**  
The online open office  
**3-2-1**



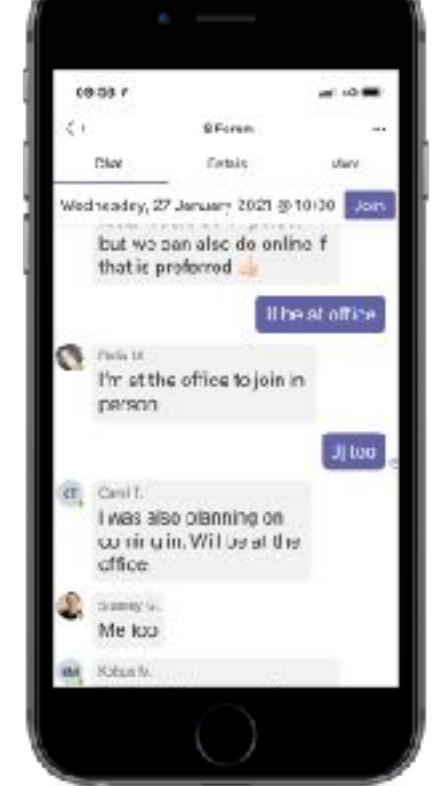
**TOWN HALLS:**  
Clarity on company  
direction (LIVE Event)  
**Monthly**



**NEWSLETTERS:**  
Monthly summary  
of all channels  
**Monthly**



**MEMO:**  
Online HR notices  
**Ad hoc**



**MANAGER BRIEFS:**  
Regular Team  
Meetings  
**Weekly |**  
**Standups | Dial in**

# INTEGRATED CHANNELS



**TIPS:**

- Include everyone
- Keep them engaged
- Balance fun & serious
- Own your voice
- Record & Post

# THE POWER OF A TOWNHALL



**PART 2**

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**CONNECTION**

**COMMUNICATION BECOMES THE BRIDGE  
THAT FACILITATES OUR CONNECTION.**

3 IDEAS



# CONNECTING TO Company Values



Everyone felt lost, uncertain.

**We needed new values for a new era.**

# COULD YOU SHARE YOUR VALUES?

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If you don't stick to your values when they are being tested, they're not values: they're hobbies.

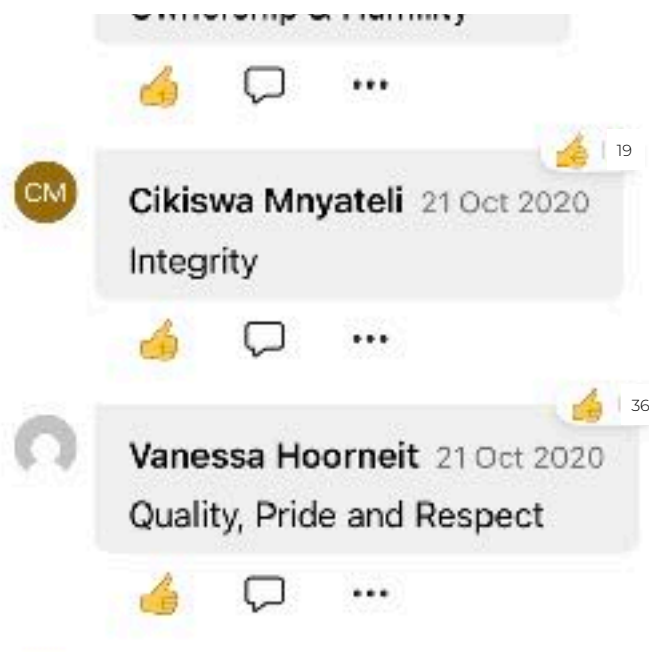
Jon Stewart



# 01

## Values Morning

The company was invited to write down what they feel should be values on our Values Wall.



# 02

## Virtual Values Session

For the virtual experience, a live session was hosted on Yammer with Values being offered in comments.



# 03

## Common Themes

All the values were captured in a data sheet and coded into common themes. These were presented up for voting.



# 04

## Collective Curation

A common theme that emerged was, Be The Change. So the word CHANGE was used as an acronym for all the common themes that were put forth.



**BE THE CHANGE**

**REINFORCED: CONNECTION**



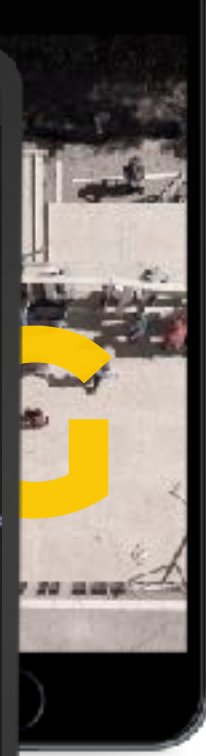
## CLIENT-CENTRICITY

Anything client related, how to tips, competitions and successes.



## HOLDINGS

CEO direct better The vision.



## SOCIAL

social mobility & how we can help



## EQUALITY

A community focussing on new law & access to justice

# RESEARCHED: ECONOMIC INEQUALITY

# CONNECTING TO COMPANY ECONOMICS



Explaining the difficult, can only be done with  
**truth and transparency.**

**THE WORLD.  
OUR COUNTRY.  
THE COMPANY.  
MY TEAM.  
ME.**



# YOU ARE NOT ALONE

Economy

## Pay cuts

## Could s devil in

PRESS RELEASE | JUNE 8, 2020

# COVID-19 to Plunge Global Economy into Worst Recession since World War II

The CIPD surveyed 2,000 firms  
companies were considering fre  
almost a quarter were asking st

### Economic hit from Covid-19 pandemic

Percentage change in quarterly real GDP from the same period a year ago

China U.S. Euro area Japan

15

-10

-15

2006 Q3

2008 Q3

2010 Q3

2012 Q3

2014 Q3

2016 Q3

2018 Q3

2020 Q3

SOURCE: Organisation for Economic Co-operation and Development. Data as of Q3 2020



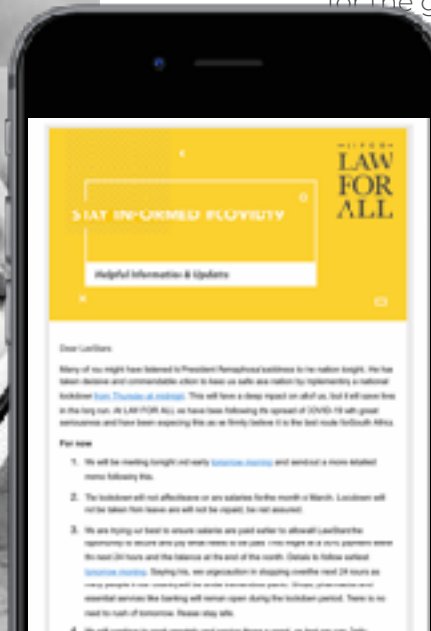


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# TRANSPARENCY

## WHAT WAS YOUR DECISION BASED ON?

Be clear and concise. Explain the business landscape. You might decide to act for the greater good of the company or staff. Own the truth and your values.



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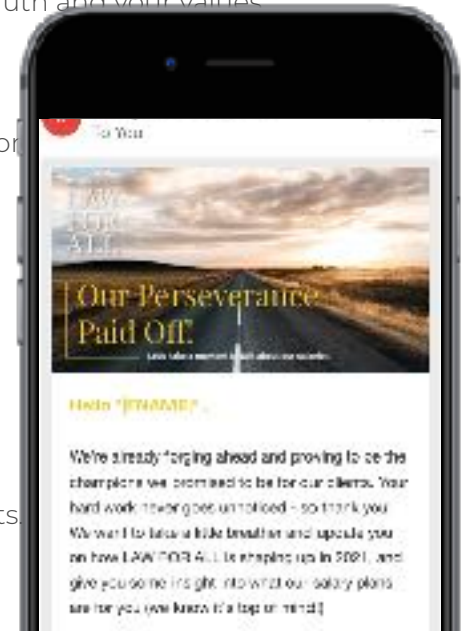
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REINFORCED: **COMMUNICATION**

# CONNECTING TO COLLEAGUES



Displaced. Flowing through different moments of emotions and responses and a new approach to work.

**How do we stick together?**



+



**CONNECTION IS FREE**



1

### GROUPS

Divide your team into groups of 4 or 5 when in person. Virtually, create rooms if there are enough people.

2

### TOPICS

Give participants 5 minutes to write topics they wish to discuss. Any topics, or focussed. One topic per sticky.

### What do you need?

**In person:** sticky's & coffee

**Virtually, try one of these:**

[agile.coffee](https://www.agilecoffee.com/)

Retrium

Lean Coffee Table

[funretrospective.com](https://www.funretrospective.com/)

sticky's according to similarity & how many votes each topic received.

votes if they would like to continue or move on to the next topic.

5

### NEW TOPIC

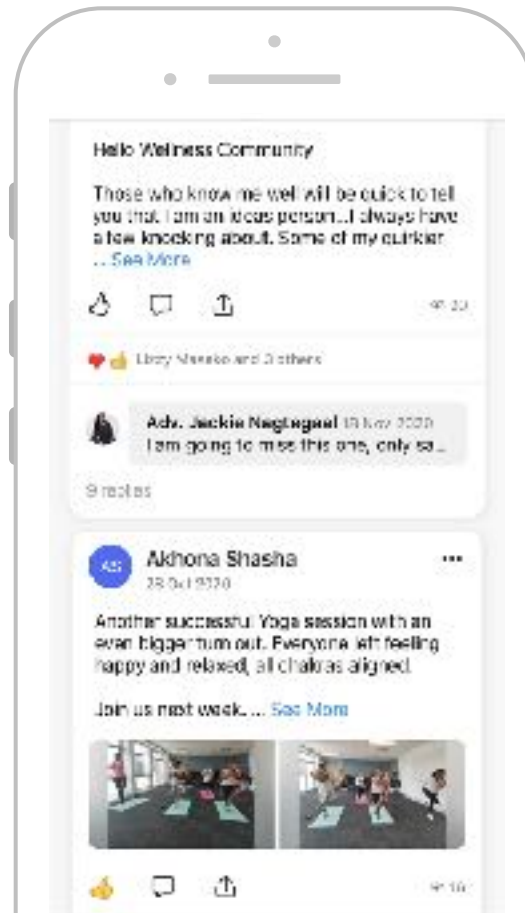
Start discussing a new topic for 7 minutes. Have as many rounds as time allows.

# LEAN COFFEE

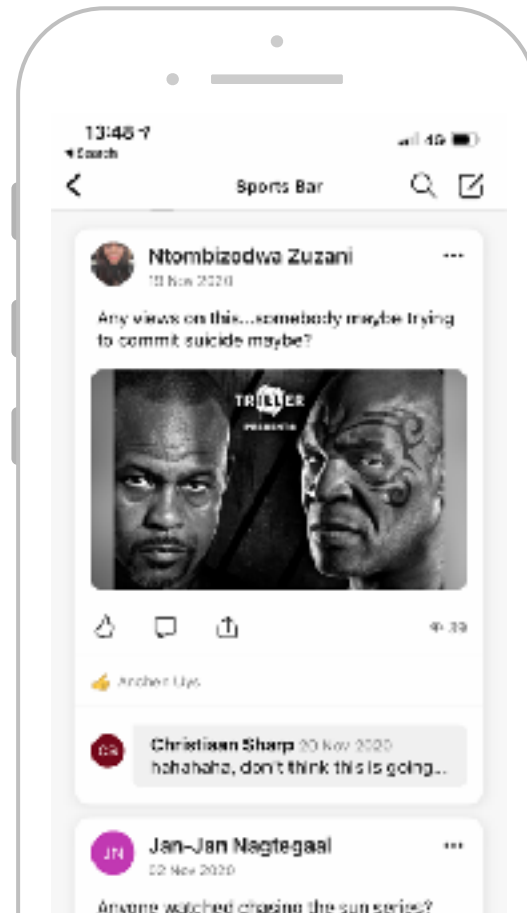


# SOCIAL CLUBS

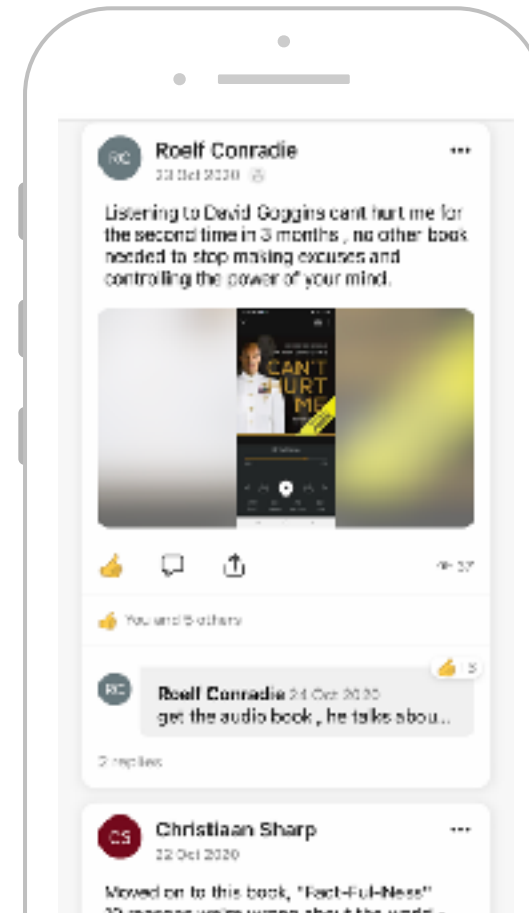
## WELLNESS CLUB



## SPORTS BAR



## THE BOOK CLUB



# PART 3

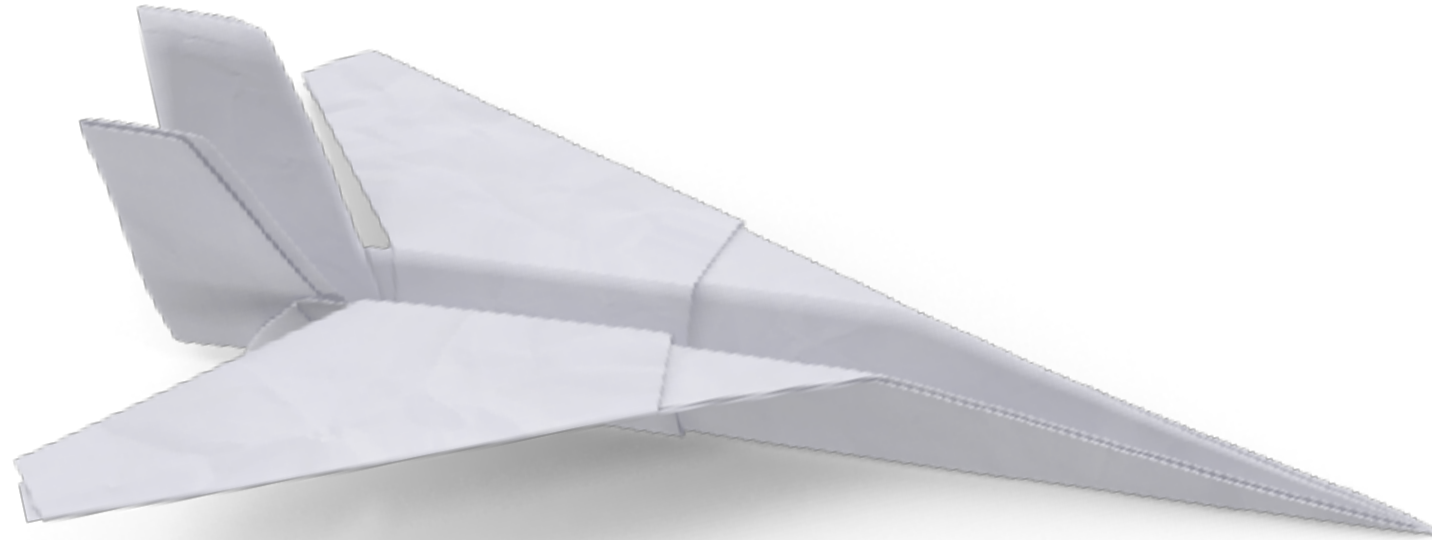


# CO-ORDINATION

# WHAT ABOUT THE WORK?

**COORDINATING  
A VIRTUAL  
TEAM**





**Remember the end of average?**

**HELLO FUTURE**

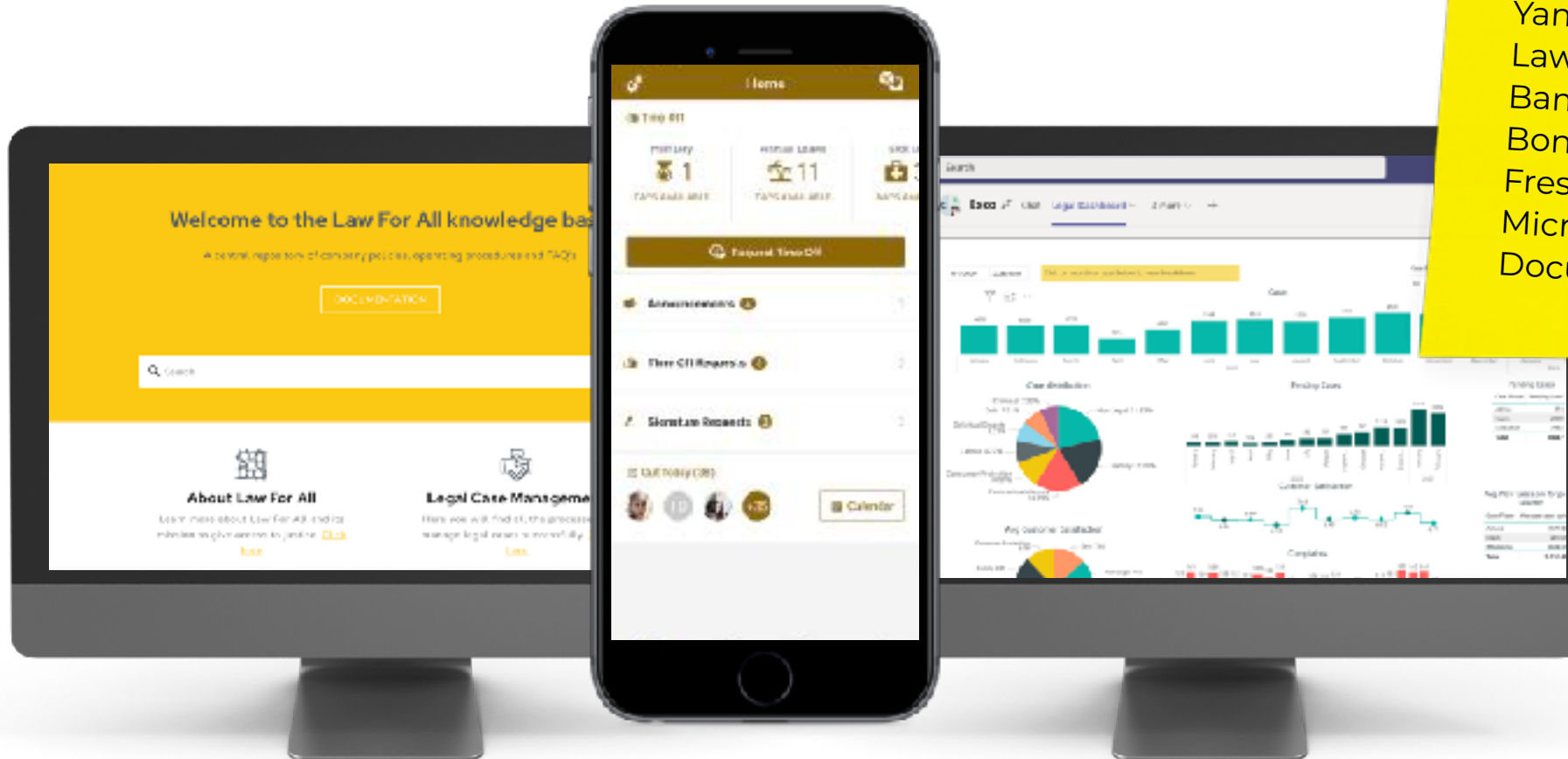
**Flexible Spaces.  
Flexible Tools.  
Flexible Approach.**





**FOEXIBEESSPACE**

# There's an app for that.



**APPS WE LIVE BY:**  
Microsoft Teams  
Yammer  
Lawyerly  
BambooHR  
Bonusly  
Freshdesk  
Microsoft Power BI  
Document360

**FLEXIBLE TOOLS**

# The Agile Approach



Ready, steady, SPRINT.

As implementation is happening at faster speeds, our agility has been tested. Gone are the days of 5 year plans.

The agile/scrum method allows your to adopt, test, reflect and tweak in short intervals.

# RETROS AID THE FUTURE



## learnt?

These give us understanding into each other. We want to use this knowledge to help further plans.



## love?

This gives us an insight into our wins and understanding what we should do more of or strengths of our teams.



## lack?

This is crucial to help future plans and projects.

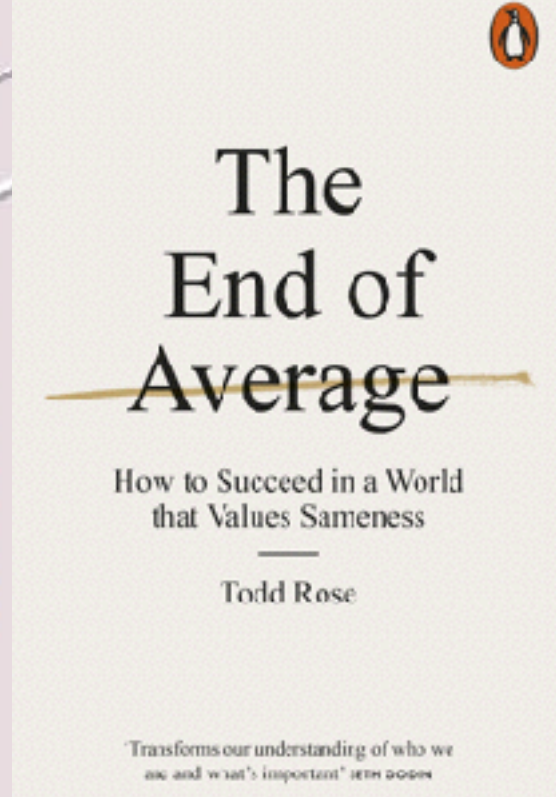
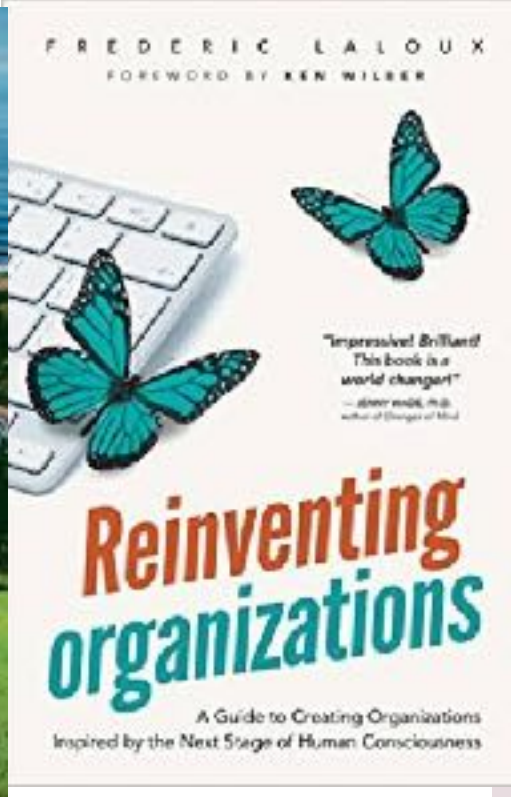
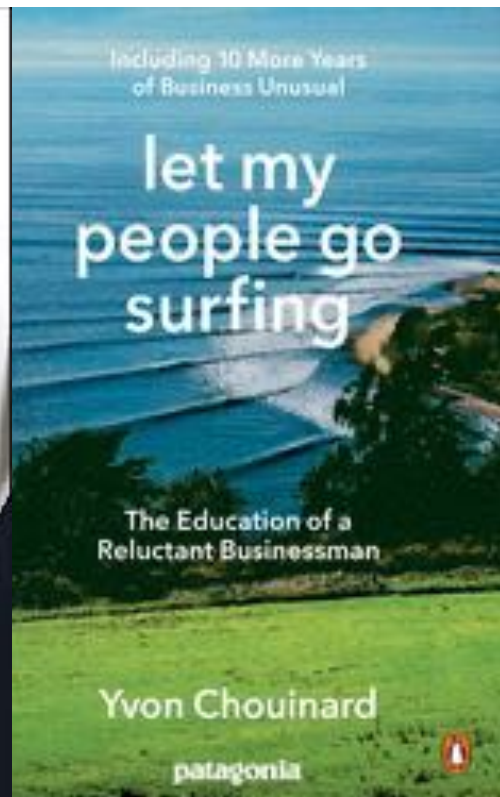


## Long for?

This gives us a human element so that we know what do provide or work on to make teams prosper in future.

**Use this as an  
opportunity to take  
stock and design the  
values, teams and  
company you want.**

**“Today a reader,  
tomorrow a leader.”**  
– Margaret Fuller



*"That's all Folks!"*