

QuickPoint: Effective Remote Team Leadership

1. Lead within a framework of cultural values.

- *Encourage* values-based behaviors and *acknowledge* it when you see it. What is applauded will be repeated.
- Be an *example* of the behaviors you wish to see.
- Keep remote team members *connected* to each other through frequent virtual team huddles.
- Consistently remind team members about the *purpose* of their work and how it ties to the company mission and vision.

2. Trust is a two-way street.

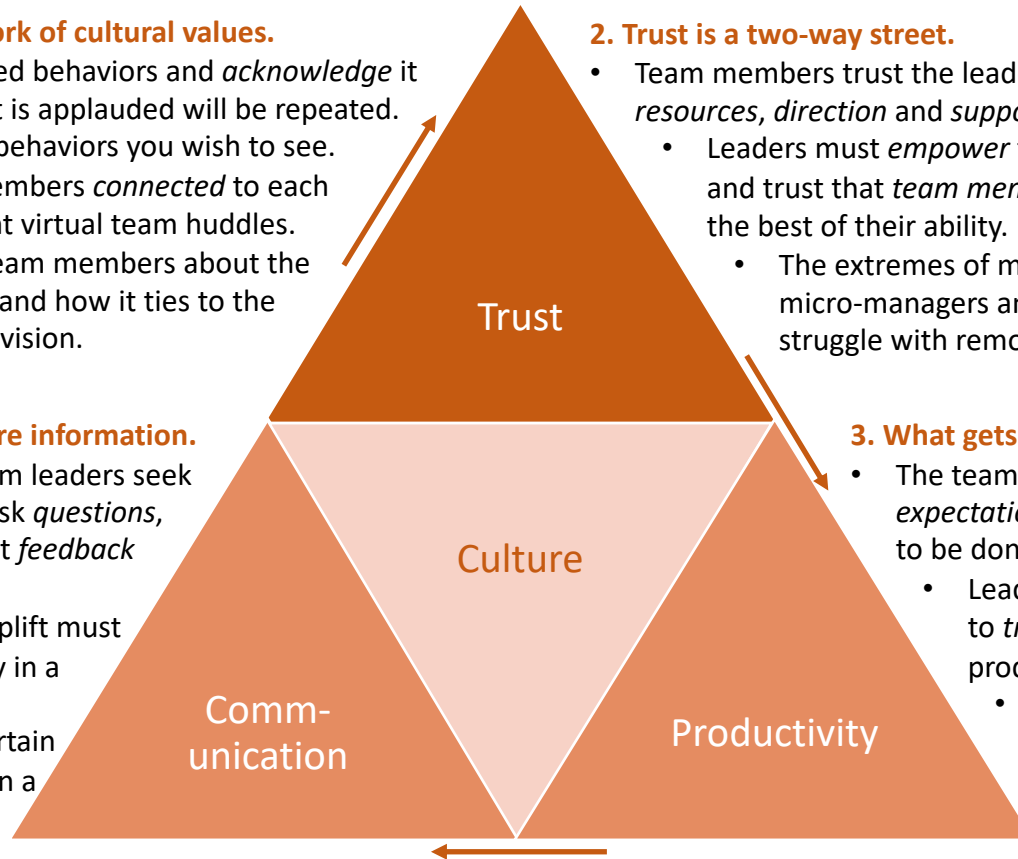
- Team members trust the leader will provide the right *resources, direction* and *support*.
 - Leaders must *empower* their team members to act and trust that *team members will do their jobs* to the best of their ability.
 - The extremes of management styles – both micro-managers and hands-off managers will struggle with remote team leadership.

4. Listen. Encourage. Share information.

- Successful remote team leaders seek out opportunities to ask *questions*, gather *ideas* and solicit *feedback* from team members.
- Encouragement and uplift must be a *deliberate* activity in a virtual world.
- Especially in this uncertain period, *sharing* news in a *timely* manner is vital.

3. What gets measured gets done.

- The team leader must set *clear expectations* about what work needs to be done, by whom and by when.
 - Leaders must have a mechanism to *track and trend* individual productivity.
 - A coaching leader uses the data to hold individuals *accountable* as well as to acknowledge achievement.



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