

MANAGING REMOTE EMPLOYEES



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INTERACTION-TRAINING.COM

Your Presenter



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Since starting her consulting career in 2006, Heather has worked with hundreds of leaders in all sizes of organizations as a coach, trainer, and speaker (including First National Bank, Salvation Army, Mass Mutual, Metro FCU, Cresa, Wells Fargo, CSG, State Farm, Keller Williams, Fidelity, Farmers Insurance, YMCA, Women In Financial Services, and many others).

Previously, she earned her master's in business administration and spent over 15 years in multiple industries transforming organizational performance through business analysis, project management, training, and employee development.

Heather lives in Omaha, NE with her husband. She enjoys food, fitness, wine, and travel, and especially when they all happen together!

About InterAction Training

Our approach is to give you the tools you need in your organization to successfully lead and manage teams that in turn create extraordinary customer experiences turning customers into advocates of your business. We work alongside you to assist with organizational health and creating a culture that sets you apart as an employer of choice. We focus on investing in and developing your people portfolio which improves culture and is one of the best things you can do for your bottom line!

Here are some of the programs/services we offer:

- Train the Trainer Bootcamp
- Leadership training
- Teller and front-line (Customer experience) training
- One-on-one coaching
- Sales/Business Development training
- Talent management
- Talent assessments
- Team Building
- Organizational Culture



What if I train them and they leave? What if you don't and they stay?

Want to learn about all we have to offer? Call us or visit our website!



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I. ENGAGING REMOTE TEAMS

Same, But Different?

First,

Second!

How Do I Know What They're Working On?

Build trust, increase accountability to what matters, and evaluate engagement quality...

Step One: ___ ___ ___

Build Trust

⊙ Drive to Clarity

The amount of clarity a person has will magnify effectiveness and lead to success...or result in frazzled frustration and wasted effort.

⊙ Breadcrumbs

⊙ Foster Empowered Autonomy:

- What do they need?
- What's missing?
- Do they have specific enough instructions for how to keep you updated, and what to do when they have questions?

Rules of Engagement

What expectations and boundaries have you established for yourself and your team?

ACCEL Framework for Managers

Accountability: Accountability skills refer to performance management and the delegation of responsibility to direct reports. Managers who are adept at creating a culture of accountability encourage team members to be accountable for their responsibilities and goals, as well as for their own self-development.

Collaboration: Collaboration is defined as creating an environment and culture of teamwork (in this case, the team comprises the manager and direct reports). Managers who excel in this skill foster trust and relationships between all team members, clarify team roles, and encourage cooperation toward achieving a common goal. By encouraging trust and relationship-building between team members, direct reports are enabled to share knowledge with and learn from one another.

Communication: Communication is defined as the exchange of information and feedback between managers and their direct reports. Communication also involves a willingness to engage in three types of conversations with employees: disciplinary, coaching, and praise. Managers who are adept at communication foster a transparent, open, and honest team atmosphere. At the individual level, effective communication—including targeted, actionable feedback—can build awareness and action toward better employee performance.

Engagement: Engagement is defined as motivating, inspiring, and involving one's direct reports. Engaged employees understand their specific role and its importance. By engaging team members, managers will have direct reports who are psychologically committed to their work and who make positive contributions to their own development and the company.

Listening & Assessing: Listening and assessing involves the information-gathering, critical thinking, and processing skills of a manager during interactions with direct reports. Listening and assessing also encompasses emotional intelligence, which entails recognizing one's own and others' emotions and using emotional information to guide one's behavior and assessments. Managers who are skilled at listening and assessing use these abilities to identify areas of improvement in direct reports as well as strengths.

ACCEL: The Skills That Make A Winning Manager, ATD

- What are you and the team doing well that you want to continue?
- Which area(s) are you struggling with most?
- What needs to stop?
- What should you start doing and by when? What could it look like?

Effective Communication Preparation

During times of change, potential conflicts, and even everyday situations - take a few minutes to prepare what you'll say and how you'll say it.

PART 1. When considering outcomes of the upcoming conversation, answer the following:

What do I really want to see happen?

How do I want them to FEEL?

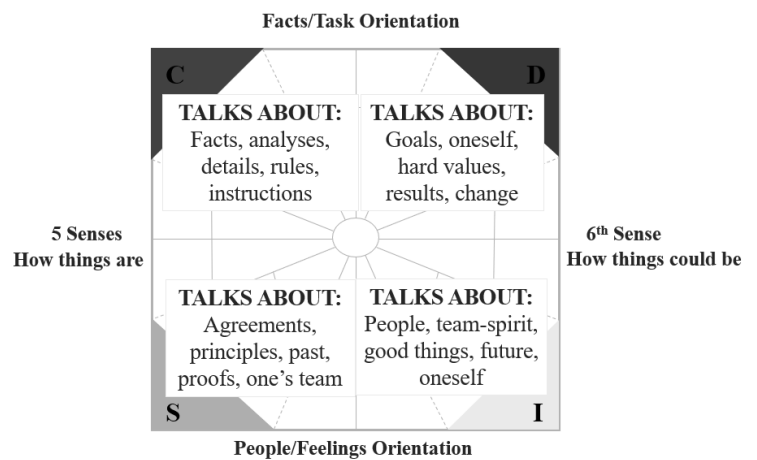
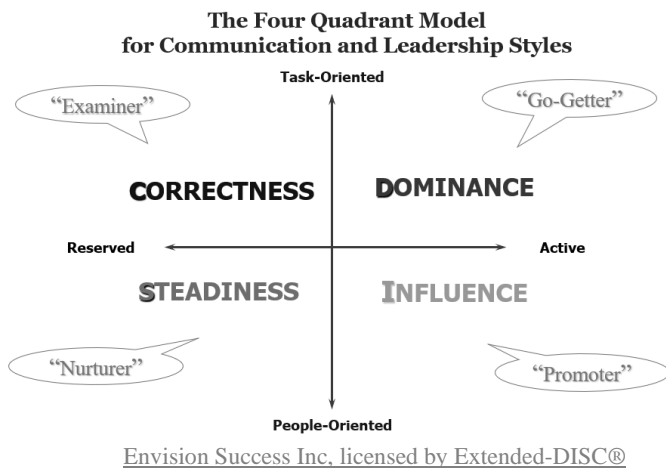
What do I want them to KNOW?

What do I want them to DO?

Effective Communication PART 2. Identify Styles

They tend to be more (circle one): **task-oriented** / **people-oriented** and more (circle one): **reserved** / **active** , so their primary style is likely _____.

D = Tasks + Active, **I** = People + Active, **S** = People + Reserved, **C** = Tasks + Reserved



Effective Communication PART 3. Adjust Your Style to Theirs for Better Understanding:

Main points to make:

Adjusted message to suit their primary style:

When to Use Managing, Leading, Mentoring, or Coaching?

- Managing: Providing clear, concise focus on outcomes, deliverables and due dates to the team
- Leading: Providing inspiration and encouraging the team towards a vision which embodies new possibilities
- Mentoring: Providing expert advice and guidance, taking members of the team under one’s wing and providing a role model which the team can aspire to being
- Coaching: Providing a development focus for new competencies, qualities and ways of being as team members

Discipline	Nature of Relationship (type of power)	Quality of Relationship	Focus
Managing	Power difference between manager and subordinate	Accountability Clarity of requirements Focus on deliverables	Performance measures Reliability, stability
Leading	Power difference Leader/ visionary to follower/ implementer	Inspirational Creating of 'new'	Possibilities, visions Future opportunities
Mentoring	Expert / Learner Senior / Junior	Development through expert guidance What to do, where to go	Knowledge transfer Organizational history
Coaching	No real power difference (unless combined with a formal role as above)	Development through new insights, practices and self-awareness	Competency building Enabling new distinctions and interpretations Self-correcting ability

Joanne Hunt, New Ventures North, 2000

POWERFUL/COACHING QUESTIONS

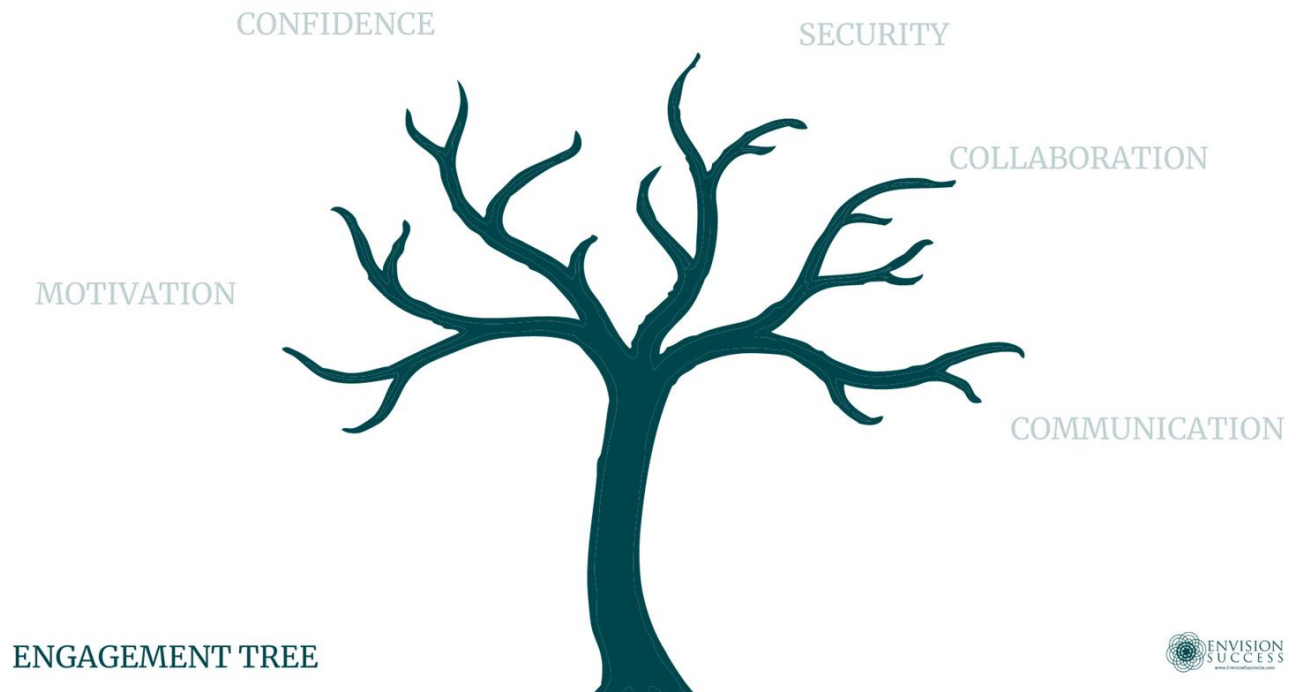
Try questions like these in 1:1 conversations or whole team discussions:

- ▶ If you had full control, what are two things you would change?
- ▶ What are you doing well?
- ▶ Where could you do better if you chose to?
- ▶ What is one thing you think [I/your manager/leadership] wants to see more of from you & why?
- ▶ What is one thing you think [I/your manager/leadership] wants to see less of from you & why?
- ▶ What's one way you could have more fun at work while still being productive?
- ▶ What is the value of your current attitude?
- ▶ What would be your ideal work role – if you could do anything?
- ▶ Who in your life/on your team should be acknowledged more? What would it look like if you acknowledged them for something today?
- ▶ What do you need from me to be successful?
- ▶ If you could waive a magic wand and remove your top work frustration, what would it be like?
- ▶ If you could accomplish something amazing in the next [week, 6 weeks, 90 days, etc.], what would be? How would it make a difference, and how would you go about it?

[Heather Legge, EnvisionSuccessInc.com](http://HeatherLegge.EnvisionSuccessInc.com)

Engaging Your Team: Grow Your “Tree”

A framework for enhancing team motivation, confidence, security, collaboration, and communication to increase engagement...



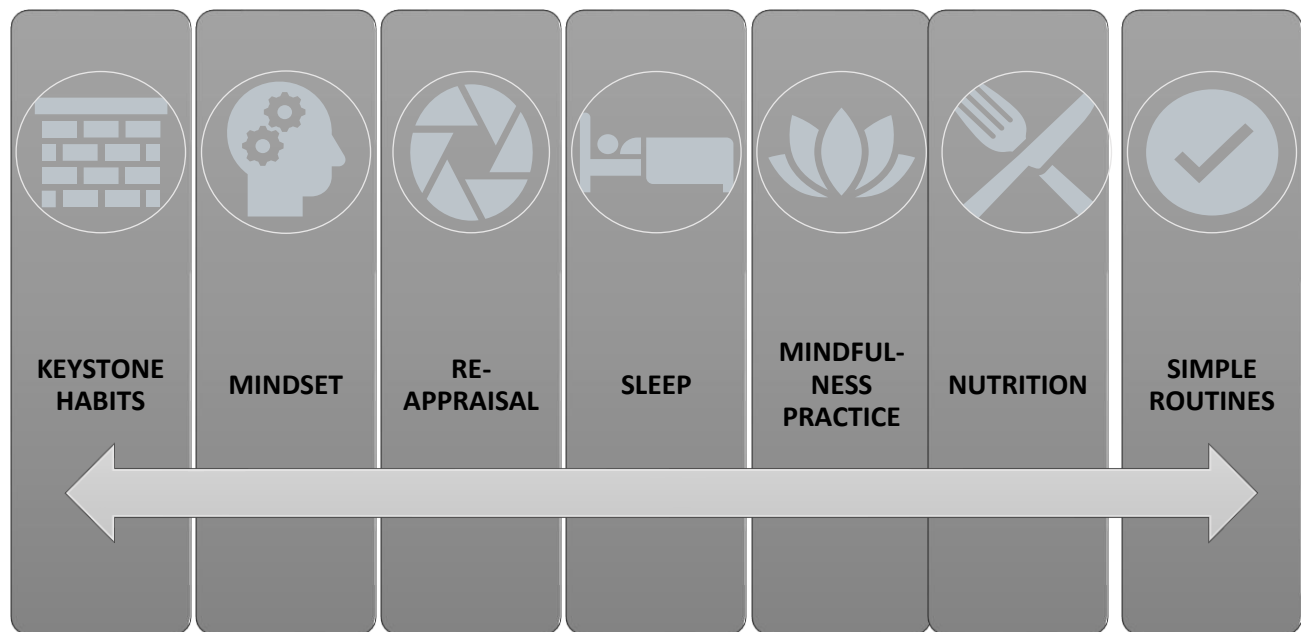
II. RESILIENCE AND STRESS MANAGEMENT

Avoid Overwhelm and Burnout

People low on resilience are times more likely to burnout!

Resilient Teams

What do you and your team members need to thrive, and bounce back from challenging situations?



"The difference between a _____ and an adventure is _____."

III. PRODUCTIVITY REGARDLESS OF LOCATION

What are *your* top challenges with productivity?

What productivity challenges does your *team* have?

Focus

Without some very intentional habits, it is far too easy to get caught up in distractions, rushing around, out of focus...

The Myth:

“Open Door Policy”

Problems and Solutions:

“Time Control”

The Illusion

Why extra time leads to more waste, and what to do about it. Excessive busy-ness and scattered thinking lead to diminished results.

SLOW DOWN TO SPEED UP.

The Magic 90

Ultradian Rhythms:

The Building Blocks Challenge:

IV. VIRTUAL TRAINING CONSIDERATIONS & FAQs

Answer the WIIFM!

- Strategic preparation
- Build in multiple forms of interaction
- Avoid cognitive overload
- Technology setup to suit
- Reward appropriate behavior

Ideas and Recommendations

READY, SET, ACTION

List of favorite ideas along with ease of implementation and potential payoff:

My chosen focus area:

Action Steps I will take by date _____:

- 1.
- 2.
- 3.

The best plan is the one you follow!

ACCEL Strategies:	In-Person	Remote	Hybrid
Accountability:			
Collaboration:			
Communication:			
Engagement:			
Listening & Assessing:			