



Managing Remote Teams:
Ideas and Advice for Thriving Online

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Questions

- 1) What is your role?
- 2) Have you worked remotely before?
- 3) How long have you managed a remote team?

About The Community Roundtable



At the Community Roundtable, we collaborate with clients to implement proven, practical strategies for better communities.

Clients rely on our models, research, and peer networks to take their communities to the next level.

Research



Frameworks, Benchmark and Community ROI Models



Advisory Services

Experts Who Excel at Managing Remotely



Scott Leeper

Director of Member Networks
Vistage Worldwide

@ScottLeeper



Keri Kersten

Learning Innovation and Community
Management
Ultimate Software

@keriannlewis



Rachel Happe

Co-Founder
The Community Roundtable

@rhappe

Topics we'll cover

1. Support change, adaptation, and flexibility
2. Create teamwork routines and prompts
3. Institute Working Out Loud
4. Mix work and fun
5. Manage staff and conflict

Support change, adaptation, and flexibility

People are anxious and stressed – don't ignore that



- Actively **give permission** to take time and space to juggle and adapt
- Check-in individually as **ask how people are feeling**
- **Be aware and sensitive** to people's situations
- **Create space** to talk about anxiety
- Offer/Remind staff of **other support resources**

Create space and prompts to reinforce



Spaces, habits, and modeling

- Gratitude
- Wellness
- Social plans

Reminders

- Calendar invites
- Habits

Encourage a Buddy System

- Check-ins
- Workout/Eating Buddies

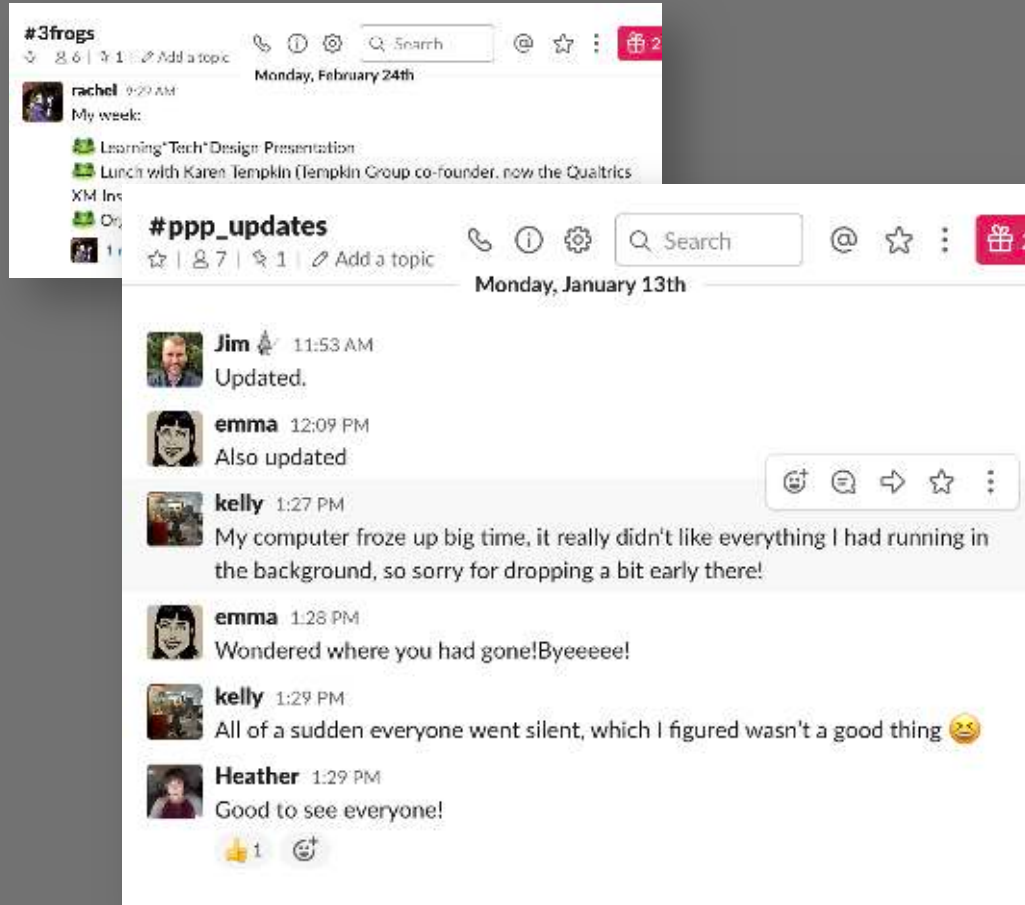
Routines and Prompts

Daily Ideas

- Morning and Evening Greetings
- Daily 15-minute stand up meeting
- Red/Yellow/Green mood status
- What's giving people energy/What's sapping their energy
- Virtual lunch dates
- Keeping a video channel open to co-work

Weekly Ideas

- 3 Frogs
- PPP (Progress-Plans-Problems)
- Virtual Happy Hour



Working Out Loud

Channels



3frogs
admin-operations
advisory # shoutouts
blogpostideas # socm2019
bookclub # socm2019_report
case_study_prc # socm2020
cma # socm2020_report
deep-thoughts # strategy-and-planning
delivery_operat # teammeeting
events # thecr_foodie
flip_that_shit # thecr_library
thecr_mgmt
thecr-social
thecr-ss2018
thecrawards
thecrconnect
thecrnetwork
thecrnetwork_data
titletales

Structure Matters

- Channels for major initiatives & projects
- Functional channels
- Product/Service channels
- Behavioral channels
 - Shoutouts
 - ProTip
 - Goodreads
 - Flip_That_Sh*t

Modeling & Questions Help

- Update as you start and stop work
- Share ideas
- Make feedback the rule, not the exception

Mixing Work & Fun

Events

- Secret Santa
- Happy Hour
- Tea Time

Habits

- Custom Emoji
- Sharing pets, food, vacation pictures

The image shows a screenshot of a Slack channel interface. At the top right, there is a 'Custom' emoji grid containing various icons such as a rainbow, a cat, a dog, a unicorn, and a guitar. Below the grid, the channel name is '#petchat' with 6 members and 0 topics. A post from 10:39 AM shows a cat on a laptop with the text 'cat on computer' and 'Posted using /giphy (2 MB)'. To the right, another post shows a music video for 'Anita Ward - Ring My Bell' with 4 reactions and 2 comments. The date 'Monday, March 2nd' is visible in the top right corner.

Managing Staff & Conflict

Managing Staff

- Connect weekly
- Ask questions
- Encourage questions
- Backchannel

Negotiating Conflict

- Seize the moment for feedback
- Get on video
- Ask how the person is feeling
- Take a break/mental health afternoon/etc

Recommendations

- 1) Be human first
- 2) Find creative and light ways to stay connected
- 3) Set explicit expectations *together*
- 4) Focus on results and commitments
- 5) Muster courage to be direct



Ways to Engage with TheCR

#1 Free Access to TheCR's Engagement Resource Bundle



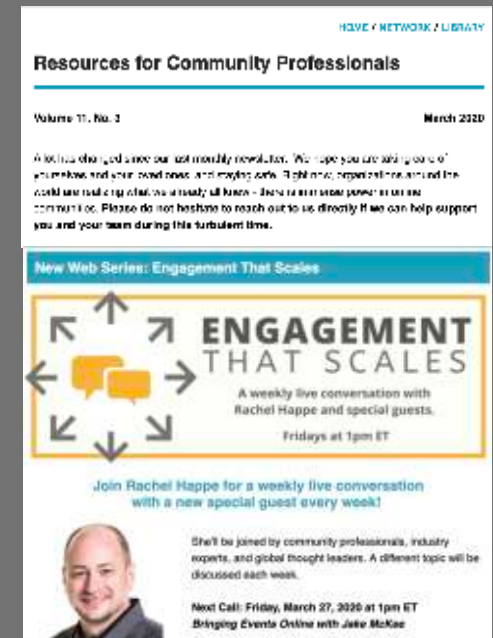
Code: GODIGITAL

#2 Join our Facebook Group to Get Support & Answers



<https://www.facebook.com/groups/TheCommunityRoundtable/>

#3 Join our Newsletter List



www.communityroundtable.com



Questions?

Rachel Happe

rachel@communityroundtable.com

[@rhappe](#)

www.communityroundtable.com



THE COMMUNITY
ROUNDTABLE

Appendix

Using Digital Channels in a Crisis: Community Best Practices for Connecting and Collaborating



Resources

- 1) Tips to increase engagement
- 2) Resources and reading
- 3) Services from The Community Roundtable

Further Reading and Resources

1. [Managing Teams that are Suddenly Remote](#) – The Community Roundtable Blog
2. [Working in a coronavirus world: Strategies and tools for staying productive](#) – Dion Hinchcliffe, ZDNet
3. [How to Work From Home Without Losing Your Mind](#) - Wired
4. [No matter why you're WFH, snack breaks and boundaries are your friends.](#)
5. [How to Manage Remote Direct Reports](#) – Rebecca Night, HBR
6. [How to Manage Remote Teams Effectively](#) – Society for Human Resource Managers (SHRM)
7. [Creating an Online Classroom](#) – Stanford Online Highschool
8. [Five Can't Miss Community Programming Ideas](#) – The Community Roundtable eBook

Services from The Community Roundtable

Research



<https://the.cr/SOCM2019>

On-Demand Training



Online community and engagement training and exercises
(available for licensing)

TheCR Network Membership



Social Learning with Peers;
including hundreds of
reports, training, and
weekly roundtable calls