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## Objectives

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The Ten Steps

1. Have a vision
2. Offer good benefits
3. Invest in the culture
4. Be open to do-overs
5. Create a healthy environment
6. Create an environment conducive to learning
7. Communicate
8. Be a happy person
9. Avoid judgment
10. Be vulnerable

Virtual teams



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## Have a Vision

- Employees should be clear on where you're going and how you want to get there
- Be inspirational Your values should be spoken, practiced, and part of your every day routine
- "Rome wasn't built in a day"
- Assess how many hours you are working



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## Benefits Matter

- Offer awesome benefits
- Flex arrangement
- Compassionate and understanding
- Workspace setup
- Decor and "feel" of the office
- Flexible dress policy
- Encourage learning, classes
- Mobility within the company
- Be creative



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## Culture

- Allow employees to create a culture that works for them
- Trust your employees
- Put your money where your mouth is, invest in the culture
- Have fun – all different kinds of fun
- Celebrate holidays, birthdays and events
- Encourage colleagues to speak to each other

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## Be Open to Do-Overs

- Retrain employees that have been there for a while
- Teach and explain – never assume what someone knows
- Don't use acronyms
- Mistakes are learning opportunities



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## Create a Healthy Environment

- Encourage healthy habits
- Offer healthy snacks
- Workplace treadmill stations
- Sit and stand adjustable desks



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## Create an Environment of Learning

- Make continued learning a priority
- Encourage employees to develop skills
- Allow them time for professional development



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## Communication

- Make open lines of communication
- Allow communication between employees and management
- Suggestion box: things that employees love and hate
- Being able to express your goals and aspirations
- Be sure employees feel appreciated

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## Be a Happy Person

- Change the perspective from a challenge to an opportunity
- Take time to reflect
- Keep a list of activities that make you happy (not involving food or liquor)
- Surround yourself with positive people
- Have things on your calendar that you are looking forward to



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## Avoid Judgment

- Be open to all ideas
- Consider the possibility that you may be wrong
- There are many ways to do things
- Expose yourself to all different scenarios and people
- Push yourself into the uncomfortable "try it, you may like it"

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## Be Vulnerable

- Acknowledge that it is not easy to share
- Get to know others on a different level
- Carrying baggage hurts future relationships, including work ones
- Learn how to trust
- It is all about moving forward, onward and upward

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## Leading a Virtual Team

### Helping Them Succeed

- Choose those with a good work ethic and ability to work independently
- Not micromanaging
- Being available and providing support as needed
- Addressing problems quickly and openly
- Ensuring inclusion in team activities
- Not overloading them with work
- Having reasonable expectations

### Benefits of a Virtual Team

- Increased productivity
- Lower costs (e.g., office space, commuting cost, etc.)
- Greater retention and loyalty
- Recruiting the best people



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## Case Study

Twitter: Best Place to Work 2014

- Pride in their work
- Make sure every opinion counts
- Flexible
- Attract good people



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## What Matters

- Do you like the people you work with?
- Are you proud of the work you do?
- Are you proud of the product you sell?
- Do you trust management?

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