6 HABITS OF HIGHLY EFFECTIVE HYBRID AND VIRTUAL TEAMS

CONCEPT

Highly successful hybrid and virtual teams have one thing in common.

They work at it.

Each team member commits to working on the team while working on the work.

Everything is deliberate. This tool provides an easy way to assess and talk about how the team is working together.

WHY this works:

By spending a few minutes communicating about communication, you uncover the unspoken expectations of each team member and identify ways to ensure everyone feels heard. Establishing team communication standards reduces frustration from expectation violations.

RESULTS

Determing the most effective way to communicate on your virtual or hybrid team saves time and frustration and increases engagement.

RELATIONSHIPS

Establishing shared expectations reduces unnecessary conflicts and builds trust. Also, it makes it easier to talk about where communication breaks down when expectations are clear.

WHEN to use this:

This is a great tool to use quarterly to stay connected and ensure your hybrid or virtual team is working well.

6 HABITS OF HIGHLY EFFECTIVE HYBRID AND VIRTUAL TEAMS

1
We regularly invest in getting to know one another as human beings.

- We ask more than "how was your weekend." And, we really actually really care about one another and look for ways to help.
- We schedule times to connect at a human level and provide synchronous and asynchronous opportunities to talk about life stuff.
- We take the time to get together in-person (within safety guidelines). We share some meals, do something fun, and just connect.

strongly DISAGREE ← → strongly AGREE

2
We have a clear definition of "what" success looks like.

- We have clearly stated, measurable MITs (Most Important Thing strategic priorities).
- We have interdependent goals. We truly need one another to be successful.
- We have a regular cadence of talking about what's working, what's not, and talk about what we need to do to improve.
- We communicate about how we communicate.

strongly DISAGREE ← → strongly AGREE

3
We spend time communicating about how we communicate.

- We have responsiveness expectations for each communication channel (e.g. how long it should take to return email, texts, and slack messages).
- We have candid conversations when needed.
- We leverage synchronous and asynchronous channels to have the most efficient and effective conversations.

strongly DISAGREE ← → strongly AGREE

4
We collaborate with one another informally.

- We don't wait for a team meeting to get stuff done; we reach out and work together to share best practices and solve problems.
- We're deliberate in reaching out to people on the team we don't normally work with for input.
- In hybrid teams, we make a deliberate point of collaborating with people who don't sit nearby.

strongly DISAGREE ← → strongly AGREE

5
We carefully design our virtual meetings to ensure they're the best use of everyone's time.

- We're strategic in who we invite to each meeting and resist the urge to gather input or "make decisions in the hallway" without including appropriate remote workers.
- We equalize the playing field. For virtual meetings, everyone takes part on their own computer, even if some of us could be in the same room.
- We check for understanding and schedule the finish to ensure everyone is clear on what's happening and give people an opportunity to express their feelings and concerns.

strongly DISAGREE ← → strongly AGREE

6
We constantly look for ways to improve.

- We regularly "Own the U.G.L.Y." and talk about what we can do better.
- We share best practices and micro-innovations.
- We collaborate on new I.D.E.A.'s to improve the business.

strongly DISAGREE ← → strongly AGREE