



Remote Worker Fitness for APICS

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Bridging Distance
Work well everywhere.



Introductions

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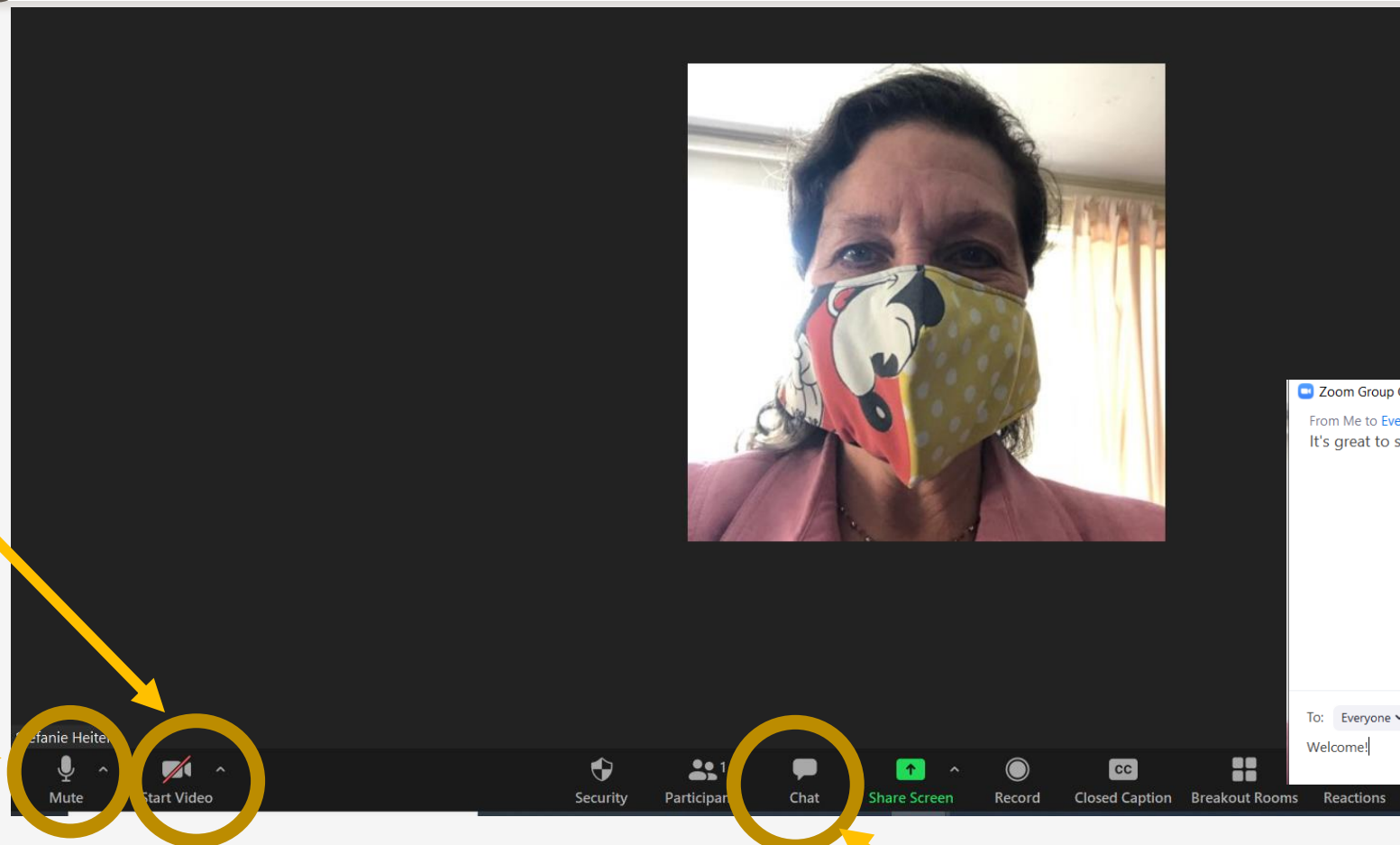
Agenda

- Introduction
- Instructions – have pen and paper, make notes
- What are we seeing now?
- Remote Worker Fitness Model
- Tips and ideas
- Your turn
- Wrap up and close

In case this is your first time Zooming...

This starts and
stops your video

Keep muted
unless you are
speaking; unmute
in breakouts



This is the
chat window

Click on 'chat' to open window

The rising importance of effective virtual work: Our depth and expertise over 25 years

	 Beginnings of the Dot-com Bubble 1996	 Google is Founded 1998	 September 11 Terrorist Attacks 2001	 First YouTube video uploaded 2005	 First iPhone Released 2007	 Financial Crisis and Recession 2008	 AirBnB & Uber Pioneer Sharing Economy 2012	 Apple Watch and other Wearables Launched 2015	 COVID-19 Pandemic 2020
Societal event	Rapid Rise in Technological Innovation	Centralized access to information	Flights grounded, travel halted, fear of and decreased travel	How we present ourselves and are perceived online increases in importance	Early Integration of collocated and remote workforce	Mass Layoffs force workers to adapt to new technologies to do more with less	Social media emerges as a tool for people to communicate	Instant access to collaboration tools fuels expansion of remote work	Makes the world suddenly remote
Implication for virtual work	<i>Mobile phones and email become more mainstream</i>	<i>Exponential increase in global teamwork</i>	<i>Work From Home dramatically increases</i>	<i>Online presence</i>	<i>Work from everywhere furthered</i>		<i>Gig Economy results in a surge of freelancers</i>	<i>Millennials in workforce increase flexible work options</i>	<i>Necessitating global restructuring and rethinking of how we work</i>
Bridging Distance Innovation	Published research on trust in global teams and leadership	Dynamics of Virtual Teams workshop globally	Virtual Leader Workshop, online and in person	Electronic Body Language Workshop and online survey and Virtual Organizational Fitness	Virtual Meeting and Telecommuter Readiness Workshop	Online Virtual Team and Leader Assessments Telecommuter Toolkits	Tele-commuter Fitness Assessment	Meeting-itis and Meetingology Tools Series Remote Worker Bootcamp	Digital Isolation and Loneliness & sharing of survival information resources

Poll Question #1



Are you working remotely, yet never had thought you would or had interest in doing so before? (aside from appointments or cable guy 😊)

What are we seeing now?

- Digitally Isolated but Surrounded
- Unprecedented Work-Life Blurring – parents home schooling, no summer camps, no day or senior care options, in and out of video
- Loss of external rituals to start and end the day – long hours
- Companies are building their re-entry plans, re-heightening anxiety
- Multiple News Sources
- Managers are giving positive feedback via video but very little corrective feedback
- Not as digitally fluent as we thought
- Rapid changes, lots of ambiguity

“It’s easier being in
each other’s
presence, or in each
other’s absence,
than in the constant
presence of each
other’s absence.”

Gianpiero Petriglieri

Remote Worker Fitness™ Model

- The model demonstrates how remote workers are successful when all fundamental elements are in balance: product, process, and people
- The organization gains employee commitment that ensures high performance



Poll Question #2



To what degree is your company supporting remote leaders with needed skills and tools in this shelter at home and re-entry phase and beyond?

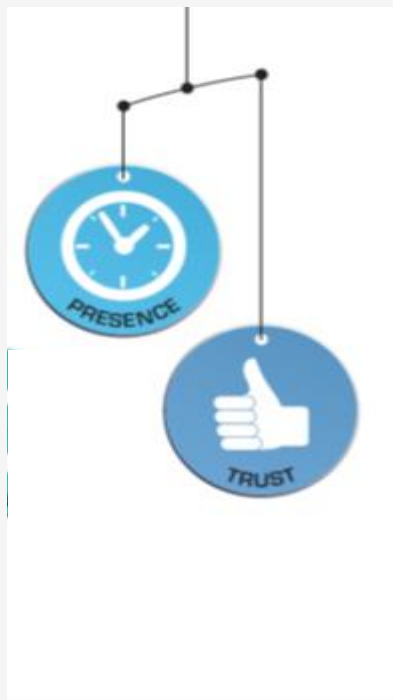
Scale:

1 = not at all

5 = all we need

People: the 'who'

Presence: maintaining “visibility” in virtual team by engaging in positive and productive work relationships. This involves communicating efficiently and effectively and being aware of your own and others’ roles



Trust: developing positive virtual relationships built on respect and integrity. This involves being trustworthy and agreeable

Types of Trust

- Relational: interpersonal characteristics and behaviors
- Transactional: execution of tasks



Relational Trust

- Based on the development of interpersonal relationships:
- Personality traits
- Hobbies, family, past experiences, heritage, culture, etc.
- Similarities and differences
- People build expectations of each other based on firsthand information



Transactional Trust



- Based on how another person executes on their commitments
- Task-focused Transaction-based
 - completing tasks makes someone trustworthy
 - action strengthens trust
 - quality, timeliness, and adherence to expectations

Create Presence

- Office hours or drop in times
- Put family obligations on the calendar
- Make meetings working sessions
- Vary technology – use real- and non-real time technologies
- Use the phone

Process: the 'how'

Flexibility: accommodating the various demands that are unique to telework. This involves balancing work and home responsibilities in a productive way and being flexible with co-workers

Control: maintaining control over one's daily schedule regarding work and family demands. This involves being able to assert control and separate work and life domains to the extent that one wants.



Adapting to WFH

- Lean on the team – resist moving away
- Overcommunicate
- Manage interruptions
- Permission to reach out
- Dedicated space, if possible
- Self care
- Adjust schedule and communicate



Product: the 'what'



Task Execution: producing quality work in an efficient, self-driven manner. This involves managing oneself and working toward results

Skills: competently doing one's job without overly relying on assistance from others. This involves having a sufficient level of job-specific and technological skills

Adjusting to 'true north'

- Make the implicit explicit
- Ask for what you need
- Explicit conversations with manager and team about goals
- Permission to reach out
- Meeting opener check in questions
- Share information for other sources

Breakout Session

- You will be moved into electronic breakout rooms with 3-4 other people
- When I 'send' you, a message will appear on your screen asking you to join a break out room; please click on that
- Once inside the room, be sure to unmute and turn on video, as long as on one's connection becomes unstable
- At any point you can chat to me, or click the button to return to the main room
- After a few minutes, I'll give you two minute warning and return you to the main room

Making It Real

In your breakouts, each person answer the questions:

- What's one action you'll take a result of something you heard today?
- What support do you need to take that action?

Want to Learn More?

- COVID-19 Support Offerings: <https://bridgingdistance.com/working-in-covid-19-times>
- [Virtual Leader online training](#) - beginning next week and July
- [Remote Worker Bootcamp](#) - June 4 and July 30
- [Virtual Team Building](#) - including 2.5 'mini' sessions
- [1:1 Consultation](#) -
- **Virtual Leadership Coffee Conversations**, Thursdays at 11:00 EDT beginning May 28

Other Resources

- Bridging Distance webinar recordings: <https://bridgingdistance.com/subscriber-resources>
- Sample policies and checklists
- COVID-19 Support Offerings: <https://bridgingdistance.com/working-in-covid-19-times>
- Virtual Leadership Coffee Conversation
- The Distance Lens Tips and Blogs

Questions and Random Thoughts



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