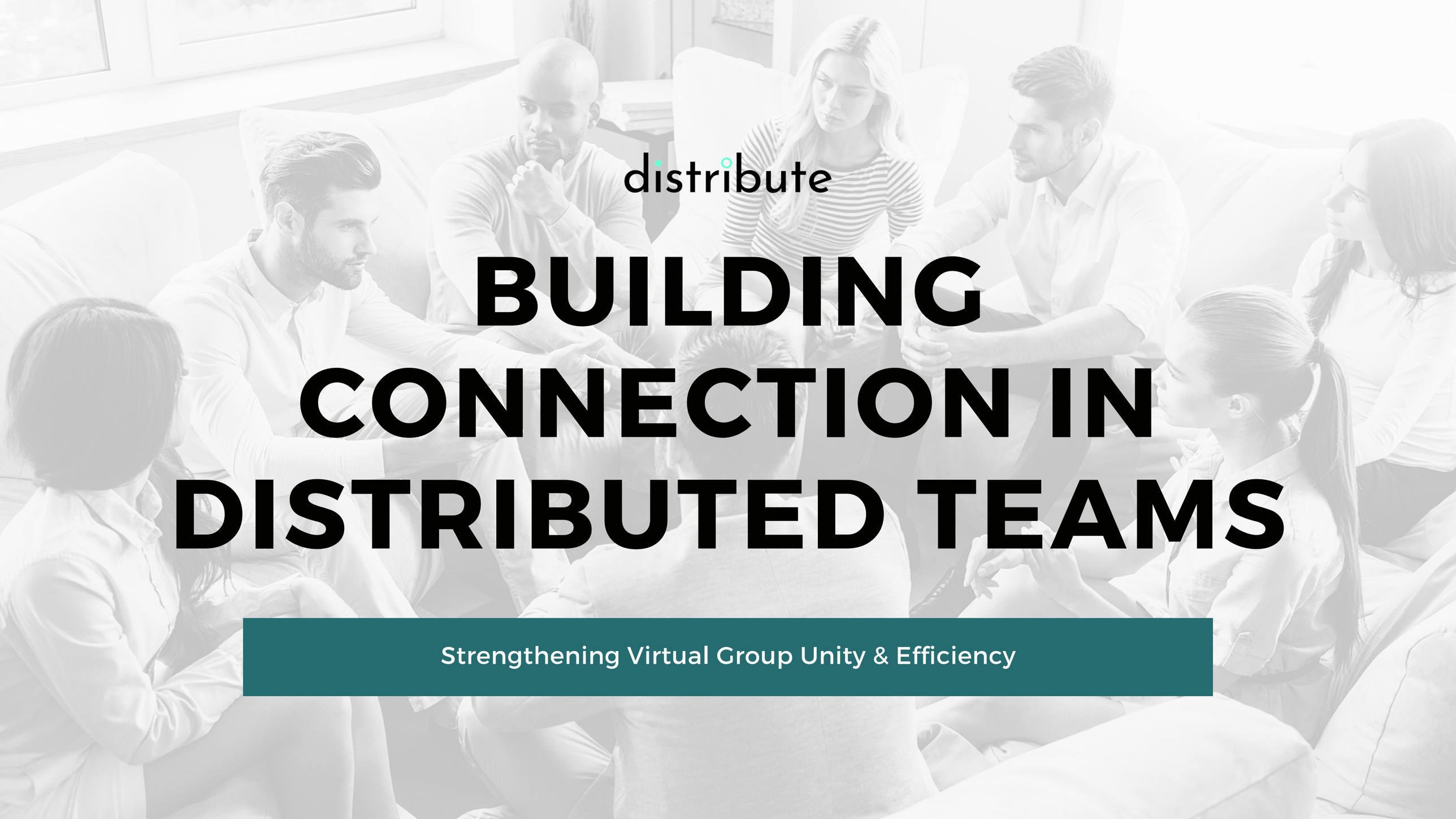


distribute

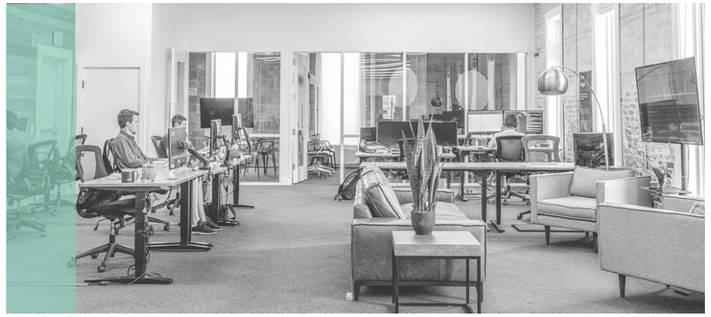
BUILDING CONNECTION IN DISTRIBUTED TEAMS

Strengthening Virtual Group Unity & Efficiency

distribute

Optimizing virtual workforces for corporate and socioeconomic impact

Remote Work Expertise



CHANGE MANAGEMENT

Making the transition from physical to virtual successful and sustainable.

STRATEGIC DESIGN & RESEARCH

Creation or adaptation of workflows, toolkits, and programs to solve a problem.

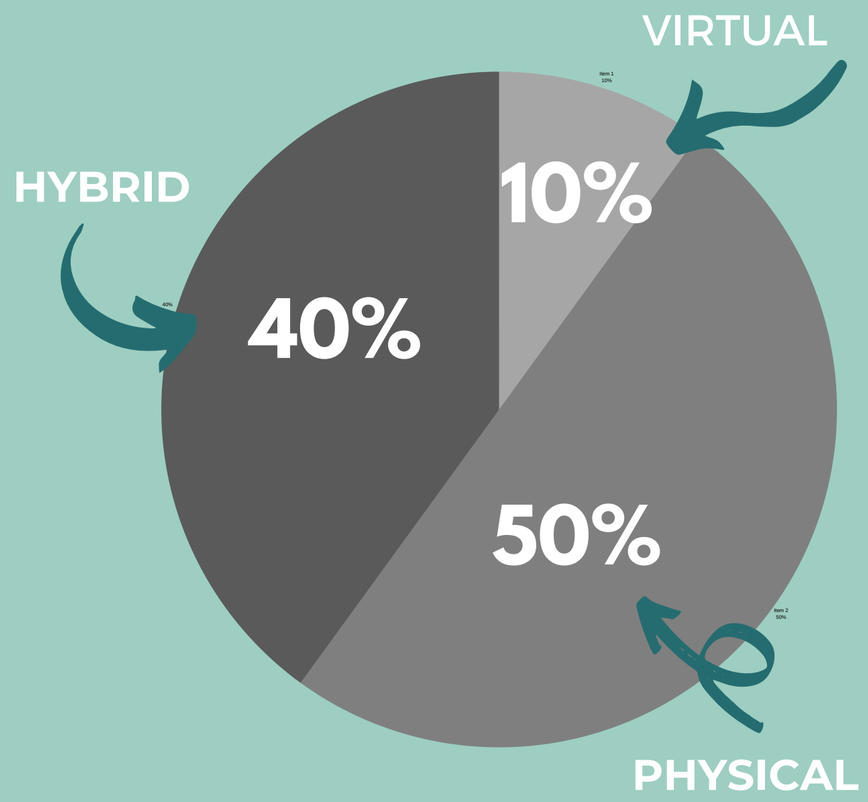
CONTENT, EVENTS, & MARKETING

Subject matter expertise delivered as articles, courses, presentations, and more.

Estimated Adoption Rates (Advanced Economies)

"The coronavirus pandemic has affected workplaces like nothing else in modern history, including high unemployment, the shuttering of businesses, and the shift of many workers to off-site, remote work." *(Gallup)*

- Currently, it's expected that 40% workforces will continue to have access to workplace flexibility and commute a shared workplace between 1-3 days per week
- At least 10% of professionals will remain permanently virtual-first
- It's expected that only 50% of workers will return to the office and "business as usual"



A Weapon in the War for Talent

ATTRACTION

82% of U.S. employees want to work from home at least part-time after the pandemic is over

RETENTION

58% of workers would look for a new job if their flexibility was reduced and 35% would change jobs for more flexibility

CONTINUITY

Historically, policy retractions result in an average of 40% attrition in impacted employees

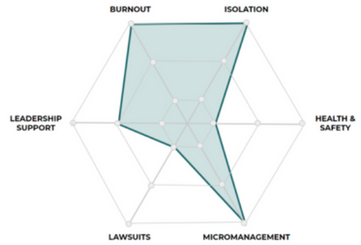
Source: Global Workplace Analytics

Remote Revelation

Culture Development Isn't the Biggest Barrier to Success

Businesses are concerned about keeping their teams connected, but the higher risks for sustainability is compliance.

Current Risk Analysis



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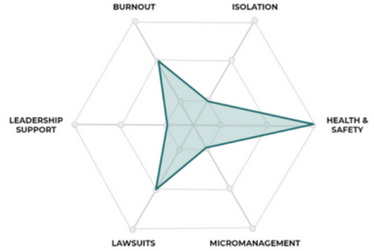

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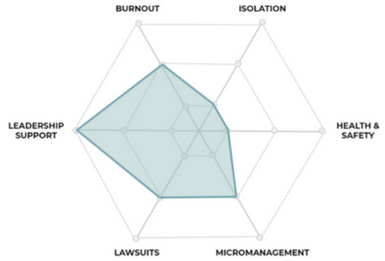

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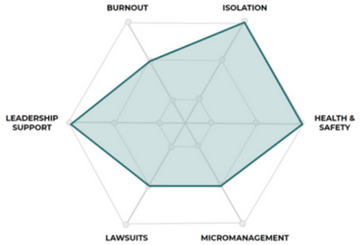

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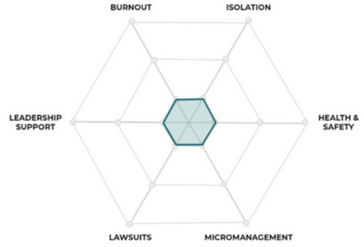

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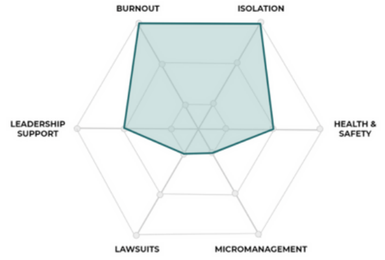


Top Virtual Organizational Risks

WORKFORCE & CULTURE (33%)

The majority of incoming leads for consultancies like ours are based on requests to resolve gaps in employee experience and cite "culture development" as the #1 barrier to remote work sustainability.

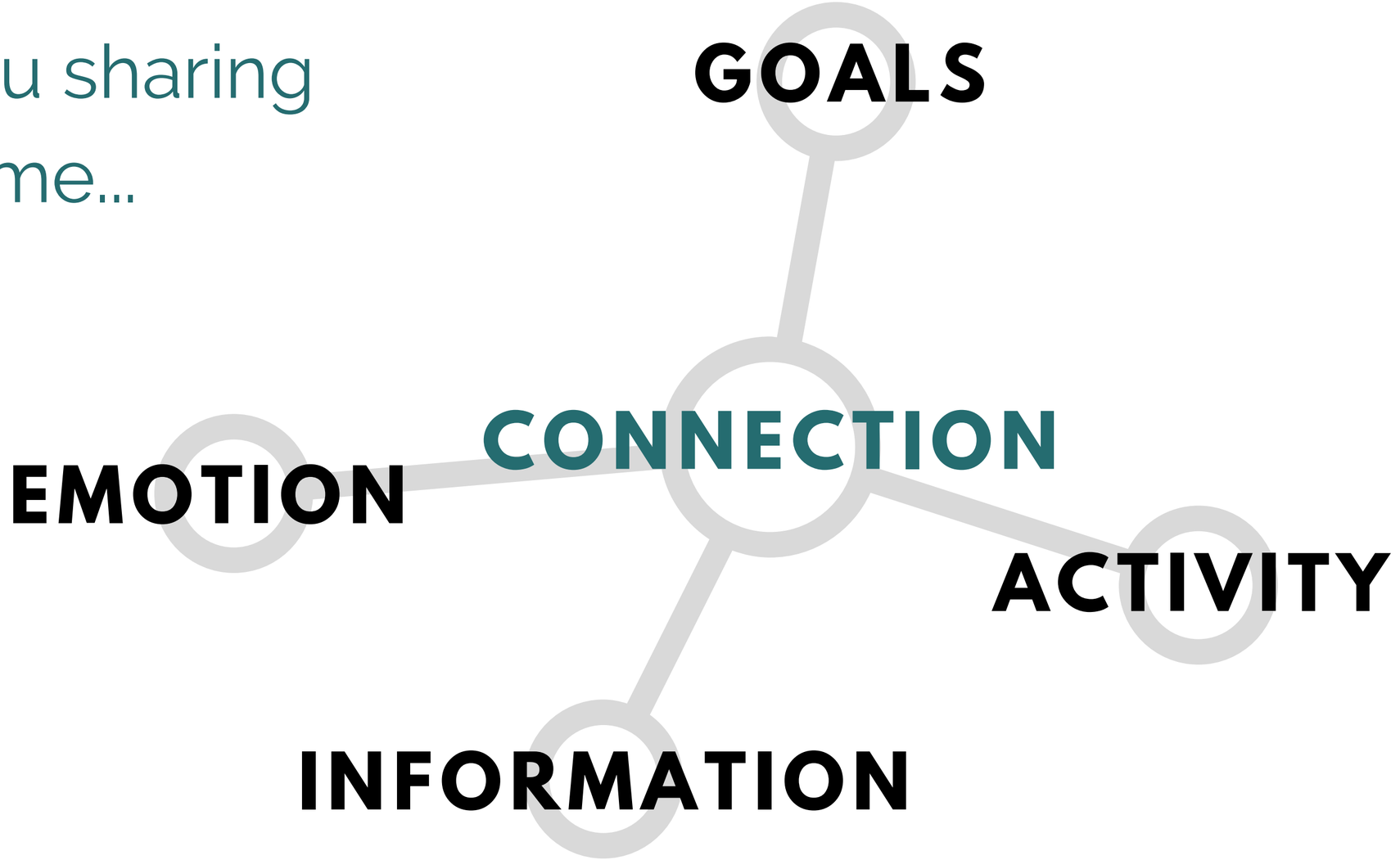
LEADERSHIP & COMPLIANCE (84%)

To the surprise of our clients, nearly all Virtual Health Analysis results reveal an urgent risk in the Management and/or Compliance categories, due to missing policies, trainings, and infrastructure systems to prevent discrimination.

The feeling of disconnection in a distributed workforce doesn't come from **social** isolation, it comes from **informational** isolation.

Proximity is not connection.

Are you sharing the same...



Building Connection

BUILD **TRUST** THROUGH STRUCTURE

STRENGTHEN **EMPATHY** WITH SHARING

MAINTAIN VISIBILITY WITH **COMMUNICATION**

Section 1

TRUST

ENSURING MUTUAL ACCOUNTABILITY
WITHOUT SURVEILLANCE

How do I know they're working if I can't see them?

Dependability =

CONSISTENT BEHAVIOR + FULFILLED EXPECTATIONS + ORIGINAL EXPERTISE

Dependability =

CONSISTENT BEHAVIOR

Virtual working styles have clear daily and weekly patterns

+

FULFILLED EXPECTATIONS

Project management systems track results

+

ORIGINAL EXPERTISE

Engagement proves critical thinking and interest

3 Group Conversations to Build **Trust**

DEFINE PRODUCTIVITY

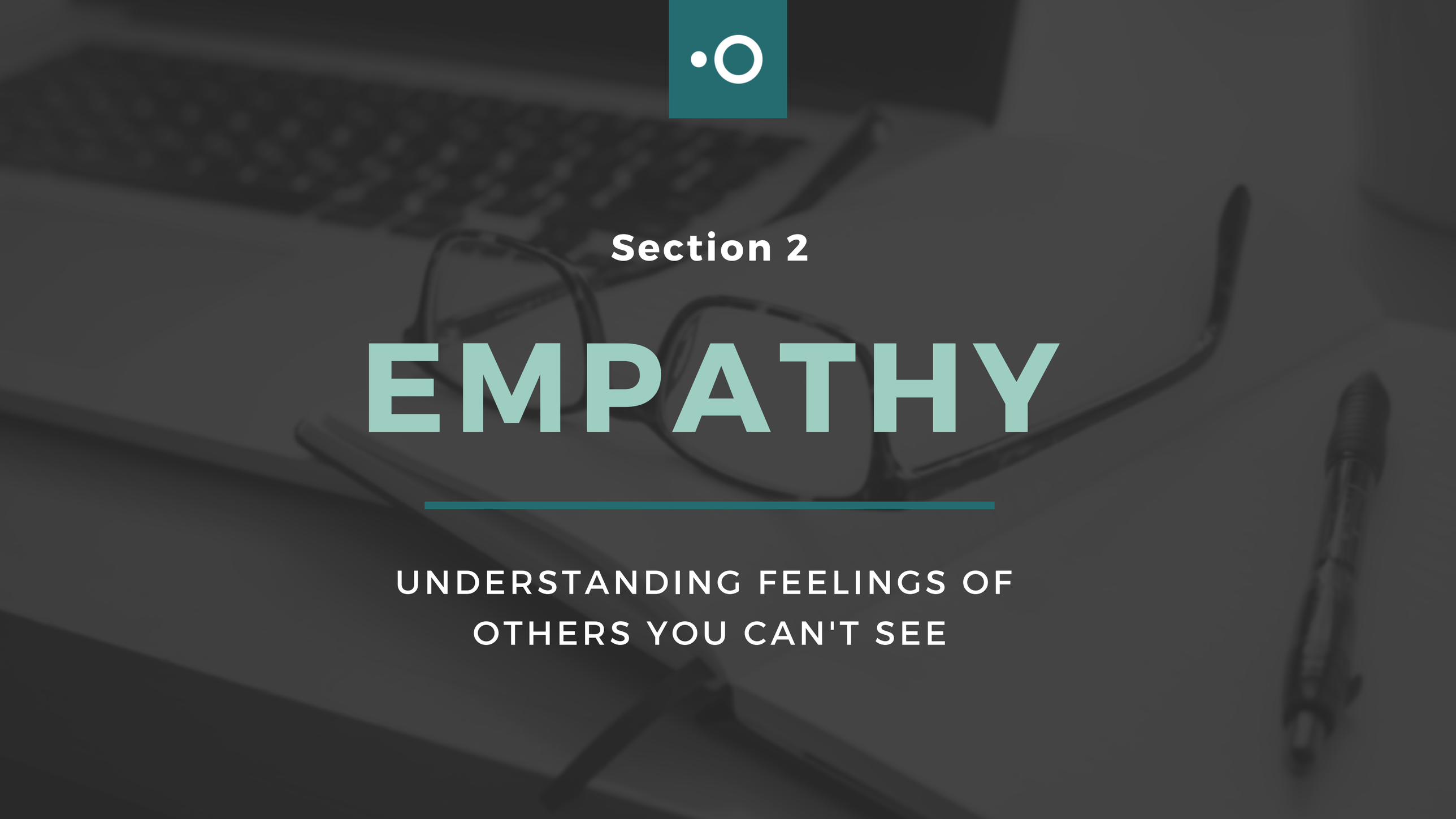
What are my weekly KPIs? Where are they shared?

CLEAR THE CLOG

Which decisions can I make without approval?

SAFE SPACE

Do I share new ideas and failures? Why / not?



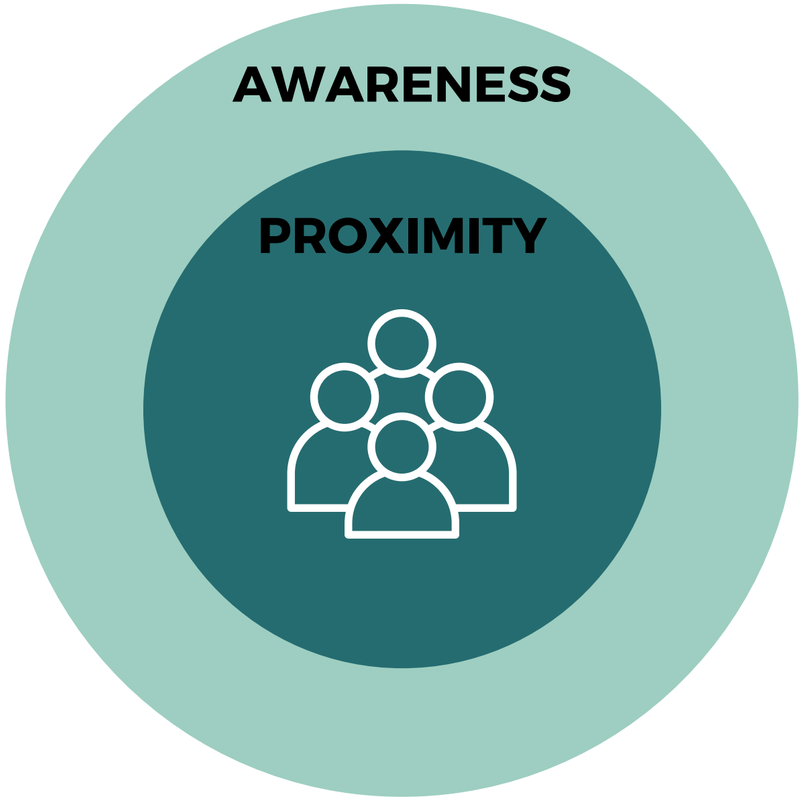
Section 2

EMPATHY

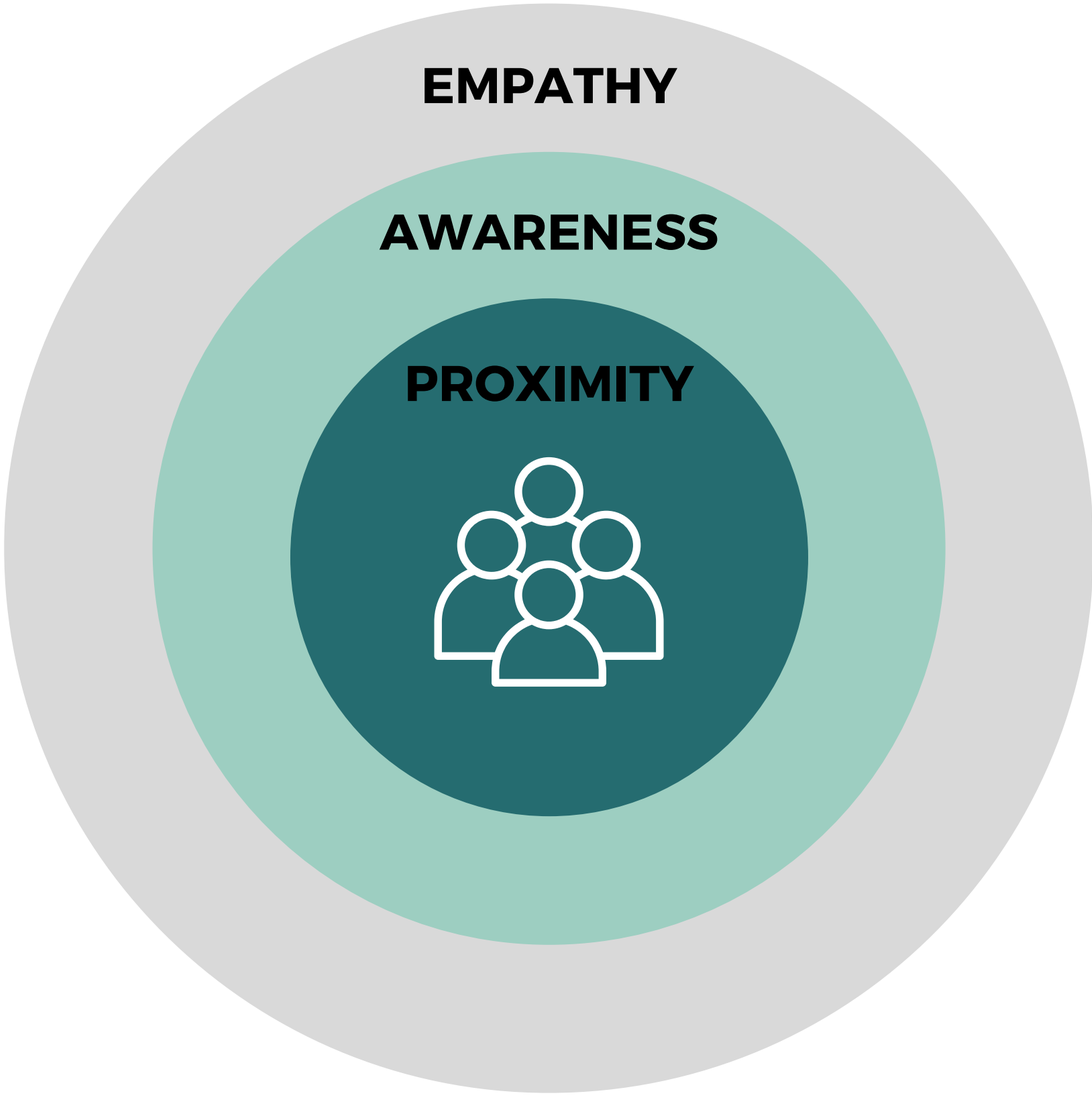
UNDERSTANDING FEELINGS OF
OTHERS YOU CAN'T SEE

Measuring Connection

Measuring Connection



Measuring Connection



Coworker Cues

Examples from our team here at Distribute

Average: **Slack activity in BST afternoon**
Atypical: **No comments or results waiting**
Alarming: **No response to a ping**

Average: **Good morning message**
Atypical: **Late, quiet, or reactive**
Alarming: **Skips small talk, extra decisive**

Average: **Meetings on Thursdays & Mondays**
Atypical: **Light agenda or unprepared**
Alarming: **Quiet / avoiding questions**

3 Group Conversations to Build **Empathy**

CODE OF CONDUCT

What helps you feel safe and valued at work?

SILENT SIGNALS

What do you act like when something is wrong?

WORK-LIFE BALANCE

What is an average work day like for you?

Section 3

COMMUNICATION

STAYING IN THE LOOP,
NOT IN THE ROOM

"Ok."

"I am disappointed, but I can't say anything in present company. We'll talk later... and you won't like what I have to say."

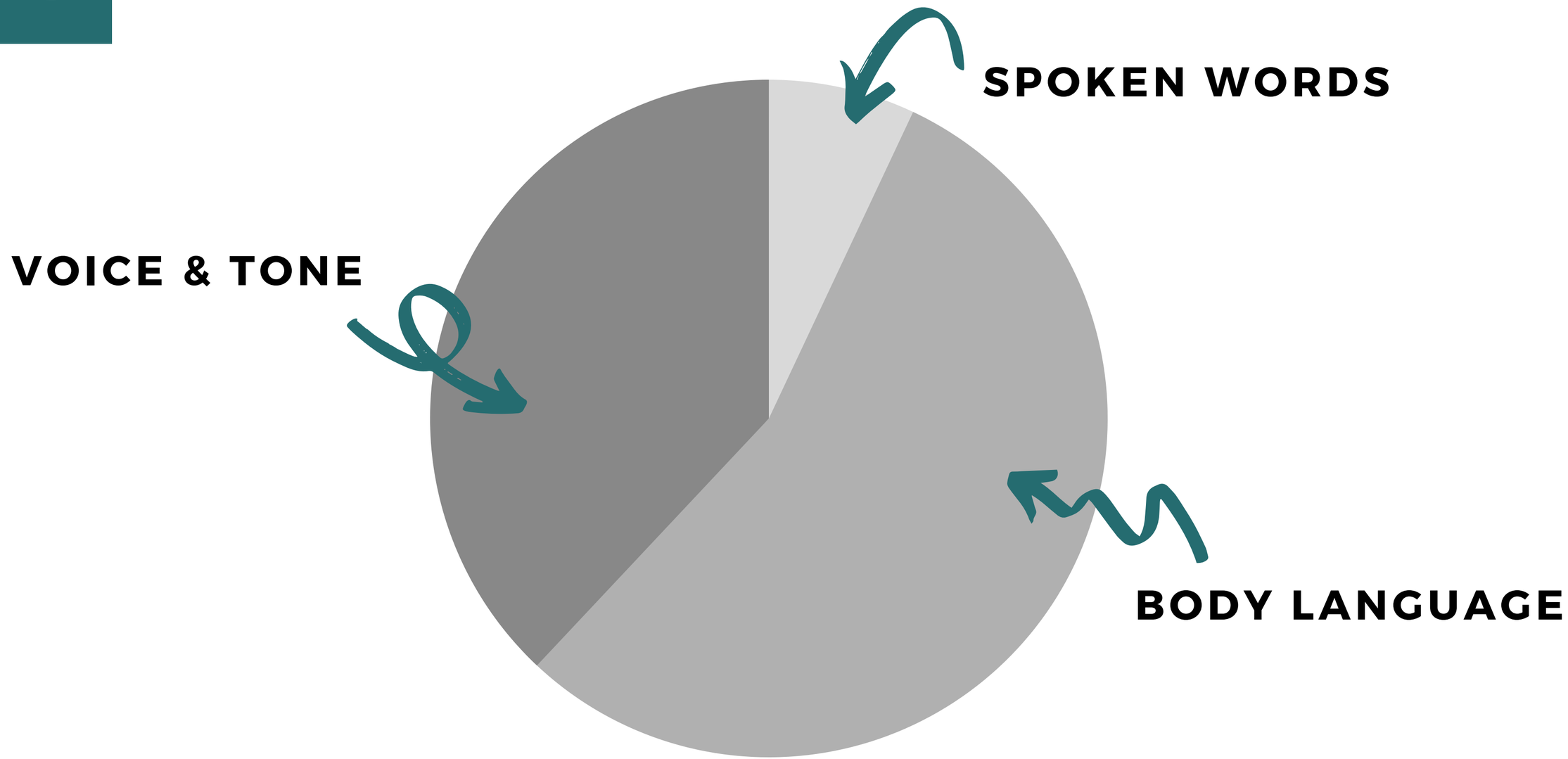
"Uh... I wasn't paying attention. Could you start over?

"Ok."

"What am I supposed to do with that information?"

"Woot! Let's do this! I'm feeling pumped about our new direction. I'm going to go get started right now."

"Received! Thanks! I appreciate your proactivity."



"Mehrabian's 7-38-55 Rule"

In remote work, overcommunication
is just communication.

3 Group Conversations to Build Communication

CHOOSE THE CHANNEL

How do I contact you if there is an emergency?

BUST MY BLOCK

What is the biggest barrier to my productivity?

REPLACE BODY LANGUAGE

What do confirmations look like virtually?

Wrap-Up

ACTION PLAN

WHAT STEPS CAN I TAKE TODAY TO UNIFY MY DISTRIBUTED TEAM?

Building Connection

BUILD **TRUST** THROUGH STRUCTURE

STRENGTHEN **EMPATHY** WITH SHARING

MAINTAIN VISIBILITY WITH **COMMUNICATION**

PRIORITIZE CHANNELS

Designate what response expectations are for each channel and for each time of day

SCHEDULE RITUALS

Coordinate recurring appointments for regular check-ins and knowledge sharing

PLAN FOR PERSONAL

Carve out time each work week for interpersonal conversations and team building

DISCUSS STYLES

Get to know each other's virtual work styles and schedules to set expectations

QUESTIONS?

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REMOTE WORK EXPERTISE & SOLUTIONS

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