Helping Managers Lead Remote Teams at JHU

Got Tech? Tools to Work Anywhere

You are now managing a virtual team...Congratulations! This is an unusual situation for you and your employees, but it does not have to negatively impact your team’s productivity. You just have to think out of the box and use some of the amazing technology tools JH has to offer.

First, you will need ways to connect virtually. We recommend that you use Zoom for this. Zoom allows you to have virtual meetings with your teams. Some features of Zoom include: letting employees see each other, share files, use chat features, and even record the meeting for team members who miss the meeting.

How about sharing files and collaborating in real time? For this we recommend using Microsoft Teams. This tool allows you to set up virtual teams, where you can share files and update and edit in real time. No more sending files and edits via email that someone then has to compile. There are also great real time chat features so team members can feel connected even when working in different locations.

For more information on these tools check out these valuable resources:

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1. Tips for Leading Virtual Meetings

Recommended Training

1. Recommended Training on Leading Virtual Teams

More Best Practices

Tips for Leading Virtual Meetings

- Prepare and distribute agendas in advance
- If this is your first time leading a virtual meeting, make sure you do a dry run with the technology (e.g. Zoom)
- Join the meeting a few minutes before everyone else so you can make small talk first
- Ask people to turn on their cameras so people can see one another and not to multi-task
- Encourage the use of chat and other features that allow participation
- Summarize action items and end on time or even early

Recommended Training on Leading Virtual Teams

- Leading at a Distance
- Managing People at a Distance
- Welcome to Better Virtual Meetings
- Stay Connected with Zoom Meetings
- Communicating Effectively Using Microsoft Teams
More Best Practices for Leading Virtual Teams

This will be a new experience for even some of our most experienced users. However, with patience and creativity you can help lead your teams effectively!

Final suggestions:
- Create a dedicated, quiet place to do your work (as much as feasible).
- Commit yourself to learning and mastering some of this new technology and help your team members get comfortable using it.
- Use the camera feature on Zoom calls as much as possible as this helps with maintaining engagement.
- Schedule 1:1 and staff meetings with more frequency especially at the beginning so everyone continues to feel more connected.
- Use the chat features on these tools like Zoom and Teams as much as possible. It will begin to feel like the quick conversations you have with team members in the hall or by the coffee machine.
- Make sure you use headsets or earbuds for conference calls.
- Mute when you are not talking, as it reduces background noise.
- Don’t be surprised or upset if you hear the occasional dog barking or child asking for something in the background while on calls. It is going to happen! Make sure your employees don’t feel anxious about their new work environment.
- Just remember that we are all in this together. Be safe and wash your hands frequently!

Our Offices Can Help

We support employees and leaders in developing their skills and working effectively together, even remotely!

Learning Solutions is your ‘go to’ for all things employee learning...we can help managers and leaders learn how to work remotely productively. Many of our courses are offered on-line, and we also have access to videos, books and podcasts. To find out more check out the Learn and Grow website. Or contact us at: learning@jhu.edu

Organization Development and Effectiveness provides consulting services and support for leaders who need to change behavior, and improve organizational effectiveness while working remotely. We help teams work better together. To find out more about the services we offer check out our website at: Organization Development and Effectiveness.

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