

Team Cohesiveness



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Topic Tuesdays



May 5, 12, & 19:

Tapping Into Your
Emotional Intelligence
During Tough Times

(\$240; EQ assessment included)



Thursday, June 18:

Accountability for
Remote Workers
(free)



June 30:

Practical Tips for
Remaining Proactive
(free)

Stressors for Remote Workers

#1 reason remote workers feel stressed is they don't think their boss thinks they're working.

#2 they don't think their colleagues like them.



Promoting Team Cohesiveness

- Incorporate quiet connectivity, ie. the water cooler conversations:
 - Don't rush to kick off the meeting too soon.
 - Talk about trivial stuff.
 - Find time for laughter.
- Schedule 'magic time' – one hour of protected time just to be used for connecting.
- Resist the urge to fixate on productivity – think connection.
- No relationship will just maintain, it will either get worse or it will get better.

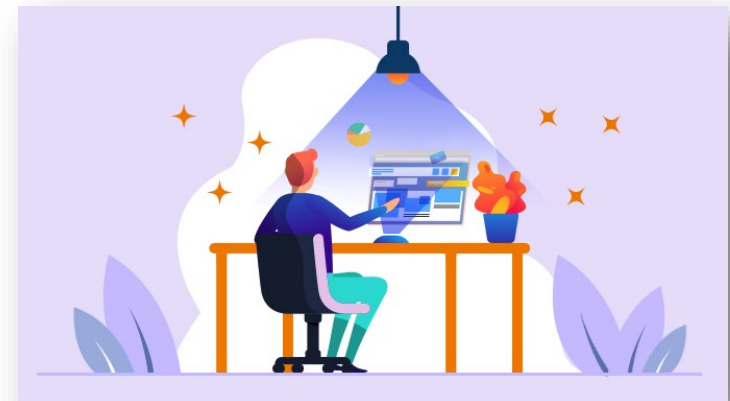
Strategies for Managing Remote Workers

- Individualize.
- Communicate.
- Set expectations.

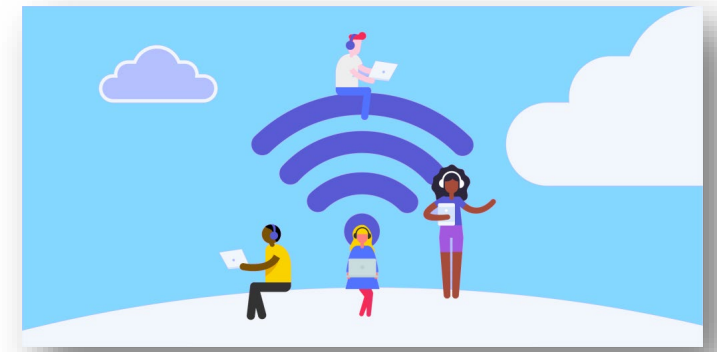


Individualize

- Understand how each employee best performs:
 - *Tell me about the conditions under which you perform best.*
- Find out what's on their mind:
 - *What are your concerns about working remotely?*
 - *What has been your emotional response during this situation?*
- Continue to coach and connect as normally as possible.



Communicate



- Decide how you will communicate: email, IM, Zoom phone, etc.:
 - Choose the right mix of technology for the right situation/task.
 - Do not solve problems via email; pick up the phone!
- Decide how often check-ins should occur.
- Always assume positive intent.
- Send emails or post videos about your reasoning, intentions and expectations:
 - Make it easy for employees to know your thoughts and contribute their own.
- Respond as quickly as possible.

Set Expectations

- Set expectations early and clearly:
 - *X is the work you should do.*
 - *Y is the quality standard.*
 - *Z is the deadline.*
- Provide customer-focused expectations aligned with the company's purpose:
 - *We'll keep our customers engaged by doing X.*
 - *We'll maintain our standards by doing Y.*
 - *We'll fulfill our mission by doing Z.*



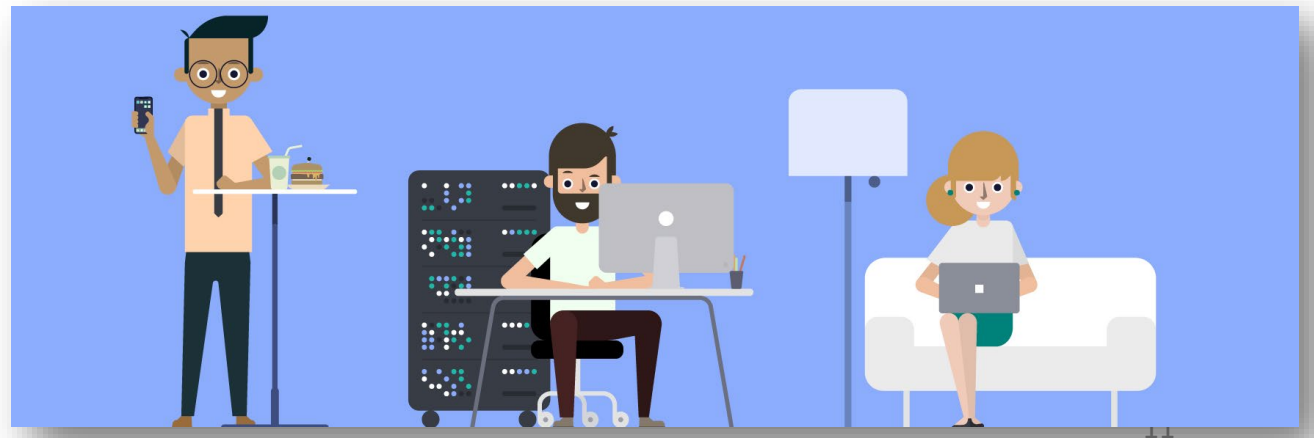
Set Expectations

- Stay focused on goals, not activity.
- Be more intentional about communicating priorities.
- Be very clear on behavior expected during conference calls.
- Be mindful of “reply all” responses; this can bog down productivity.
- **The more detail, the better.**



Set Expectations

- Clearly communicate expectations of remote performance:
 - Online from *A to B* and *C to D* (if appropriate).
 - Summary of daily work accomplished.
 - Others?
- Be cognizant of those caring for others:
 - Children at home.
 - Illnesses.



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