

LEADING VIRTUAL

WORK IS WHAT YOU DO, NOT WHERE YOU ARE.

- Focus on outcomes of the work, not physical presence.
- Make the transition from office working to virtual working seamless for internal and external customers.
- Ensure that workspace flexibility and mobility advance work outcomes.

“Trust happens when leaders are transparent” Jack Welch

BUILD TRUSTWORTHY RELATIONSHIPS.

- Foster trust with your leadership, direct reports and between fellow team members by building credibility on the path to delivering results.
- Performance Expectations and Accountabilities
- Host check-in opportunities for employees to discuss performance expectations and accountabilities and empower them to do this as well.
- Manage accountability fairly and promptly.
- Set the expectation that everyone will be expected to communicate what they are doing and when, not where you are doing it.

COMMUNICATION AND COLLABORATION.

- Stay connected. Establish the best and expected vehicle(s) for communications.
- Commit to an acceptable communications timeframe.
- Use email, voicemail away messages, shared calendaring, and instant messaging status to inform every one of your presence or work status.
- Give team members a safe space to share ideas on how they can enhance performance.
- Establish team norms and protocols.
- Invite and encourage team members to provide and solicit regular feedback.
- Create collaboration opportunities by using technology to share documents, calendars, data, and memos.

*“Productivity is never an accident. It is always a result of a commitment to excellence, intelligent planning and focused effort.”
Paul J. Meyer*

MANAGE BY RESULTS. NOT PHYSICAL PRESENCE.

- Be clear on objectives and performance indicators. If employees are unclear, encourage them to ASK!
- Monitor deliverables closely and be prompt in communicating and/or asking for help if/when challenges arise.
- Don't confuse activity with results.
- Stay focused!
- Be dedicated to achieving results and meeting or exceeding expectations.

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