



Virtual Management Best Practices

Set Clear Expectations with your Team



In a virtual environment, this is the first step to take



Review the management expectations guide

- ‡ Discuss how you intend to uphold the manager expectations in a virtual environment
- ‡ Share your expectations of your team in a virtual environment



Require video use

- ‡ Video should be used for every interaction
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What needs to be rescheduled/postponed?

- ‡ As a team, work through what changes need to be made to meetings and workflow that enable the team to hit its objectives in

Effective Meeting Management



Meetings are a primary way for us to get our work done. In a purely remote environment

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Record it

One-on-one Check -ins



Ensure you have at least weekly one - on - one check - ins scheduled with all direct reports

- ✔ Prioritization exercise: in your one - on - one check - ins, discuss all current workstreams and what may need to be prioritized or accomplished differently during this time of remote work.
- ✔ Look at performance goals: re - evaluate performance goals for each of your team members to ensure they still make sense, and brainstorm obstacles that may be new or more acute in a remote environment.
- ✔ Examine metrics: work collaboratively to ensure existing metrics are still relevant and if not, figure out new metrics for tracking and accountability.

Working virtually can be difficult and brand new to some. Ensure you are taking the time to understand how to best communicate with each person during this time.



Driving Accountability



1 Set clear expectations for all projects/initiatives

What?

- ‡ What is my objective?
- ‡ What outcomes should I see?



Why?

- ‡ Why is this action important to meeting the need?
- ‡ How will this help us meet organizational goals?



Who?

- ‡ Who is critical for meeting my objective?
- ‡ Who is doing what?



How?

- ‡ How should I achieve my objective?



When?

- ‡ When are key milestones and deadlines?
- ‡ What level of priority should I assign?

2 Set up recurring meetings to discuss progress

Create a forcing function (could even be a 15 min touch project/initiative progress

-point) to get status updates on

Managing Individuals with Personal Limitations



We are experiencing a time of great unknowns that impact our staff professionally and personally. On the personal side, you may manage someone experiencing something that will limit their ability to work normal hours or at 100%. Some examples, but not limited to, are those who are sick/caring for someone sick, mental health challenges, those who

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