

Building a Strong Remote Team

“Work is not somewhere you go, it is something you do.”

Leadership Academy Group D:
July 2020

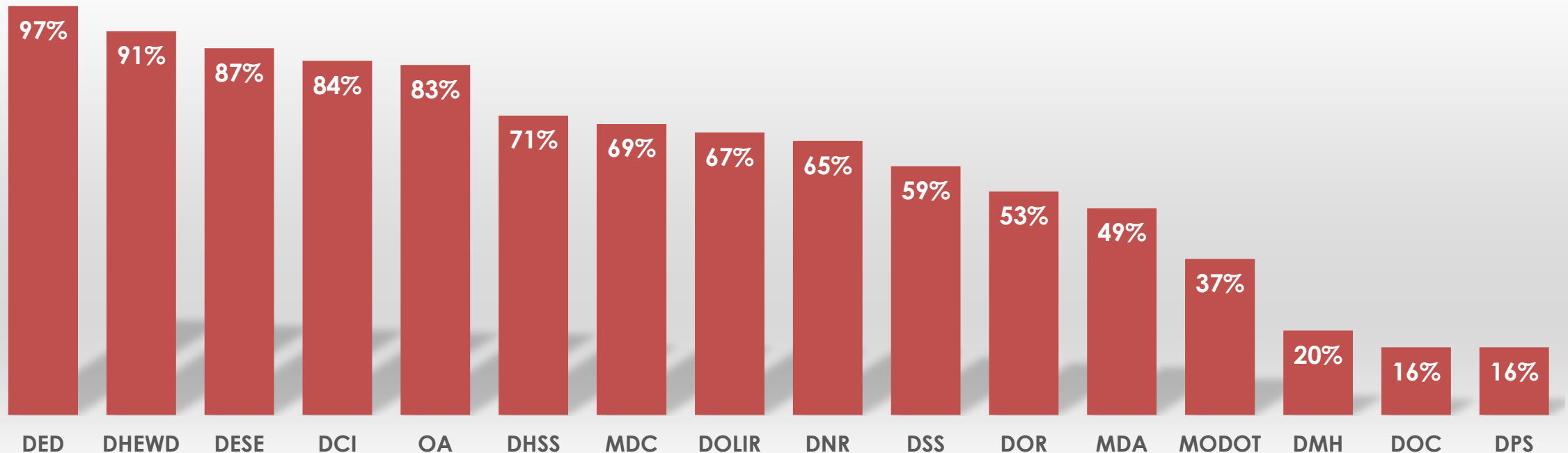
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All departments used remote work during the pandemic.

Peak Remote Work Percentage
March 27, 2020 through June 5, 2020



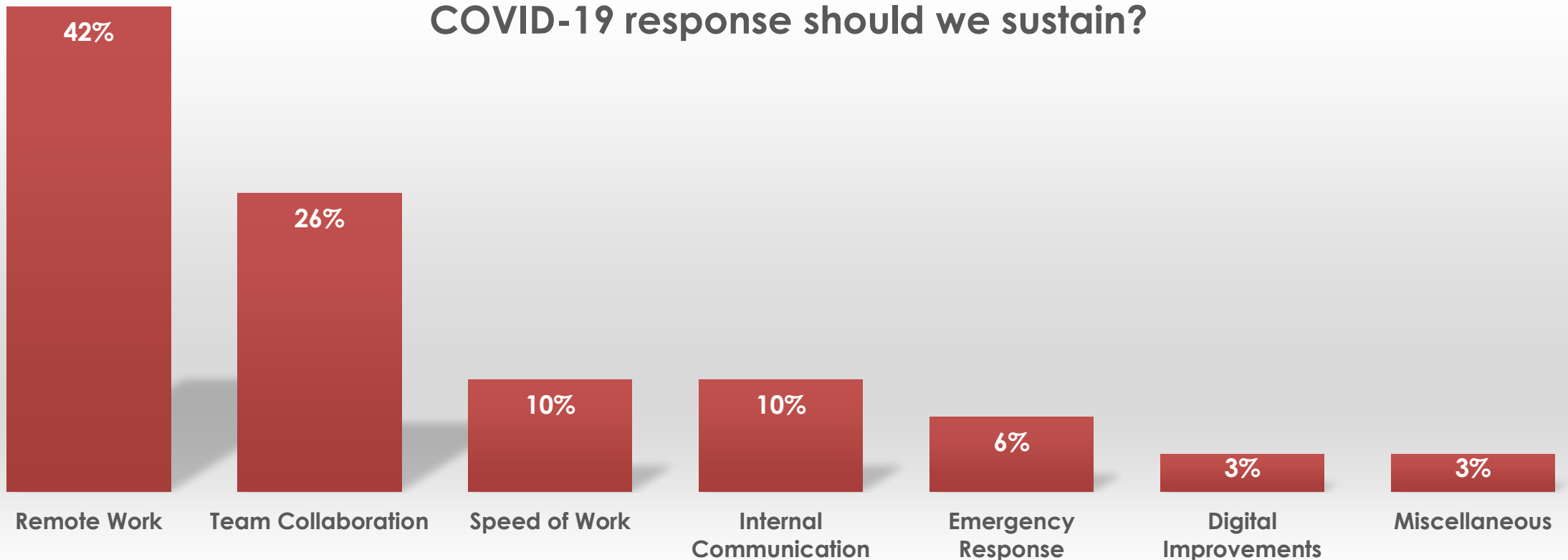
Source: State of Missouri Team Health Report

But remote work is not new to our work.



In After Action Reports, all departments indicated getting remote work right is critical to continued success.

After Action Reports: What changes from our COVID-19 response should we sustain?



Remote work can maximize productivity.



Research and experience show that remote work contributes to operational success.

Remote work... enables talented people around the state to "Plug and Play." With an internet connection and a laptop, they can be effective contributors to our team.

Mark Godfrey, Department of Revenue

+ 40%

Productivity

+ 12%

Retention

- 40%

Mistakes

- 41%

Absenteeism

Our internal survey highlights the benefits of remote work to our state government.

- Increased employee satisfaction
- Continuity of operations
- Reduced absenteeism

The next questions focus on the barriers to and impacts of remote working in general. In this survey, the term **remote work** refers to day-to-day job responsibilities carried out in a location other than the department's primary physical location or satellite offices.

To what extent do these factors present barriers to remote work in your department? Please respond to each below.

This is a **barrier** to remote work for those positions in my department that are suited to remote work:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Lack of equipment available to issue to employees (laptop computers, state telephones, printers, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of internet access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of remote	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

We can overcome remote work challenges with best practices.



Challenge	Solution
Work fatigue	Work rhythm
Distractions	Workplace boundaries
Social isolation	Connections
Fragmented communication	Over-communicate

The state already has the right tools for skill building.



**Coaching and
Professional
Development**



Learning Paths



Collaboration Tools

See Appendix for details and specific learning paths.

Onboarding is critical to build and sustain remote teams.

- Develop a two week plan
- Start with a small project
- Ask for feedback regularly
- Introduce employees
- Create training milestones
- Schedule a face to face meeting

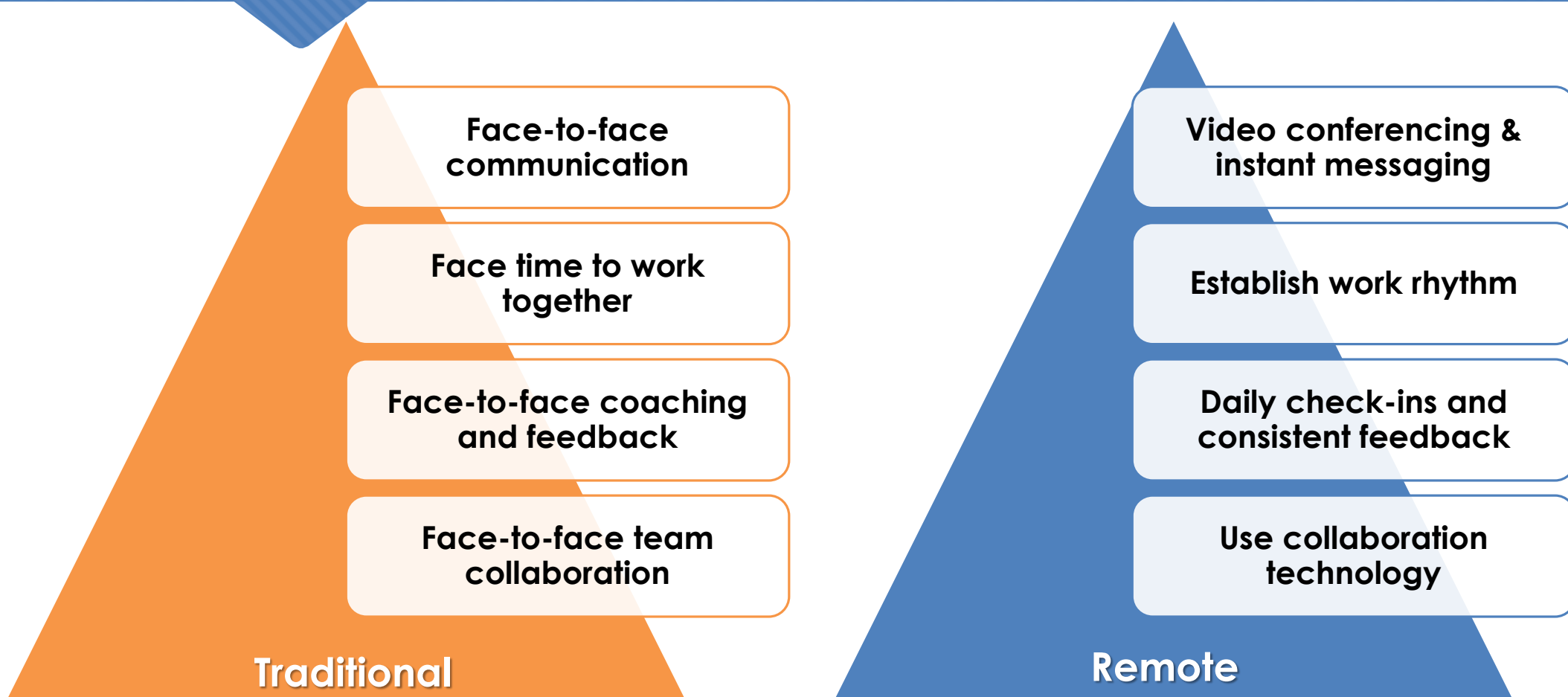


Ultimately, our teams must adopt specific behaviors to make remote work work.

- Connect and personalize
- Listen and collaborate
- Support and focus
- Role model



Success depends on leaders learning to manage remote teams differently.

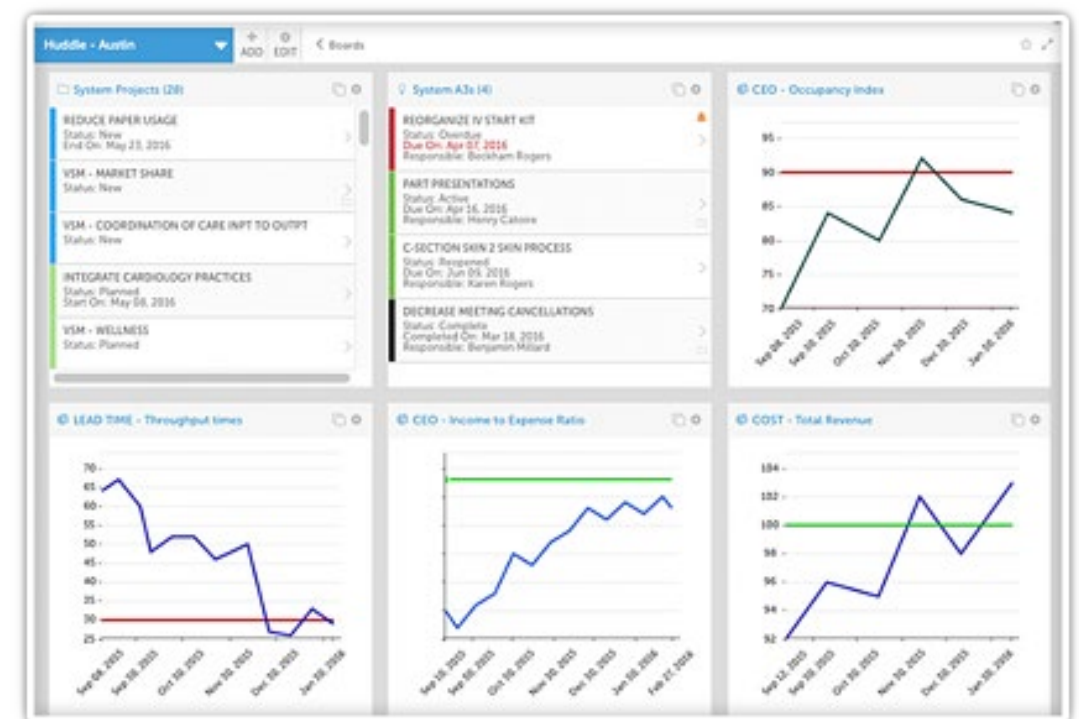


Leaders need to leverage new communication tools.

Traditional Analog Huddle Board

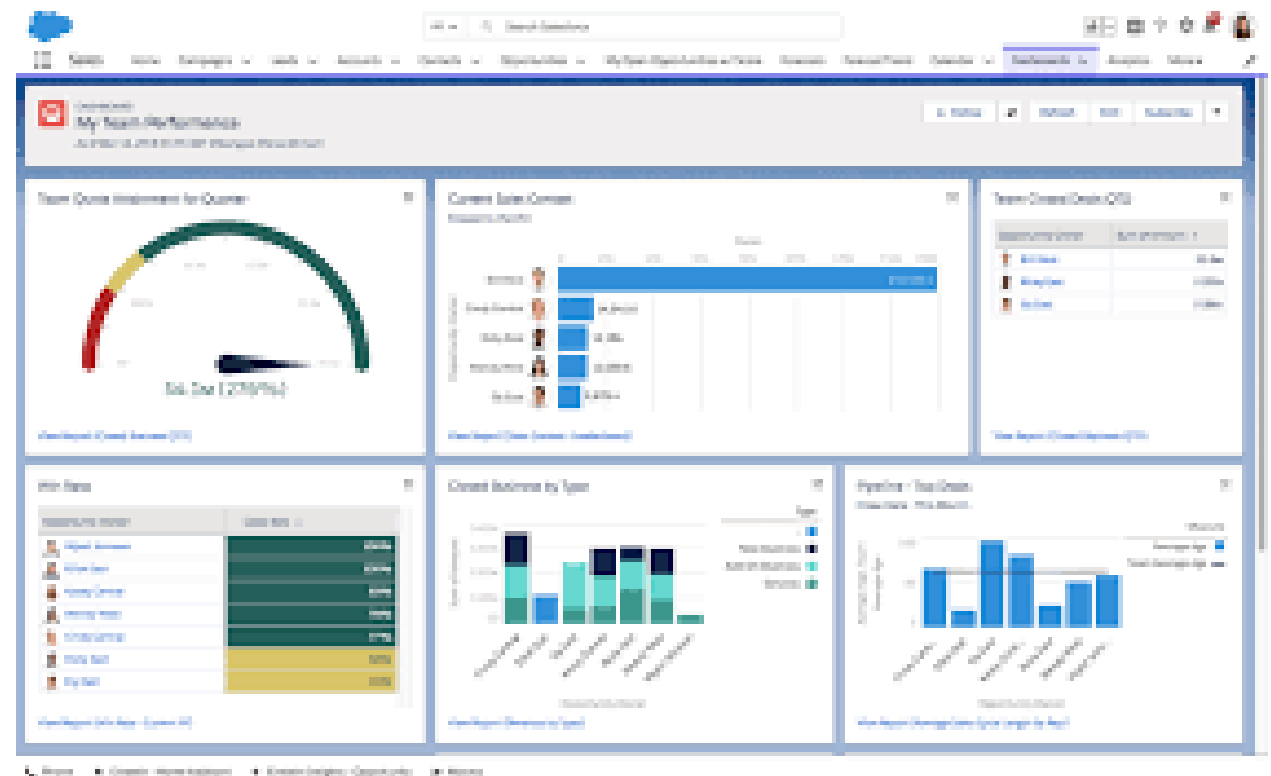


Digital Huddle Board



And leaders also need to hold their teams accountable.

- Role clarity
- Clear expectations
- Track team progress
- Check-ins



We cannot lose momentum!

- Integrate into operational plan
- Training for leaders and teams
- Accountability practices
- Onboarding programs to build strong teams

“Meeting Missouri citizens’
expectations so we are as good as
any organization.”

Governor Mike Parson

