

# Distributed Teams

## Executive Summary



**Problem:** How can the State of Missouri utilize a distributed teams work environment that benefits all its citizens?

### Why Distributed Teams Matter

**Marketplace Competitiveness:** Data suggest that 82% of employers plan to allow team members to work from an alternative location a portion of the time.

**Operational Resiliency:** Distributed teams have helped the State of Missouri respond to natural disasters and public health crises allowing us to more consistently maintain citizen services.

**Improved Performance:** Studies show that distributed teams can help improve overall performance. For instance a comparison of 2019 and 2020 shows that State of Missouri call centers increased call answer volume by 14% after moving to a distributed team environment.

**Financial Considerations:** Distributed teams will allow for lease consolidation and reduction in turnover resulting in nearly \$51 M in total savings over three years.

### How Distributed Teams Can Be Successful

**Survey Results:** Over 500 individuals representing all State departments completed a distributed teams survey. Respondents indicated that 94% of team members know what is expected of them each day.

**Accountability:** With implementation of the proper tools individual performance can be tracked, consistent feedback provided, and necessary adjustments made. The Department of Economic Development provides an example of successfully measuring accountability with key programs during distributed team work.

**Management Training:** We propose the development of a training curriculum through MO Learning designed to provide training for managers of distributed teams.

### Who Can Be Distributed

**Eligibility and Suitability:** Departments will have a tool that helps determine eligibility and suitability of employees to work for distributed teams. A sample of the tool has been developed that can be customized and further developed to suit individual needs.

### Key Takeaway

Distributed Teams have long been a part of the State of Missouri's workforce and will continue to play an important role in maintaining marketplace competitiveness, operational resiliency, improved performance, and financial responsibility. To strengthen and expand distributed teams we must define eligibility and suitability, support strong accountability measures, and provide management training.