

*Stay relevant with...*

## **Dr. Holly Speaks, PhD, LLC**

*Corporate Speaking, Training, and Facilitation*

*“Dr. Holly delivers impactful, interactive presentations designed to motivate, inspire and move to action.”*

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## Expectations for a great seminar...

- 70-minute session with Q&A
- Ask questions
- No multi-tasking
- Participate
- Take personalized notes



# Successfully Leading a Virtual Team

Facilitated by:  
Dr. Holly A Sullenger, CEO  
Dr. Holly Speaks, PhD, LLC



vir·tu·al wərk / tel·e·work / 'telə,wərk / *Noun*

Work performed at an offsite location by an employee primarily using computers and other technology to link them to their employer and other business contacts.





# The Stats

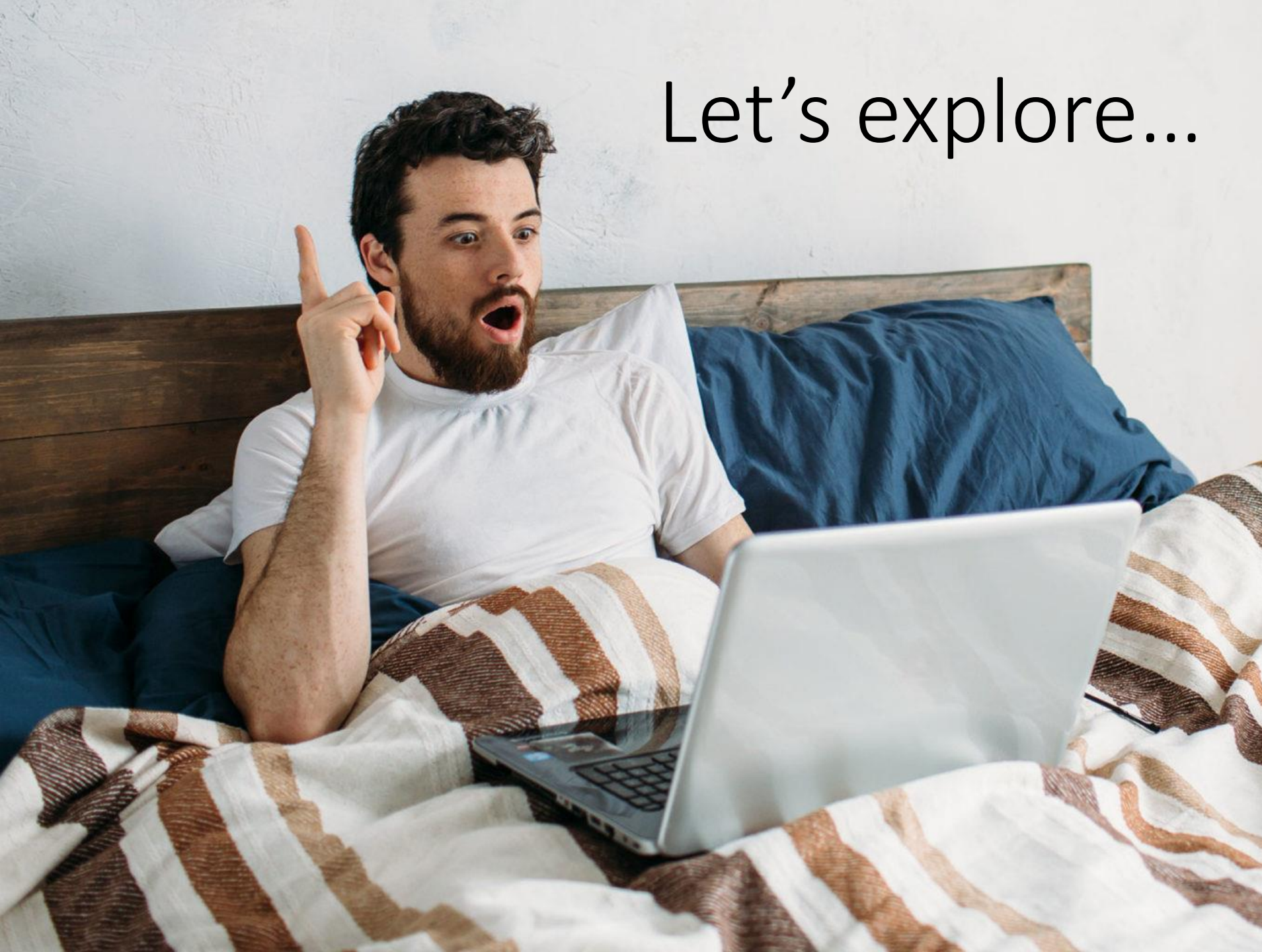
1 in 4 Americans, over 26% of the workforce, worked virtually through 2021.

22% of the workforce (36.2 million Americans) will work virtually by 2025.

The actual number of people who worked remotely because of COVID-19 was, at its highest point, roughly 35 percent, way back in May 2020.




# Let's explore...



How can virtual work benefit an organization?

Why is virtual work attractive to employees?



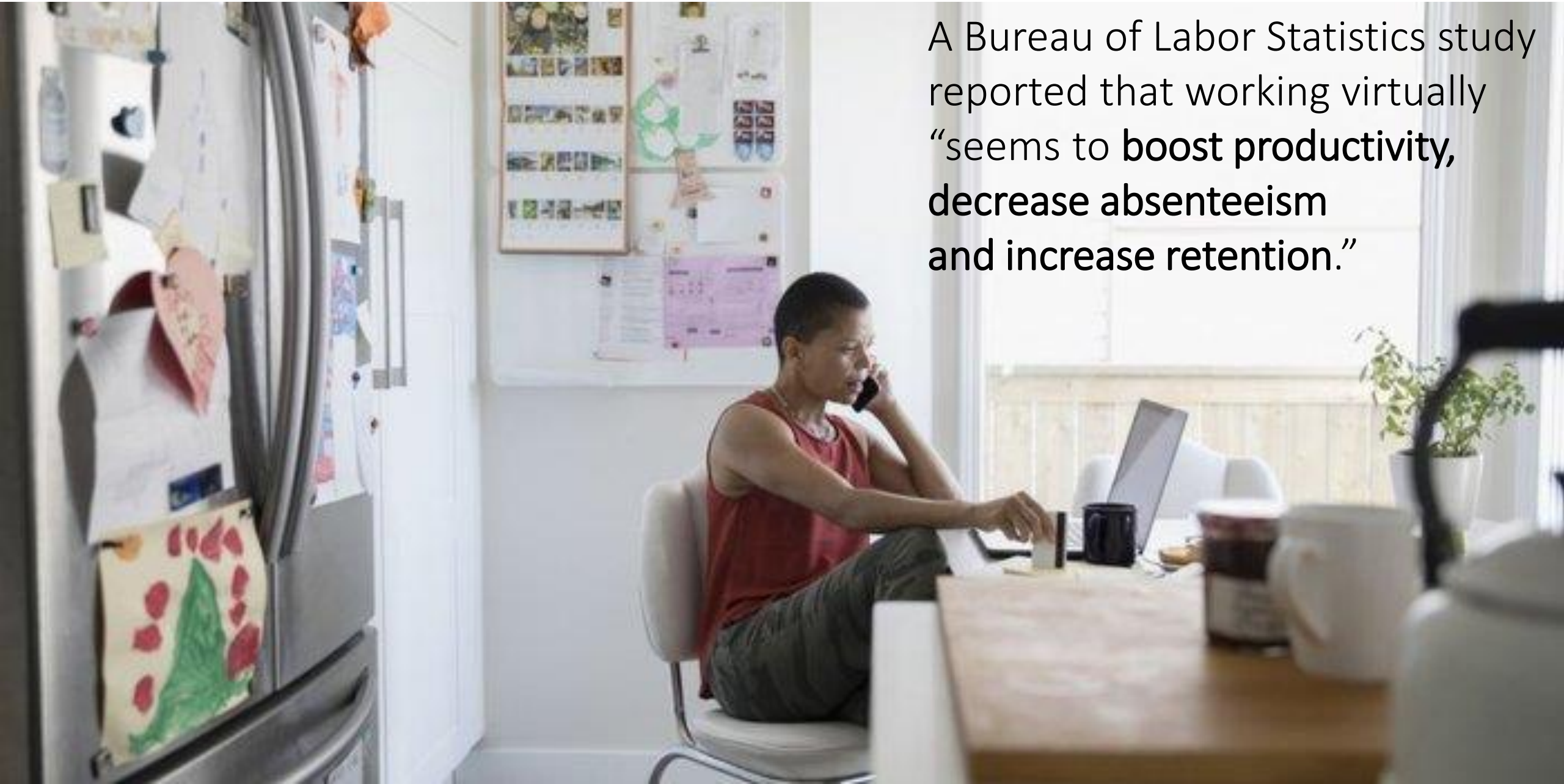
A man in a blue short-sleeved shirt is sitting at a light blue dining table, working on a laptop. He is looking at the screen with his hand on his chin. The table has a laptop, a blue mug, and a glass of orange juice. In the background, there is a large window with a yellow pendant light hanging above it. To the right, there is a kitchen counter with a pitcher of orange juice and a bowl. The scene is brightly lit, suggesting a sunny day.

30% of survey respondents said they were more productive and engaged working from home.

Commuting time was reduced by 62.4 million hours per day with time savings of over 9 billion hours starting from March 2020 through Sept 2020.

Interesting...

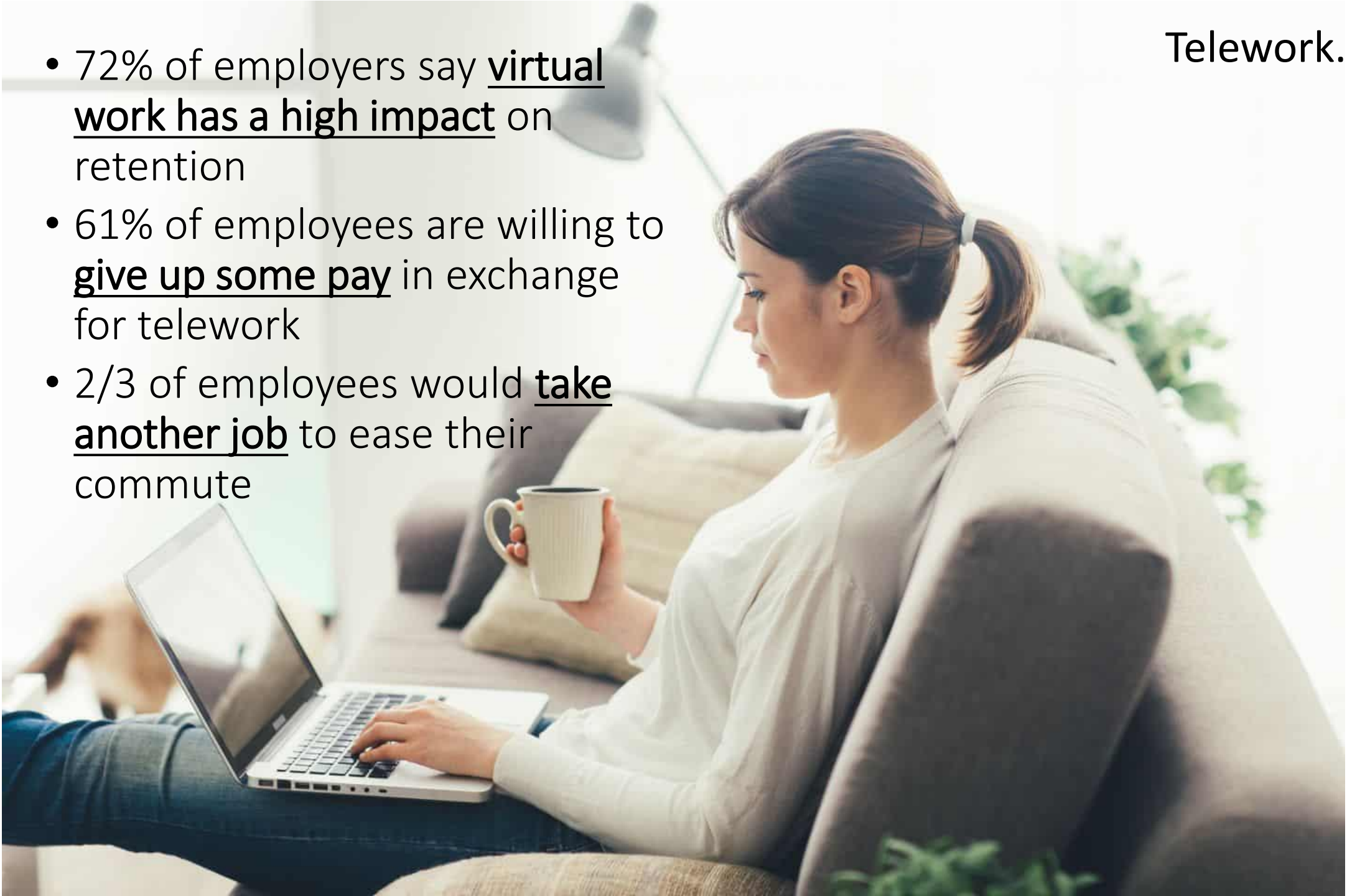
A Bureau of Labor Statistics study reported that working virtually “seems to **boost productivity, decrease absenteeism and increase retention.**”





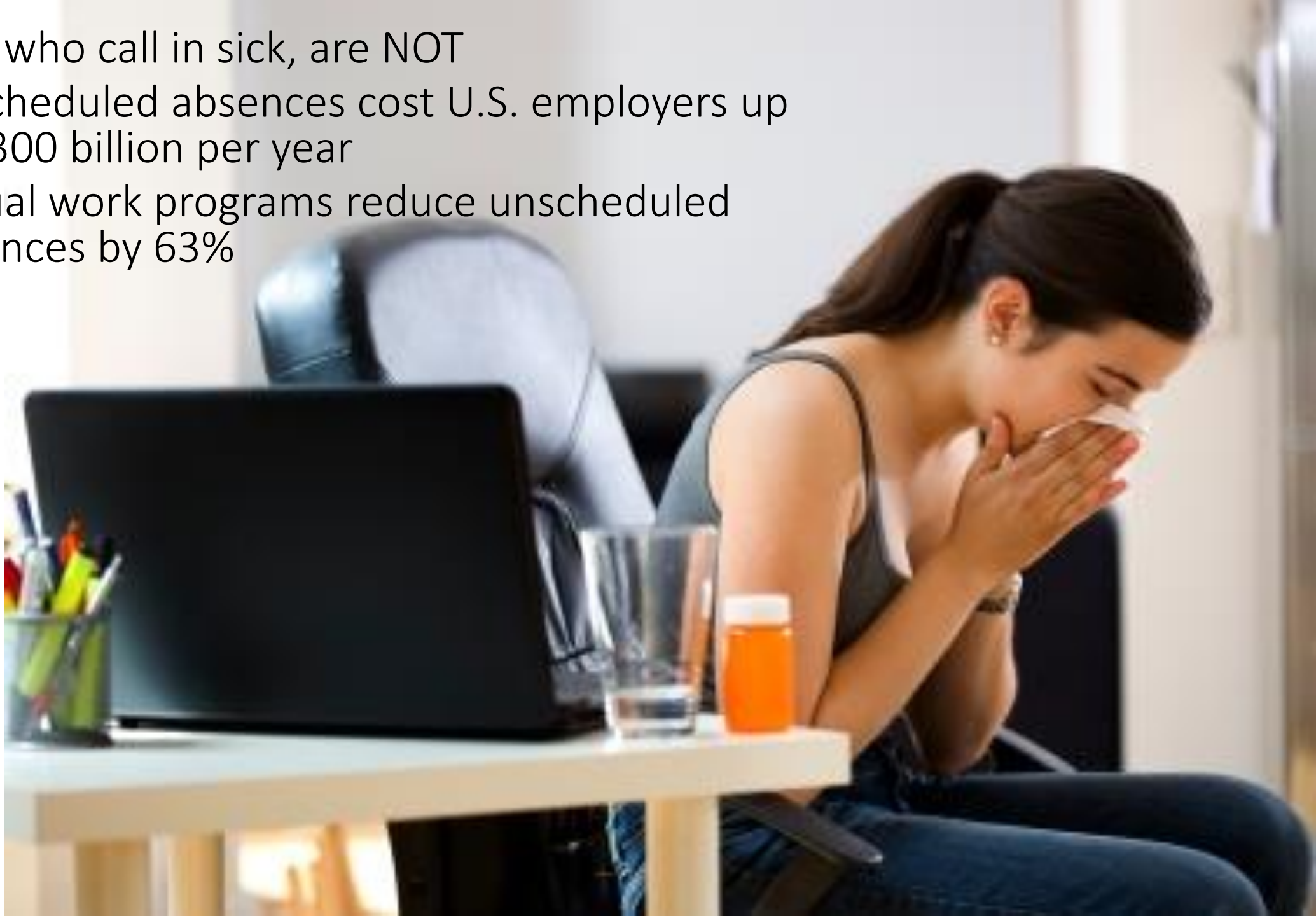
Reduction in Attrition

- 72% of employers say virtual work has a high impact on retention
- 61% of employees are willing to give up some pay in exchange for telework
- 2/3 of employees would take another job to ease their commute



## Reduction in Unscheduled Absences

- 78% who call in sick, are NOT
- Unscheduled absences cost U.S. employers up to \$300 billion per year
- Virtual work programs reduce unscheduled absences by 63%





# Polling Question

## #1

Give it your best shot!



A woman with dark hair and glasses is sitting at a desk in an office. She has a red pencil balanced horizontally in her mouth. She is looking down at a laptop in front of her. On the desk, there are several sheets of paper with technical drawings or blueprints. In the background, there are blue filing cabinets and a small potted plant on a shelf.

# Expanding thoughts...

Why might virtual work not be a good idea for an organization?

Why might virtual work not be attractive to employees?



## Drawbacks

- Management issues
- Worker isolation
- Data security
- ✓ *Not for all workers*
- ✓ *Not for all industries*





# Is your organization using virtual work?

Leaders of organizations need to think through five key areas...



*Gatekeeping* – deciding who can telecommute and why

*Monitoring* – focus must be on results

*Social integration* – communication and inclusion

*Work-life boundaries* – family vs. work issues

*Work-group culture* – face-to-face time, trust, collaboration and cooperation

**5 factors  
leaders  
need to  
consider**



Let's explore...

Think of an effective virtual leader.

What characteristics do/did they display?



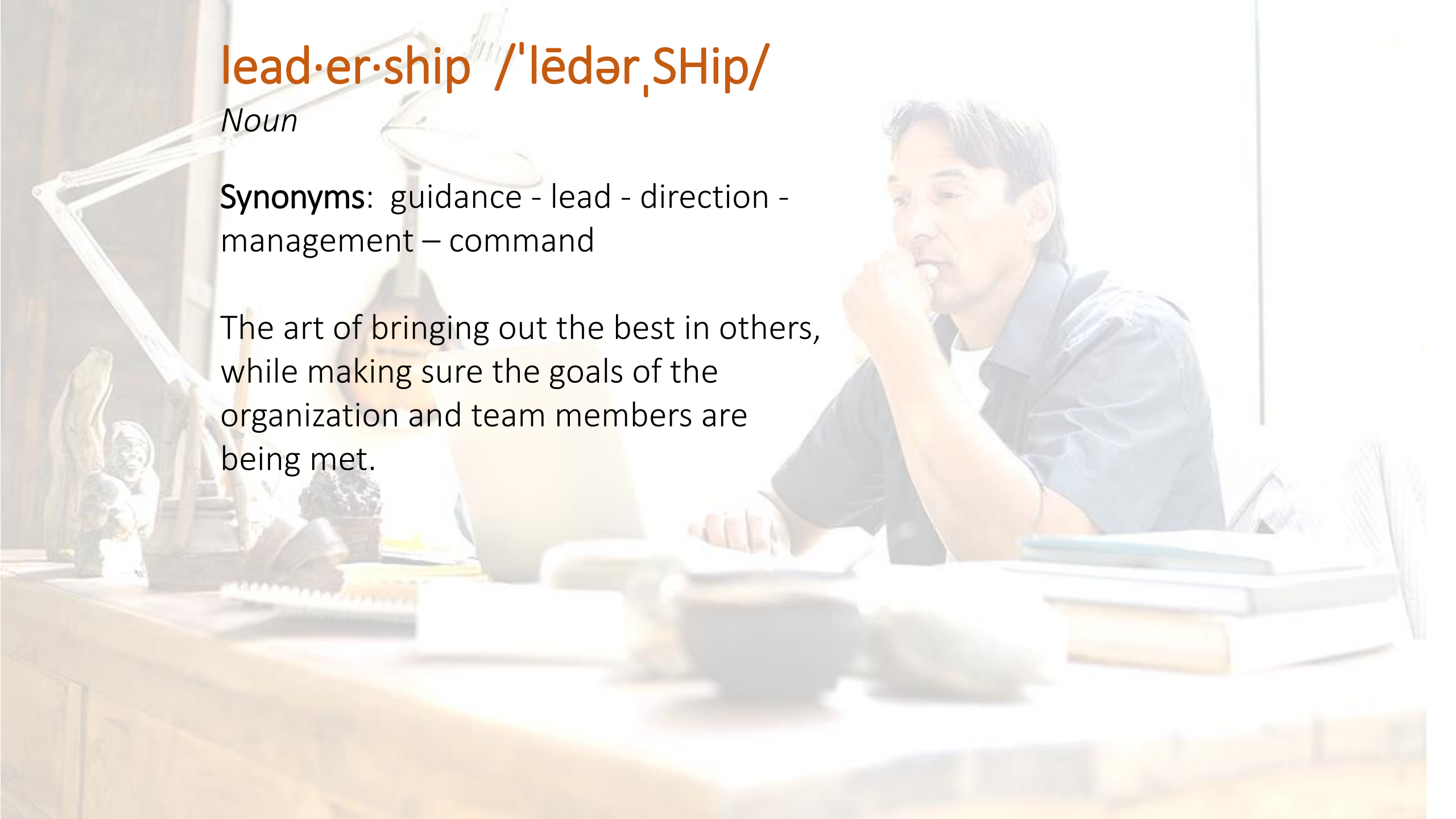


# lead·er·ship /'lēdər,SHip/

*Noun*

**Synonyms:** guidance - lead - direction - management – command

The art of bringing out the best in others, while making sure the goals of the organization and team members are being met.



# Polling Question #2

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What did you retain?





# Qualities of Effective Leaders

Cooperative/Collaborative  
Capable/Consistent  
Creative/Innovative  
Character/Integrity

Caring/Understanding  
Courageous  
Sense of humor



# Daily Responsibilities of Today's Leaders

- Create a safe environment
- Make decisions
- Communicate expectations
- Challenge people to think
- Display accountability
- Lead by example
- Measure and reward performance







- Provide continuous feedback
- Properly acquire and deploy talent
- Ask questions and seek counsel
- Problem solve in a timely fashion



- Display positive energy and attitude
- Teach
- Invest in relationships



## The perfect leader of a virtual team is...

- Organized
- Good at delegating
- Trusting and trusted
- Big picture oriented
- Focused on results
- Capable of managing work rather than workers



# ...Things virtual leaders must remember:

The leader must manage by objectives or results rather than by direct observation.

The completed work product is the indicator of performance and success.

The focus must be on quantity, quality and timeliness.



The Perfect Leader of  
Telecommuters also has:



Excellent communication skills



# The Missing Case of the Body Language

Every communicated message  
is broken down into:

- Body Language 55%
- Tone of Voice 38%
- Words 7%


**93% Non-Verbal!**





## Polling Question #3

What knowledge tidbits  
stuck with you?



What else does a virtual leader  
need to do?

Find the right employees...





Let's explore...

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What qualities do successful virtual workers display?

## The perfect “10” virtual worker:

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1. Believes in virtual work advantages
2. Is a self-starter/works well independently
3. Is organized
4. Has a high degree of job skill and knowledge
5. Has strong time management skills

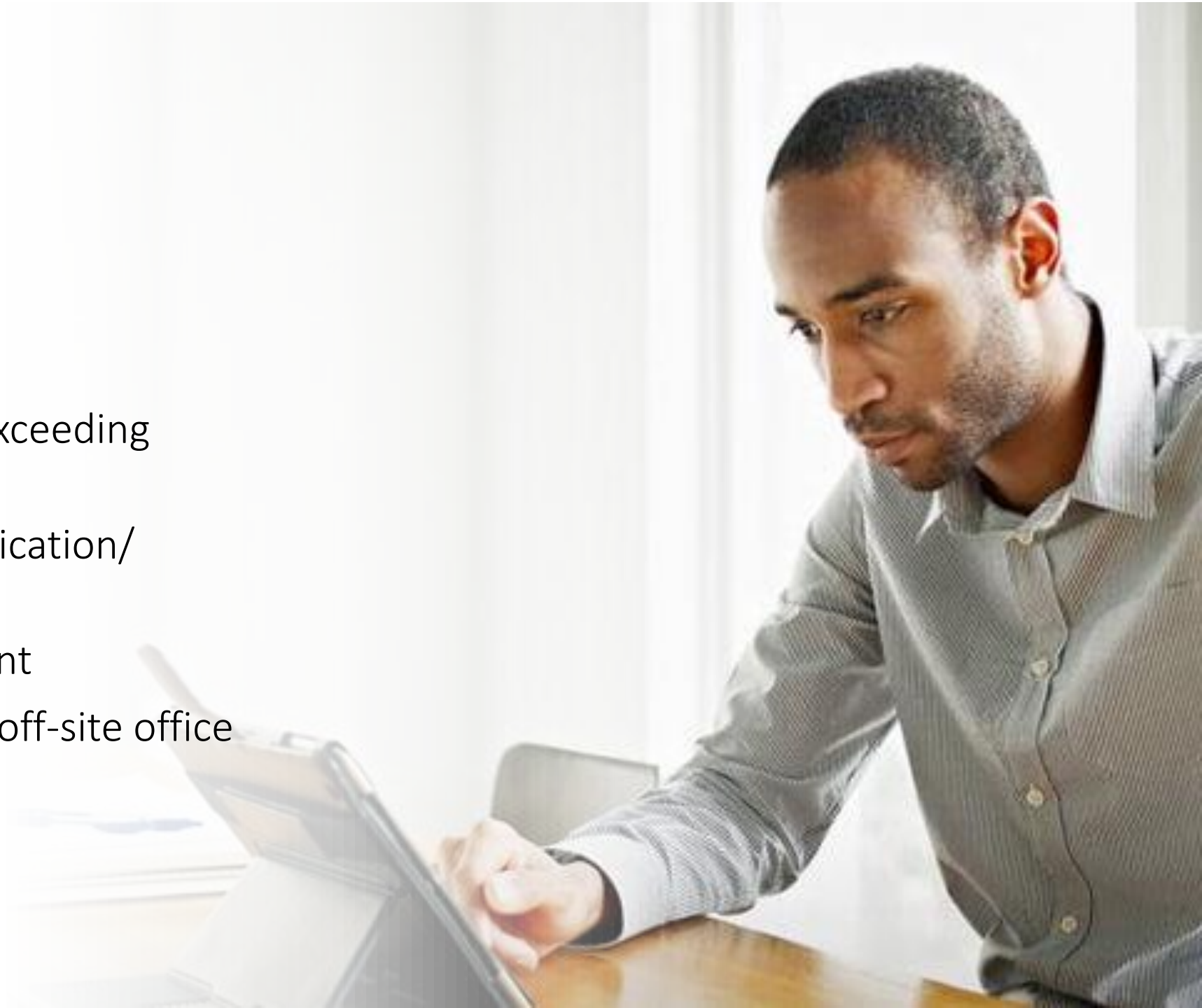




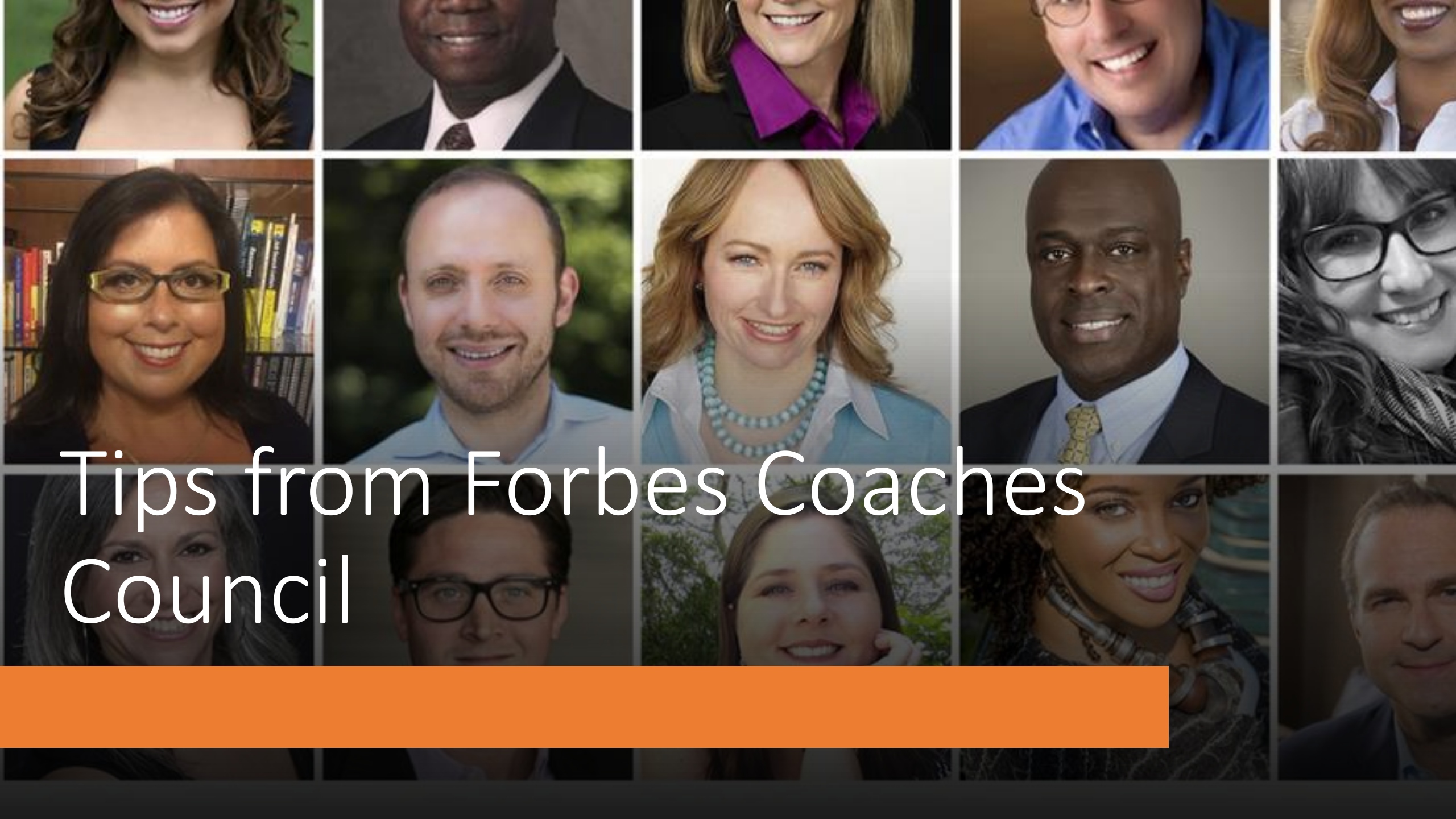
## The perfect “10” virtual worker is:

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6. Driven by meeting and exceeding goals
7. Innovative with communication/ connectivity
8. Technologically competent
9. Able to create “defined” off-site office space
10. Trustworthy







# Tips from Forbes Coaches Council





## Set clear expectations

Mission/vision

Understanding of roles

Communication with team

Establishing goals





## Treat the remote as if local

Include in staff meetings

Include in celebrations

Be responsive

Assign partnerships





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## Engage regularly

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Face-to-face when necessary

Regular one-on-ones

Shared calendars

Inclusion in all relevant project meetings

# Virtual Icebreakers

- Plus Delta (plus – good, delta – working on)
- Two truths and one lie
- Home fashion police/Mood barometer (polls)
- Whose office is it anyway?
- Virtual background challenge
- Home treasure hunt
- Team trivia quiz



# Trust your team

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Provide guidelines

Allow workers to select their process

Focus on deliverables

Adjust when necessary/  
remain flexible!!!





# Provide reliable tools

Equipment

Software

Collaboration tools

Communication assists

Virtual workspaces





## Video Conferencing Platforms (as of July 2020)

Zoom had over 300 million meeting participants per day

Google Meet had over 100 million daily meeting participants

Microsoft Teams had 75 million active daily users

Cisco WebEx currently has over 300 million users

Skype

GoToMeeting

BlueJeans



Help your team survive...

Put on work clothes

Hydrate

Move 5 minutes each hour

Use the “20-20-20” rule – *look at something that is 20 feet away for 20 seconds every 20 minutes*

Stretch while sitting

Stand when you can





But wait,  
there's more...

Hide self-view

Change your  
environment

Avoid multitasking

Switch to phone  
calls/emails

Establish “no virtual”  
time blocks

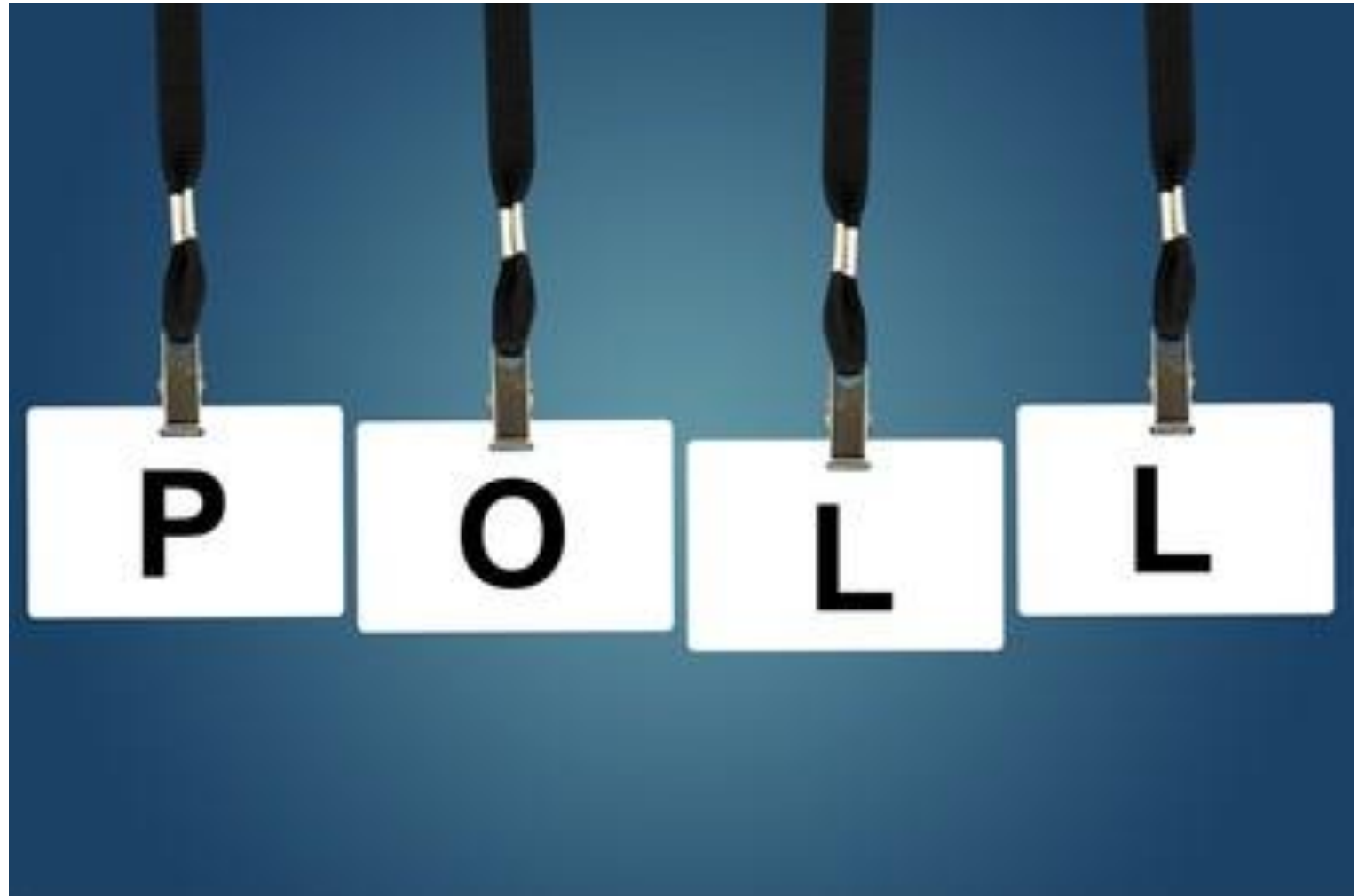
Keep work time and  
home time separate



# Polling Question #4

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What do you think?



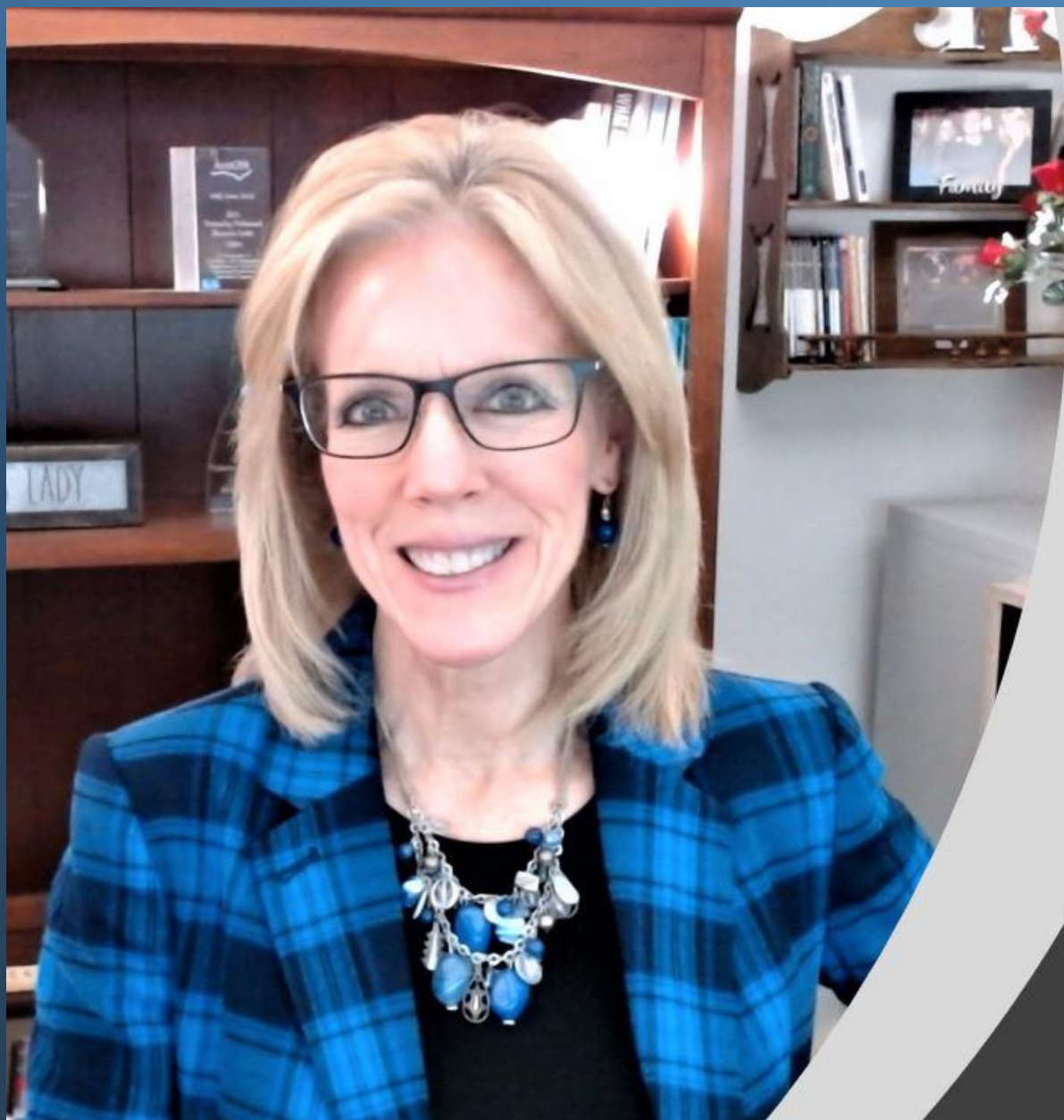


Make it happen...

What three things will you take back to work with you from this seminar?







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