

Virtual Teams

VIRTUAL COMMUNICATION



- Emotional intelligence, authenticity and conflict-resolution skills are essential.
- Be explicit about how the team should communicate (communication charter).
- Use video for all meetings. Stick to one platform if possible.
- Create a predictable rhythm for check-ins and updates.

MAINTAINING CULTURE, CONNECTION, AND MOTIVATION



- Pay attention to emotions: embrace them, inquire about them, coach on them.
- Create fun communication channels to serve as the virtual water cooler: interesting facts, cute photos and positive content unrelated to work.
- Short, personal recap videos from projects or meetings.
- Virtual coffee and tea (use video, 5-15 minutes).
- Have fun competitions: quizzes, photo contests. Winner gets a digital gift card.
- Personal facts channel: ice-breakers, share your work from home (WFH) space.
- Video fireside chat with leader(s) for updates.
- Share leadership: have enthusiastic team members take lead.

CREATING ACCOUNTABILITY: DO'S AND DON'TS

DO

- Communicate with emotional intelligence.
- Foster quality relationships with your team.
- Include team in decision making and problem solving.
- Clarify tasks and processes, weekly goals and roles.
- Have a guideline for working hours vs. availability.
- Create transparency: everyone post their daily goals.
- Support your team with regular check-ins.
- Measure success on results, not time worked.

DON'T

- Fail to communicate and confirm who will take ownership of each objective.
- Agree on action, without a completion date and progress checkpoints.
- Wait until due date to check on progress/results.
- Ignore missed commitments, unresponsiveness, or social isolation.
- Underestimate trust issues or negative emotions.
- Forget 1-on-1 video check-ins.