MANAGER'S CHECKLIST
LEADING VIRTUAL TEAMS WITH EMPATHY

A New Way Forward

RSM

Manager's checklist – Leading virtual teams with empathy

Assessing your team's status and readiness

- Are any members of your team dealing with the following?
    - Children (and home schooling)
    - Sick or elderly family members
    - Special needs family members
    - A partner who's been made redundant or furloughed
- If you answered 'yes' to the above question, is it possible to arrange or allow flexible scheduling for members of the team with additional challenges at home?
- Is it possible to block out 45 – 60 minutes every day for your team members to have lunch?
- Should you consider implementing a 'video call free' meetings into the rotation?

Assessing your team's motivations

- Take a look at the new workload. What has changed for members of your team? Are any of them carrying new or additional work that they may not exist within their natural comfort zone or job specification?
- What can you do to help your team adjust their motivators from external to internal?
- How can you help your team avoid burnout when it comes to their workload?
- How can you help your team establish a sense of common purpose?

Instilling a sense of accomplishment

- How can you maximise internal motivators during informal communications?
    - During 1:1 calls, reflect on moments when your colleague made an impact
        - At any time, did they feel a personal sense of achievement during the week?
        - Did they learn something new that they enjoyed?
        - Do they feel like their work made an impact of some kind? And if so, on what?
            - The world?
            - The company?
            - The team?
        - What sorts of things would they like to achieve next?
- Did you learn anything new about your colleague over the course of these informal conversations?
- Is it possible to switch from a behavioural performance metric to one that is more focussed on more output- or task-related measures?

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