

BPM

Remote Management is Good Management

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June 17, 2020

Presenters



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The Ideal Remote Environment

- Managers became great coaches
- Retention rate increases
- Challenging behavior is addressed, positive behavior is reinforced
- A cultural cadence ripe for change and innovation is born
- Employees are seen and heard – a sense of belonging is achieved



People First

Support People First

- Employees are experiencing fear, loneliness, anxiety, and stress, unlike any other time in their history
 - Connection before Content
- Care issues
 - Home schooling, child care, elderly parents
- Stay healthy - Physically and Mentally
 - Recommend exercise
 - Expanded EAP – check with your Broker

Healthy People Are Motivated People

Corepower

- Class Types: All types of yoga (Entry level, Vinyasa, Meditation, Fusion, Bickram style), core, glutes, inversion & arm balances, sculpt and challenges
- <https://www.corepoweryogaondemand.com/browse>

Spark Yoga SLO

- Class Types: Yoga, barre, sculpt, bootcamp, pilates, core
- <https://www.smileatspark.com/online>

Wanderlust TV (Available on Apple TV, Roku, etc.)

- Class Types: All types of yoga, meditation, wellness and even have some fun educational content on sustainability
- <https://tv.wanderlust.com/catalog>

Peloton

- Class Types: Cycling, running, yoga, strength
- <https://www.onepeloton.com/app>

The Class (Available on Apple TV, Roku, FireTV)

- Class Type: Transformative workout of the body and mind
- <https://digitalstudio.theclass.com/>

Barre 3

- Class Type: Barre
- <https://barre3.com/trial>

The Bar Method

- Class Type: Barre
- <https://barmethod.com/bar-online/>

Aaptiv

- Class Type: Variety including HIIT, stretching, treadmill workouts, outside run coaching, meditation and much more
- <https://aaptiv.com>

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**“Of course I watch television while I work.
Why do you think it’s called ‘tele-commuting?’”**

Remote Work Practices

Remote Management Practices

- Encourage visual connectedness
 - Need social clues, especially when dealing with complex ideas
 - Recognize Zoom meetings overload
- Develop rituals and norms
 - Video social gatherings, water cooler visits, quiet Fridays
 - include families
 - Establish communication norms

Communicating with My Remote Team

- Communicate more often
 - Weekly touch calls with direct reports and teams
- Help employees to maintain boundaries with work
 - Maintain a work week
 - Try to send messages during business hours only (delay send)
- Organization-led/leadership communication should be increased
 - Structured collaboration
- Clarification of communication becomes more important
 - Emails must be concise and clear
 - Phone versus email
 - Video conference over phone

Pandemic Requires More from Managers

- Reassurance
- Alignment to Vision
- Feedback
- Autonomy
- Transparency
- Inclusivity
- Trust
- Connection to culture

Remote Work Management

ENSURE ALIGNMENT & COHESIVENESS



Remote Management is Good Management

- **What does good management look like?**
 - **Ongoing conversations**
 - **Regular feedback**
 - **Ability to be agile and course correct**

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- **How do I make sure the work gets done, without micromanaging?**
 - **Be outcome based**
 - **Create measurement criteria**
 - **Goal setting**
 - **Create accountability**

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- **How do I address performance?**
 - **Monthly conversations**
 - **Clear expectations**
 - **Document with tools that collaborative**

DRIVE COHESIVENESS



EMPLOYEES

- Connect to the strategy
- Regular performance feedback
- Timely recognition
- **Live the core behaviors**
- Actively own their role



MANAGERS

- Develop great coaches
- Clear accountability and roles
- Transparency into performance
- Ongoing communication
- Strong team cohesion



ORGANIZATION

- Strategic alignment
- Accountability for performance
- **Culture aligned with values**
- Resources matched with priorities
- Ability to scale elegantly

EMBRACE VALUES

Employee's Should Know:

- Their unique primary job responsibilities and KPI's
- How they are performing against expectations, and their roadmap forward
- How their efforts contribute to meeting organizational initiatives
- The entire organization's strategy and how they fit in!

Manager's Should Know:

- What their employee's are thinking and feeling
- How their employee's are performing against expectations, and their roadmap forward
- Their employee's strengths and weaknesses (honor, address and document)
- How to be great coaches

CREATING THE IDEAL

ALIGNMENT



Create a direct link between strategy and employee goals with clear responsibilities.

ENGAGEMENT



Employees know how their efforts map to company initiatives, priorities and milestones.

TRANSPARENCY



Everyone can see status of projects and the resources allocated to them.

RECOGNITION



Regular guided conversations between managers and employees ensure timely feedback.

PERFORMANCE TOOL CRITERIA

- Strategic alignment to the vision
- Coaching framework
- Regular performance conversations
- Course correction
- Two way communication
- Transparency

Possible tools: Insights (2020Insights.net), Small Improvements, 15Five, Lattice

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Q&A

Thank You!

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