



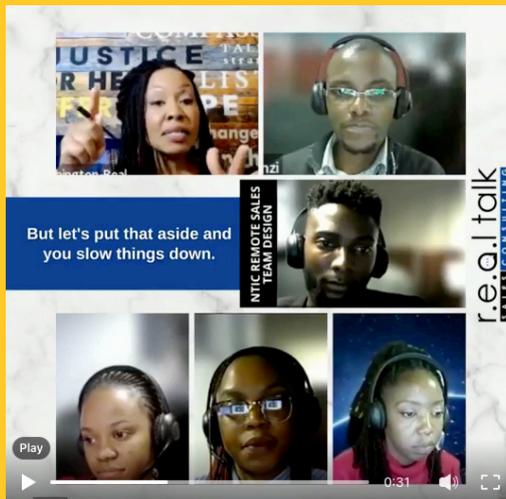
Tips For Success Virtual Teams

 SupportDDS



01 For the right Role Hire The Right Fit

Understand in detail what role you need to fill and the skill set/personality best suited for success for your organization and your new remote team member. While there may be numerous tasks that needs completed, don't expect a "unicorn" who can do them all.

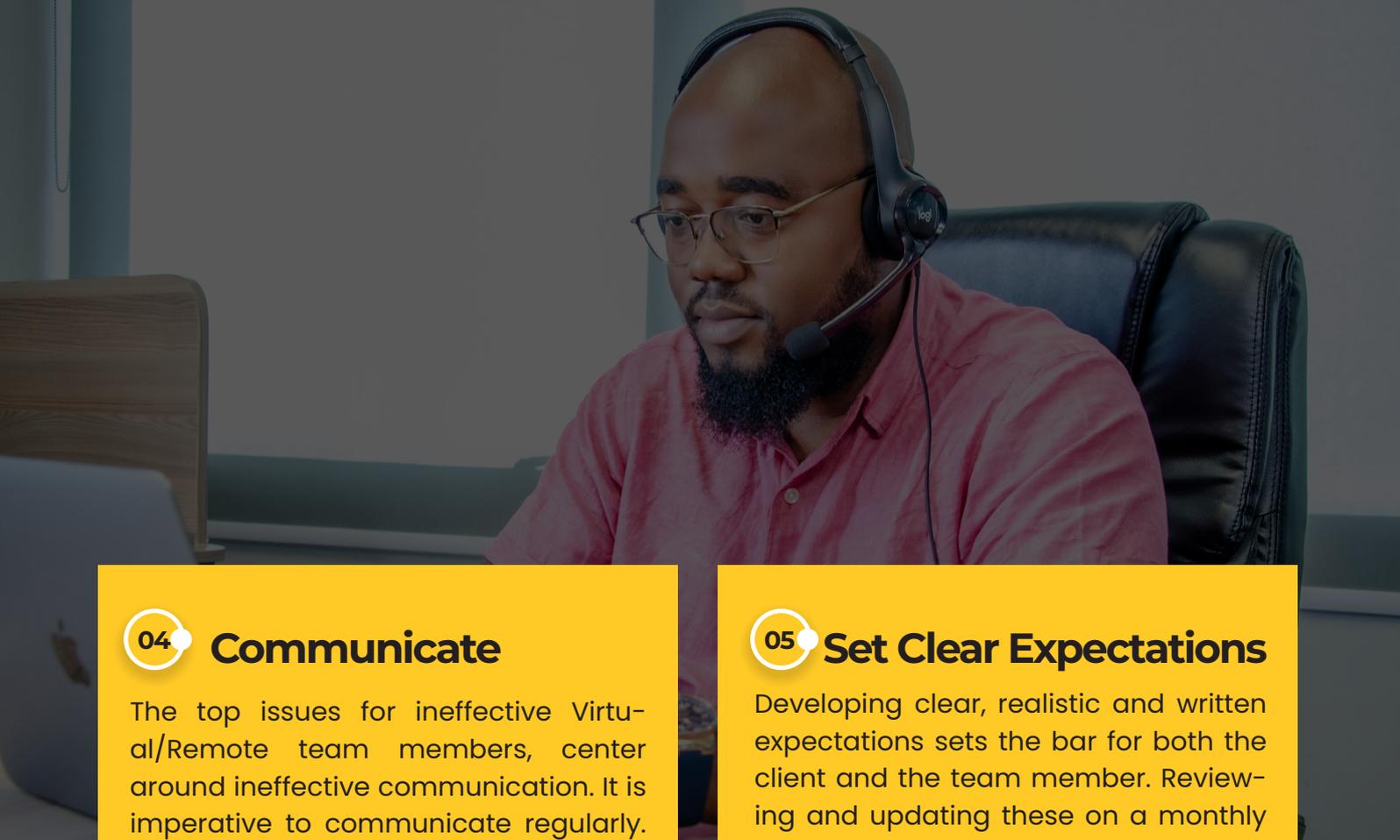


02 Training

As with any internal position, proper training is a key component. The initial first few weeks of training is critical to onboard and integrate your new team member. Expect 60-90 days to ramp up to peak efficiency.

03 Point of Contact

Establish a primary point of contact. Your team member should have a designated person in your office for assignments and clarification of projects, roles, duties. This should include an email and phone directory.



04 Communicate

The top issues for ineffective Virtual/Remote team members, center around ineffective communication. It is imperative to communicate regularly. This can include phone calls, video conference calls, emails, etc. There are numerous sharing platforms between your office and the client. i.e. Dropbox, Google Docs, and many others.

05 Set Clear Expectations

Developing clear, realistic and written expectations sets the bar for both the client and the team member. Reviewing and updating these on a monthly or quarterly basis, based on prior performance, will set you on a path for an exceptional virtual/remote client experience.



06 Measuring Performance / Reporting

Understanding the expectations, flows into a simple and refined reporting process. Developing Key Performance Indicators (KPI's) that are measurable and reportable providing clear expectations for all parties. We provide proven formats we can share that are widely used within the industry.

07 Evaluate, Correct, Praise, Motivate

Setting predetermined evaluation schedules will set a clear timeline for monthly or quarterly reviews/evaluations. It is a great opportunity to redirect or establish corrective measures. It is also a great time to motivate and praise if they have performed in a stellar manner. Many of our clients choose this as perfect time for a small bonus if applicable.



08 Immersion Into Your Culture

Physical distance and “Remote” teams do not infer that they need to be distant culturally. Work hard to bring them in on your Mission and Core Values. Include them in team events where they can feel a part of your team and culture.



09 SWAG

Team members adore having SWAG/Team Gear with company logos and slogans. Simple t-shirts, mugs, calendars, etc., bring excitement to the team. These inexpensive expressions, make them feel inclusive and integrated.

10 Valued and Appreciated

Treating your remote team member with the same compassion and consideration as you have for each of your internal team, will make a 10x difference in the overall experience for both parties. Be inclusive with weekly “huddles” or office events. Even if only by video, they too will feel loved, valued and appreciated.