Virtual Team Dynamics


Focus on collective and team results based on four behaviors below

- **Results**
  - Team members hold selves and each other accountable to decisions made and standards of performance expected to benefit the whole team

- **Accountability**
  - Achieve buy-in around important decisions by working through differing ideas and opinions

- **Commitment**
  - Team members disagree, challenge, and question one another constructively

- **Conflict**
  - Ability to be candid about fears, mistakes, behavior, uncertainties – nothing will be used against you

Building Trust while working virtually

**Technology**
- Everyone using the same technology
- Everyone comfortable with the technology
- Clarity on when to use which form of technology
  - Email
  - Microsoft Teams
  - Slack
  - Zoom
  - Phone
  - Text

**Explicit process and task**
- What tasks or products are on the table?
- Who is responsible for what piece?
- What is the timeline for each piece?
- What is the process for checking in with each other?

**Specific behaviors**
- Zoom meetings or conference calls
  - What does participation on zoom meetings or conference calls look like?
  - What time of participation is expected?
  - Offer multiple forms of participation in each meeting (chat, raise hand, etc.)

- Email
  - Expected response time?
  - Email structure and tone?
  - Hours for email responses? (e.g. 9am-5pm)

**Familiarity and friendship**
- Space and time to see how each person is feeling – repeat consistently
- Optional virtual social activities and engagement

**Conflict**
- How do you respond when someone raises and issue? – be consistent
- Does each member of the team know how the team will address conflicts?
  - What will each person say and do?