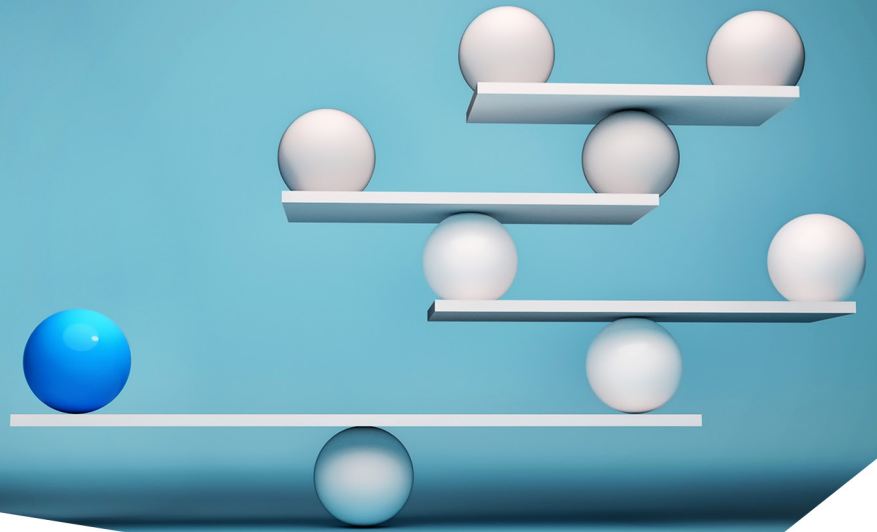




ENGAGED CTC
CONSULTING, TRAINING, AND COACHING



Connect Socially

- Consider daily check-ins with a virtual morning huddle, afternoon stand up meeting, or coffee breaks
- Weekly virtual office hours

Communication

- Consider all communication options given the message type:
 - Complex data or details: text-based such as email or instant messaging
 - Ambiguous or emotional: voice to voice or video
 - If 3 emails have not provided clarity, schedule a call or meeting for voice to voice or video communication to clear up any misunderstandings
- Empathetic Listening (VALUE)
 - Visually observe speaker
 - Ask clarifying questions
 - Listen to tone and message
 - Use mirroring actions
 - Emotion - Label and verbalize emotion

Virtual Teams: Establish New Norms

- Determine frequency and forum of meetings
- Are cameras expected for video-based meeting platform (Zoom, WebEx, etc)?
- What can be communicated via email? What or when should the phone be used?
- What is an acceptable turnaround time on emails or calls?



Virtual Meetings

- Use digital tools (polls, chat, reactions) to keep meetings faster and engaging
- Eliminate or reduce distractions
 - Check background, lighting, and camera angles
 - Check the quality of computer audio
 - Make adjustments as needed

Self Care

- Designate a workspace ideally away from traffic or family gathering areas
- Ask for, or invest in, a separate monitor and keyboard
- Take breaks, drink plenty of water; get up and walk around regularly
- Start and end your work day when you normally arrived or left the office; not when commuting time started or ended
- Reflect upon:
 - What type of support you need and ask for it
 - The positive outcomes your new reality has produced
 - Ways in which you are empowered each day