Nine Critical Actions to Prevent Team Dysfunction

Get Set Up for Working Remotely

1. Give everyone access to the tools they need to perform their job remotely.
   - App development
   - Internet access
   - Videoconferencing software
   - Co-authoring tools for documents and presentations

Establish Clear Norms and Rules for Working Remotely

- Directly address your teams about your expectations for working remotely.
- Have direct access to essential information and resources.
- Adopt an ongoing sharing of information and responsibility sharing.
- Use Webex Teams, Sharepoint, and Google Doc.

Communicate More and Use Different Media

- Be intentional about finding and checking the right media.
- Employ various tools and methods to ensure clear communication.
- Enhance leadership capability and improve performance.

Be intentional about finding and checking the right media.

- Establish clear norms and rules for working remotely.
- Convey your expectations for working remotely.
- Have direct access to essential information and resources.
- Avoid miscommunication due to timing differences.
- Ensure your team members are aware of the tools and media you will use.

Identify and Manage Conflict

- Implement effective communication strategies to resolve conflict.
- Foster a growth mindset to address conflict.
- Encourage open communication and remote file-sharing capability.
- Use tools like Microsoft Teams, Sharepoint, and OneDrive.
- Allow time for response, problem-solving, and some debate.

Point and Bronson Technique and Collaboration Opportunities

- Provide opportunities for team members to share their thoughts and ideas.
- Facilitate a collaborative environment to enhance team dynamics.
- Encourage teams to work together to achieve common goals.
- Use tools like Google Docs and Hangouts.

Remove Barriers and Facilitate Communication

- Break down the barriers of remote work.
- Encourage team members to communicate effectively.
- Use tools like remote desktop access and virtual machine servers.
- Provide easy access to team-shared sites.
- Ensure accountability mechanisms are in place.

Celebrate Efforts and Successes

- Recognize and celebrate the hard work and dedication of your teams.
- Celebrate efforts and successes to motivate your team members.
- Acknowledge the contributions of your team members.
- Use tools like Teams, Sharepoint, and Google Doc.

About ALULA®

ALULA® is a managed communications platform that combines the power of Cloud-based communication tools and the expertise of world-class communications experts to keep employees connected and engaged.

10

© 2020 ALULA®. All rights reserved. No copy or derivative work shall be made of this material, including modification or extractions of portions.