

Managing Remote Teams

Tips for supervising virtual environments



HIRE

People who are:

- Reliable
- Dependable
- Positive
- Flexible
- Self-motivated and productive without direct supervision
- Passionate about your mission
- Willing and able to lead, but also to follow

COMMUNICATE

- Assume positive intent from co-workers. Many visual aspects of communication are missing in remote settings and there is room for misunderstandings.
- Communicate MORE often than you would in an office setting because there are fewer face-to-face moments to rely on.
- Be extra specific with messages. I.e. Instead of saying "I like your idea," try "I like your idea of using Face Book for our new program campaign."
- Pick up the phone for a conversation if an issue isn't resolved after three email attempts..

*For over 20 years,
The Dibble Institute
has operated as a
remote team.*

*Here's a list of
things we have
learned along the
way.*



SUPERVISE

- Regularly update and review job descriptions where employees may have taken on new tasks that are not readily apparent.
 - Set high performance expectations.
 - Develop inclusive leadership skills in management staff to improve collaboration.
- Every project needs a clear leader. This creates responsibility and minimizes "too many cooks in the kitchen."
 - Take time to connect personally during staff meetings and on special occasions.
 - Celebrate success with spontaneous phone and video calls.
 - Hold regularly scheduled whole group and work team meetings.
 - Hold at least one in-person multi-day meeting for annual planning and team building.

LOGISTICS

- Use robust online systems for connecting and sharing data. I.e. Salesforce, QuickBooks, Zoom, Google Drive, etc.
- If you are a nonprofit, join TechSoup for discounts on tech. Some companies offer their software for free to non-profits.
- Pay for good tools: computers, hard drive backups, wifi, phones, etc.
- Consider moving the whole team to one operating system to make tech assistance and team sharing easier.

