

# Leading a remote team



## SUPPORT

Whakarongo (listen) and encourage your team to share their concerns and seek support.

Be visible and easy to contact.

Be mindful of challenges people may have, their mental and physical wellbeing.

Remind your team members of the support available.



## COMMUNICATION

Kōrero - positive, clear and regular communication helps reduce uncertainty and combat loneliness.

Provide authentic and transparent updates, and clear direction, through multiple channels.

Use technology to connect socially too e.g. have virtual coffee catch-ups.



## EXPECTATIONS

Create a clear and shared understanding of how the team will work remotely.

Keep regular times for kōrero and check in hui - to keep teams on track and maintain team culture.

E.g. you may have a norm that video is always on at the beginning of online hui.



## OUTCOMES

Be clear about what needs to be delivered and when.

It may be useful to reclarify your team purpose and what they can do to contribute whilst at home.

Recognise your tīma (team) when they are delivering well and demonstrating helpful and positive behaviours.

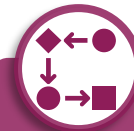


## TECHNOLOGY

Use technology like Skype for Business and MS Teams to communicate and work well together.

Understand new technology and communication channels is an adjustment for many.

Support team members who are not confident, or having problems, with technology.



## FLEXIBILITY

Trust team members to deliver their mahi in the way that makes them most productive.

Set up routines like meeting times, but be ready to adapt to changing needs, and change as you learn what works best.

Your kōrero might include pātai (questions) like:

Kei te pēhea koe i tēnei wā?  
How are you going at this time?

Any concerns you'd like to share or have a kōrero about?

Which of your co-workers do you wish you had more of a connection with? How do you think that would help?

How could I better tautoko (support) you?

What's your favourite part about working remotely?

What's hard about working remotely at the moment?

What's your daily routine like for your mahi?

Do you feel included in our team decisions? Why/why not?

How are the tools we use as a team working out for you remotely? What other tools could we explore?

He waka eke noa - We're all in this together