



**Maryland State Geographic Information Committee**

A commitment to excellence in the development and coordination of geographic information technologies.

# Managing a Team in a Remote Environment

MSGIC Lunch and Learn

Session 2 of 5

April 22, 2020

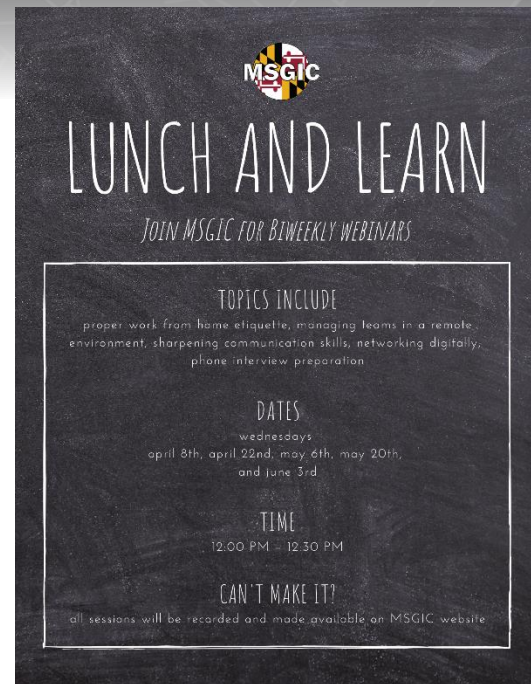


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## • MSGIC LUNCH AND LEARN SERIES

- Five 30-minute lunchtime sessions
- Every other Wednesday starting April 8<sup>th</sup>
- Topics include:
  - Work from Home Etiquette
  - Managing Teams in a Remote Environment
  - Sharpening Communication Skills
  - Networking Digitally
  - Phone Interview Preparation





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- **SPEAKER: JULIE SPANGLER**
  - Business Development Specialist & Project Manager, JMT
  - MSGIC Past Chair





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- **MANAGING A TEAM REMOTELY**

- Know Your People
- Leverage Technology
- Standardize Communication
- Manage Expectations
- Offer Flexibility



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## • KNOW YOUR PEOPLE

- Never assume you know all their challenges
  - Work/the office may have been their escape
- Work their strengths
- Acknowledge their wins & contributions
- Look out for your team
  - Ask how they are doing
  - Ask what they NEED to get their work done
  - Ask what they WANT to get their work done





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- **TECHNOLOGY**

- Use collaboration tools like Teams, Skype, Slack, etc
  - Pick a primary and stick to it!!!
  - Discuss expectations for replies and acknowledgements
- USE THE VIDEO!!
- Respect status messages
- Insist on transparency



4/10 11:15 AM 👍 1  
Thank you!



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- **STANDARDIZE COMMUNICATION**

- Use methods your team prefers!
- Find a balance with communication
- Don't forget about the telephone!
- Be honest and transparent, but not frightening
- Talk about the things you would have talked about in the
- Encourage communication!





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## • EXPECTATIONS

- Balance health and productivity
  - Focus on outcomes, not activity
    - By the end of <date>, it would be good to see <type of progress/milestone.>
  - Insist on transparency
  - Work for peer accountability vs top down accountability
1. When are you working today?
  2. What are your big 3 work items?
  3. What will you work on in the event of down time?
  4. Anything special going on today?
  5. Any roadblocks / things you're stuck on that requires extra help?





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- **EXPECTATIONS (CONT)**
  - Clearly outline task assignments, deadline, etc
    - Create a backlog list
    - Review requests as promptly as humanly possible

	Task	Assigned To	Date Assigned	Target Completion Date	Last Check In Date	Notes
1	Resume Updates (focusing on most used)	AS	4/6/20	4/27/20	4/6/20	See <a href="#">report</a> .
2	Intro Paragraph Updates	AS				See <a href="#">report</a> .
3	Certification Scrub	AS	4/2/20	4/20/20	4/6/20	See <a href="#">report</a> .
4	Proposal Content Library (refresh)	AS	4/7/20	4/20/20	4/7/20	See <a href="#">report</a> .



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- **FLEXIBILITY**

- Ask for an anticipated schedule
  - Allow for deviations
  - Stay out of “pay back” scenarios
- Encourage time management techniques like Kanban, time boxing, etc





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- **BE THE EXAMPLE YOU WANT YOUR TEAM TO FOLLOW**
  - Be an empathetic manager, but not a push over
  - Set the stage for your expectations, say it and write it out
    - Leverage technology and encourage your team to learn how to use collaboration tools
    - Outline communication methods and preferences
    - Define what success looks like for specific tasks
    - Encourage questions, prioritize review
  - Be flexible



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## Questions?