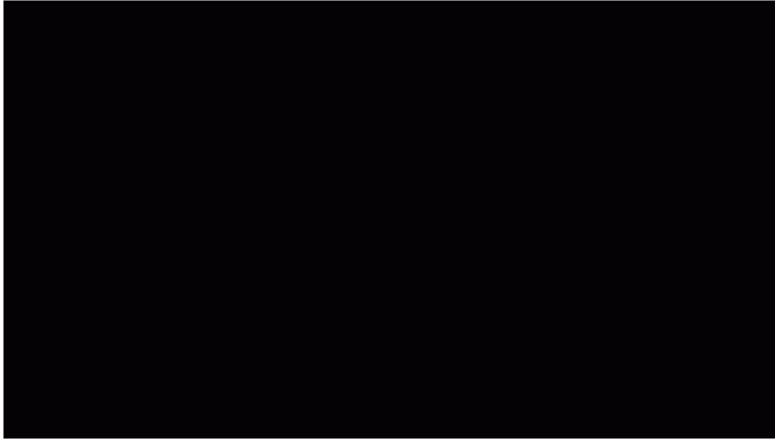**Virtual Leadership for Managers: Best Practices (Part 4)**

1. Course Opening

1.1 Welcome Slide

Notes:

Welcome to part four of the Virtual Leadership for Managers Best Practices Training Series provided by the Human Resources Administration Division of the Georgia Department of Administrative Services. This section provides essential guidelines for effectively managing a virtual team.

1.2 Part Four: Essential Guidelines for Effectively Managing a Virtual Team
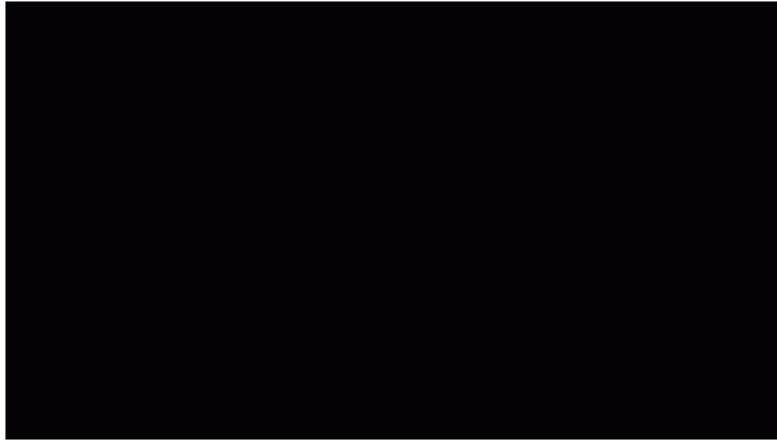
Notes:

In the previous video, you reviewed examples for building a strong working relationship with the virtual team.

Part Four of this training series provides you with an overview of essential guidelines for keeping the virtual team performing at a high level. First, you as the manager present the following items to the team: Clear Goals - this means you provide clear direction to the team on expected outcomes. It could be the completion of a project, finalizing a year-end report, completion of a training presentation, etc. Defined Roles - this means each team member clearly understands the specific part he or she plays in the successful completion of expected outcomes. Meticulous Planning - this means you thoughtfully arrange objectives based on the responsibilities and skill sets of team members. After planning and establishing the goals and roles of team members, you monitor progress for gauging the completion status of the objectives. This is achieved by meeting with team members in a virtual format. DOAS provide the following recommendations for performing virtual meetings with team members: Perform virtual

meetings on an individual basis with team members. This allows you to have a one-to-one conversation with the team member regarding their performance by asking questions such as: "What is the current status with your assigned tasks?" "Are there any obstacles hindering your performance?" "What can I do to help you?" "Is your current workload reasonable for meeting expected deadlines?" "Do you have any questions for me?" Perform virtual meetings on a weekly basis with team members. This allows you to remain current with the team member's performance. Keep in mind, daily meetings become too repetitive, time consuming and lose value for the team member. Perform the virtual meeting at a specific scheduled time each week. For example, you meet with John from 9 to 9:30 am on Wednesday, Jane from 10 to 10:30 am on Thursday, etc. This provides a predictable and reliable time of communication between you and the team member. Perform the virtual meeting visually. For example, utilize applications such as Skype for business or Microsoft Teams. This helps build rapport and "humanizes" the contact with the team member. In addition, make yourself available to team members as much as possible. For example, a team member emails you with a question or issue regarding an assigned task. If possible, respond to the email within one hour, even if it is letting them know you will get back to them as soon as possible. Help the team member as best you can with the question or issue. Keep in mind, failure to respond to the team member may impede his or her performance and impact completion of the assigned task. In the next video, you review the four types of trust in a virtual team.

2. Course Closing

2.1 Contacts

Notes:

Click on the Resources link for downloading a transcript of the course. If you have any questions or comments regarding this course, send an email to: georgia.learning@doas.ga.gov

2.2 Course End

Notes: