

LEADING REMOTELY IN A CRISIS



Address Anxiety

- Seek to understand
- Ask before you tell
- Reduce contagion of negative emotions



Tools to Build Connection

- Practice with tech
- Connect more often
- Utilize engagement features



Demonstrate Confidence & Competence

Video - Voice - Body

- Adopt an engaged & active persona
- Align verbal and non-verbal communication



Address anxiety and other emotions:

- Leaders should listen to communicate which means seeking to understand first and asking more questions.
- Check-in on how people are feeling and avoid assuming they feel the same as you or others.
- Emotions are contagious so decide what you want your team members to *catch* from you.

Tools to Build Connection:

- Master the technology to maximize its benefits.
- Remote work requires a higher frequency of contact so meet more often individually and with teams.
- Encourage team member participation by planning their involvement.
- Tailor messages to team members.

Demonstrate Confidence & Competence:

Video makes people feel more engaged because it immediately *humanizes* the room.

- Spend time adjusting your lighting – place a lamp or light behind the camera.
- Make sure the background is appropriate or use a virtual background.
- Frame your face and shoulders so that your eyes appear about 2/3 the way up the frame.
- Speak directly into the camera so your audience receives eye contact.

Your **Voice** is your most powerful tool and you should exaggerate everything online to come across as well as you do in person.

- Smile much more – remember that emotions are contagious.
- Amp up your energy – it may feel like too much to you, but not to your audience.
- Articulate your words more – pretend that the audio died, and they can only read your lips.

Your **Body** sends strong non-verbal messages. Use the movements to your advantage.

- Appearance matters but don't obsess about it – the point isn't to look your best, it's to help the audience.
- Posture – use a good chair and sit up straight to improve air flow.
- Movement matters even online – use your hands, standing is a good option.

- Lighting
- Background
- Framing
- Eye Contact

Video



- Smile more
- More energy
- Articulate more
- Speak slower

Voice



- Appearance
- Posture
- Movement
- Facial expressions

Body



Insider Tips for Online Facilitation

Techniques

Keep **audience** at the center of everything. What you do and how you do it should benefit them more than you.

Enlist the help of a **Producer**. Producer assists main speaker/facilitator and manages the technology, the participants and sometimes even the agenda/time keeping.

Create a **landing page** to provide information as people login to session.



Our Brains

Asking everyone to be on **video and off mute** prevents multitasking and raises focus.

Never read the slides. Humans can't listen and read at the same time very well. If there is text, we'll read it so minimize amount of text. Let them read it.

Use **Variety** to keep minds engaged: Mix of Chat, Polls, break out rooms (see 3 to 5 rule under Time). Mix of **visuals** (text, images, graphs, props, video, facial expressions).



Audience



Tools

When you want participation, **tell audience how to respond**: Verbally, Chat, Poll, Q&A, Raise hand, etc. For example:

Using *Chat* to respond, what are your top 3 tasks this week?

Complete the *Poll* I just launched about the most effective tips for working remotely.

Raise your virtual *Hand*, if you reviewed the quarterly report sent earlier.

Time

Wait at least **6 seconds** for responses. Participants need to find the *Chat* window or take themselves off *mute*.

Something needs to change about every **3 to 5 minutes** to keep people engaged.

For long meetings, plan **breaks every hour** or combine an activity and a break to allow them to manage that time.

Online Meetings Require Different Preparation - Execution - Follow Up



Advance Preparation

- Get curious about what's possible
- Get a practice partner
- Schedule a dry run
- Train a Producer to help host
- Attend other webinars
- Take vendor's online training
- Invest in good equipment
- Have a backup plan



15 Mins Before Start

- Login early to setup
- Check your video, audio, and background
- Turn off beeps for entry/exit
- Prep polls to launch or files to share if needed
- Close all unnecessary applications
- Create a landing slide with useful info or an activity (on video/off mute rule, poll, question, tips, have them practice features like chat or annotations)



During

- Greet audience warmly upon entry
- Hit Record if desired
- Use engagement features throughout (chat, polls, annotations, emoticons, etc.)
- Water cooler wrap up
- Send meeting notes and/or recording
- Follow up same day using appropriate medium to ensure clarity (IM, group text, email, call)

Supporting your leadership development through this crisis:

- Individual or team coaching on how to use your company's online communication platform (Tips & Tricks)
- Tailor this webinar for your organization
- Convert live training or presentations for virtual delivery



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