

COMMUNICATING
THE ARTS ●●●

Building resilient, high-performing teams while working remotely

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“When people thrive, business does too”

A high-performing team is built methodically.

1. Testing

- Air is thick
- Team members maintain a façade
- Fear of confronting issues/individuals
- Denial of conflict
- Team members wary of each other
- No sense of 'us'

2. Storming

- Personalisation of issues
- Members feel attacked, frustrated
- Finger pointing
- Tension
- Control issues
- Public arguments, frustration & anger

3. Organising

- Clarifying roles and goals
- Developing skills
- Establishing procedures
- Giving feedback
- Confronting issues, not people

4. Performing

- Clear team goals
- Right players in place
- Clear roles and responsibilities
- Commitment to winning for the business over self-interest
- Agreed upon protocols for decision making and conflict resolution
- Sense of accountability for business results
- Comfort in dealing with conflict
- Periodic self-assessment

When working remotely, these 4 elements become crucial:

1. Alignment
2. An inclusive culture
3. High engagement levels
4. Productive meetings

WHERE

are we going?



1. Does everyone know where you are going?

If you were to ask: What does success look like for our team?

What would the answers be?

Would everyone agree?

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Solutions

1. Define and communicate -
 - What success looks like
 - Top priorities, roles & KPIs
 - Ground rules for remote working
2. Embrace technology
 - Slack - to communicate
 - Trello - to track projects
 - Google teams
 - Use video

2. Do you have the right culture?

Do individuals...

- Feel safe to speak up, to share, to say “no” with reasons?
- Have a good routine and work-life balance?
- Feel valued, respected, listened to?



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2. Do you have the right culture?

When you do...

- Relationships and teams are built, despite the distance.
- Individuals will speak up in a teleconference.
- Individuals gain a sense of belonging, which builds engagement.
- Individuals are more resilient, which fosters well-being.



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Solutions

To get the right culture -

- Ask people what they need
- Check in daily
- Provide (and ask for) feedback
- Ask for help
- Focus on outcomes, not activity
- Be flexible



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3. Are your staff engaged?

Research has shown that dependency on technology makes staff feel isolated and disengaged.



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Solution

- Build shared accountability for the team's success
- Engage team members in challenging and meaningful work.
- Connect team members to experiences that align to what matters most to them.



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Solution.

Ask your people -

1. What matters most to you at work?
2. What makes a good day for you?
3. What makes you proud to be a part of this team/this organisation?
4. What does it look like when we are at our best as a team? As an organisation?
5. Are there any initiatives you would like to be a part of?



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4. Are your meetings
productive?



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Best practice for virtual meetings

1. Co-create norms (and watch for them)
2. More than an agenda. Design your meeting.
3. Icebreaker. Social time. Check-in. Always.
4. Optimise use of tools to brainstorm, vote, get feedback, etc.
5. Consider recording (zoom)



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Key Learnings

1. Technology is your friend.
2. Focus on well-being is crucial.
3. Managers can need help adapting to virtual world.
4. Create boundaries between life and work
5. Work fun into meetings and the work day



Any Questions?

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