

#Leadwell Virtually – Balanced Communications

As leaders we know that we must overcommunicate during times of change and uncertainty. We are currently faced with both.

But we should strike a balance with our communication, being fluid as the challenges ebb and flow.

There needs to be more communication but not so much that employees are overwhelmed. A daily team huddle is great. Having three huddles a day, not so great.

Use the old style of newspaper reporting as your guide to overcommunicating: Who, what, where, when, how and why.

Who:

- Your individual team members: 1:1 conversations at least weekly
- Your teams:
 - Regular team check-ins on work related items
 - Team “chats” – create regular social time – virtual coffee breaks
 - Not more than one per day
- Your Peers: keep in touch with your peers. You need their support and they need yours.

What:

- Provide updates on business, projects, changes, challenges, successes.
- Ask about them – ask: how’s it going? How are you doing? Your family? What’s working for you in this remote world? What’s not? How’s your home set-up? Is there anything you need?
- Opportunities to work together towards the common good – is there something the team wants to support? Is your company supporting a particular cause – how can your team help?

Where:

- Where? Remember this is virtual! So wherever you are working from these days!

When:

- More than you think. Plan to “see” each of your team members a couple of times a week through individual 1-1s and team connections.
- Then add phone calls and emails.

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How:

- Use technology – phone **and** video. Video is an essential tool. Email and phone do not create the same connection. Video connects people more.
- You need to be seeing each person at least once a week.

Why:

- Overcommunicating will help to keep people connected.
- It will decrease the sense of hopelessness some may start to feel.
- It will increase focus and people feeling they have purpose.
- It will help work to keep moving forward. It will keep your team in tact!

#Leadwell Virtually – Managing Communications

Create the Habit

Use a streak table to help track your communications as you work through the week.

Week of: March 30 th					
My Team	Monday	Tuesday	Wednesday	Thursday	Friday
Tam	1:1	Slacked			Zoomed
Synthia	Zoomed	1:1			
Henry	1:1		Zoomed		
Anita	Slacked	Slacked	1:1	Phone call	Zoomed
Cyrus	Slacked	1:1			
Jayne	Texted			1:1	
Whole Team	Weekly meeting	Zoom coffee break	Huddle	Huddle	Huddle

Week of: March 30 th					
My Peers	Monday	Tuesday	Wednesday	Thursday	Friday
Darren			Virtual Lunch		
Jennifer				Zoomed	
Nagan			Zoomed		
Terri	Zoomed	Slacked			

What patterns do you see in the manager's streak tables above?

Weekly Communication Tracking

Week of:					
My Team	Monday	Tuesday	Wednesday	Thursday	Friday
Whole Team					

Week of:					
My Peers	Monday	Tuesday	Wednesday	Thursday	Friday