

How to Manage Your Remote Teams



With so many of us still working from home full time for at least the next few weeks, we talked to Daniel Rogers, AVI-SPL VP of global channels, for his advice on how he manages remote employees. Here's what he has to offer to help with your challenges at this time:

The ability to collaborate in real time when working remotely allows for a feeling of being connected with your coworkers, partners, and customers. This is vitally important. Remote workers need to feel connected to their company and their coworkers, and tools for instant messaging and video (e.g. Microsoft Teams) are key in helping achieve this.

I personally manage a global team based in three different continents, and the use of video and collaboration services makes me feel aligned and connected with all my team members, as well as with our customers and partners. The ability to share and present content in real time makes for valuable and more meaningful internal and external meetings.

In our team, we operate a mutual open-door policy, where the green light denotes you are available to answer a question or share a thought — as you would when you walk to someone's desk to speak with them if you were working in the office. I also encourage everyone on the team, no matter their geographic location, to connect with each other as well as myself in order for them to feel that connection and still have those virtual water-cooler conversations.

In some cases I could speak to a member of the team every day if the situation or opportunity needs that level

of focus: e.g. when working on a major project or RFP. This is not a micro-management process; it is simply utilization of the tools to collaborate and work in real time as you would if you were in a physical office environment.

We have a scheduled weekly team call on video, where all members from around the world join and share their weekly updates on projects, opportunities, etc. It's also where I share an update from the company/management



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level. I am confident the team gets a great deal out of these sessions as this is an opportunity to share updates that are relevant to all members.

We also have monthly 1:1 sessions and quarterly business review sessions, all of which are scheduled and planned for the full year ahead.

It is different managing people who work remotely as it takes a certain discipline to work away from an office environment. Everyone must treat it with the same level of discipline and professionalism you would exhibit if you were in the office, where you practice good time management and present a professional appearance and working environment. Maintain the same levels of professional conduct as you would in any meeting. Once you have established routines, standards, and trust, then managing people becomes straightforward. Great productivity and results can be achieved.

Get expert advice on managing your remote teams

AVI-SPL is here to help you find the collaboration tools that will keep your team connected and productive. These efforts are paramount during the coronavirus, but they will be just as important as we get back to our workplaces and incorporate a liberating way of working

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into our daily routines. As businesses, schools, and government agencies get back into the swing of running at full capacity, you want your organization to have the resources that make that process as efficient and effective as possible.

Our mission is to provide the tools, experience, and support you need to connect teams between the offices and remote locations. Because when your talented individuals work together, you can reach your business outcomes. If you need assistance launching or upgrading your digital workplace collaboration tools, [contact us](#) now or [find your local AVI-SPL office](#).

