

If you want to be a successful manager of a remote team you are going to spend between 60 and 100% of your time just managing your people. This book will help you to select the right people, set up the team expressly for remote working and then manage them in such a way as to keep them and you (and your boss and your customers) happy.

By the end of this book you will be able to:

- Define effective leadership approaches for remote teams
- Identify what remote team members need and expect from team leaders
- Use a combination of communication channels to support effective team working
- Create and maintain motivation within remote working environments
- Use a number of techniques to maximise the performance of remote team members

Being a manager would be great if it wasn't for the people who work for you; they take up so much of your time asking for support, clarification, training, decisions and for you to sort out their arguments. So surely it is easier to manage when those people work in a different building, town, country or even continent?

Think again! This Management Guide will give you the right tools and techniques to ensure your team functions at their best regardless of department, location, country or time zone.

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HOW TO MANAGE REMOTE TEAMS SUCCESSFULLY

13 PRINCIPLES TO ENSURE
EFFECTIVENESS FOR LEADERS,
MANAGERS & SUPERVISORS



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ESSENTIAL MANAGEMENT GUIDES

HOW TO MANAGE REMOTE TEAMS SUCCESSFULLY

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EFFECTIVENESS FOR LEADERS,
MANAGERS & SUPERVISORS

INTRODUCTION

How to Manage Remote Teams Successfully:
– 13 Principles to Ensure Effectiveness for Leaders, Managers & Supervisors

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1. Business 2. Communication

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Ever since Charles Lindberg first flew across the Atlantic the world has been getting metaphorically smaller. The pace of that change has been increasing as the century changed from the 20th to the 21st. It is now common to manage people who are not in your office, your city, your country, continent or even time zone.

Managing people is a big enough challenge for many; effectively managing people who you don't see every day is a bigger challenge. Managing people you don't see every day, who also have a line or local manager, and who also operate in or come from a different culture is the management challenge of the 21st century... this not likely to change anytime soon.

The technology of the era has made it *theoretically* easier to manage across the miles, but the people we manage are still human, and technology, at times, can get in the way. Much effective distance management is about balance; this book will help you to recognise the dangers of imbalance to a strike an appropriate middle ground.

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PRINCIPLE 5:

CREATE A VIRTUAL PRESENCE

“Out of sight, out of mind” is a common attitude that works against you when managing a remote team. Your challenge is to be visible, yet not in such a way that you appear oppressive or untrusting.

Creating a virtual presence is a must. Finding the right balance of how frequently to ‘show your face’ is a critical aspect.

For example, if you *overdo* it, you may convey a sense of micromanaging, or a lack of trust or confidence. On a practical level, people may wish that you would leave them alone to get on with their work.

If, on the other hand, they don’t hear from you for a significant period, it is easier for them to interpret this as:

- You don’t care about the person
- You don’t care about their work
- You are too busy to be disturbed with anything (short of utter disaster...when it is too late anyway)

- Lines of communication have been broken and they are really out there with no support or help

In any of these cases a common reaction is to move away from you and towards the people the person does “see” regularly... they “go native” and bond with their in- country colleagues at your expense (not unlike the “Stockholm Syndrome” in which hostages empathise with their captors)

Creating a virtual personality requires upfront planning and a keen sense of knowing yourself:

- Knowing how your **voice and written** tone, word choice, clarity, and the ability to articulate are interpreted.
- Knowing how good you are at **delegating**.
- Knowing how **willing** you are to ask for (and get, and act on) feedback.

It also requires you to know your team members:

- How much ‘presence’ is enough for this person?
- What signs will tell you that you are too present or not present enough?

End of Sample

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Thanks!