



*How do you manage a virtual team?*

*Glain Roberts-McCabe sat down with Roundtable member **Hayden Alge**, Director, Digital Strategy at Workopolis, who shares his experience on what to do to successfully manage a virtual team.*

## MENTORING MATTERS

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*“I’ve spent most of my career managing teams that sit near me in the office. I’m now moving to a national scope and will be leading people from a distance. What tips do you have for managing a virtual team successfully?”*

Having had the experience of managing both local and remote work teams, here's my David Letterman style "Top 10 List" on successfully managing a virtual team, or a team that has virtual members.

1. Stay connected and be available
2. Consider attitude
3. Provide constant feedback and reward performance
4. Embrace technology as your friend
5. Level set expectations
6. Encourage cross-functional interactions
7. Show face
8. Spread the love
9. Tag team
10. Trust your team

**STAY CONNECTED AND BE AVAILABLE**

Make sure to schedule re-occurring, one-on-one, check-in chats with your team, perhaps more frequently with your remote members. Ensure you are *always* willing and able to entertain a chat in between these routine meetings.

**CONSIDER ATTITUDE**

Make sure you have the right people with the right attitudes and behaviors to be effective remote employees—this is not for everyone.

**PROVIDE CONSTANT FEEDBACK AND REWARD PERFORMANCE**

Provide constant feedback and reinforcement. Never assume your team feels appreciated; make the extra effort to reinforce the right behaviors and reward them accordingly and let the rest of the team know (those near and far).

**EMBRACE TECHNOLOGY AS YOUR FRIEND**

Embrace modern communication technologies—video is a great way to stay connected and “keep face.” Also consider using instant messaging systems like Skype to keep casual conversations flowing and an informal communication channel open.

**LEVEL SET EXPECTATIONS**

Treat everyone alike, despite workplace circumstances. Expectations around job performance and overall output productivity should be tolerated equally with the same accountability from all contributors.

**ENCOURAGE CROSS-FUNCTIONAL INTERACTIONS**

Encourage cross-functional relationships to blossom between your remote team and other key cross-functional stakeholders. This will make them feel more connected with the business, especially with those who they rely on at head office.

**SHOW FACE**

Ensure that you create some face-to-face time. Make a couple visits every now and again to your remote markets or invite the team to visit you for a team check-in/meeting to keep the team feeling connected. No one likes to be excluded from the conversation.

### SPREAD THE LOVE

Ensure that you don't discuss or share work-related updates (as small or insignificant as they may seem) without including your remote contributors. Keep them all connected and involved equally at all times.

### TAG TEAM

Appoint SME (subject matter expert) roles amongst team members. Each contributor will act as a subject matter expert whereby they will be responsible for providing timely updates to their team members. This will keep the team connected and your remote contributors will appreciate it.

### TRUST YOUR TEAM

Nothing is worse than being a pessimist. Trust that your remote team knows they are respected and performing to the standards and expectations that you have of them. In turn, you will see a much more engaged, confident, and happy team—this trust will be reciprocated.



**Hayden Alge** is the Director of Digital Strategy at Workopolis, Canada's leading online digital recruitment company. In this role, Hayden is responsible for managing a team of subject matter experts who leverage real-time job performance data and analytics to optimize the recruitment efforts of hundreds of leading organizations across the country. Hayden also acts as Workopolis' lead for "The Network," an organization that brings together leading job boards in a global knowledge-sharing collective.



With over 15 years of experience in the online recruitment space, Hayden played an active role in developing Canada's largest network of strategic niche job sites and has also worked in Europe, where he helped to lead the expansion of a large Engineering and Technology Consulting Services firm before joining Workopolis in 2009.



**Glain Roberts-McCabe** is passionate about the art of leadership and supporting ambitious mid-career leaders. She created **The Roundtable** to provide emerging leaders with the navigational skills, tools and savvy needed to manage increases in scope, pressure and leadership complexity.