

## Quick Guide – Leading a Remote Team

*“Think leadership first, location second.”*

As a remote leader, you’ll need to lead differently. No longer can you bump into your people by chance, or pop round for a quick chat – those impromptu conversations we normally take for granted, whether about work topics or just checking in to see how they are. **It’s harder to focus on other people when you don’t see them.** However you still need to:

- **Build trust** – provide **clarity of purpose**; **build their competence**, which gives you the competence to **show trust in them**; **understand their motivators** by talking to them; **ask for feedback** (and do something with it when you get it).
- **Develop and maintain relationships** – talk to your people, check in with them regularly
- **Coach** – people still need **feedback**, both in terms of their progress and their development. Make it a conversation, not a one-way flow. **Little and often is key**, especially remotely. **Aim for more frequent, consistent contact.**

You will need to **use technology to do the things that previously came naturally**. So get to know the tech – if you don’t use it and use it well, how can you expect your people to? **Use video/webcam wherever possible**, it’s more personal.

Ensure your team are **completely clear on expected outcomes**. We understandably focus on **results** (the “what”), and set success measures accordingly. With remote teams, it’s sometimes harder to see how people are doing. So also consider **process** outcomes (the “how”); the things people do daily, weekly, monthly. Challenge them to find better, faster, more regular ways of doing them and put measures in place. This will ultimately improve the results outcomes as well.

**Get feedback from your people as to what works for them** in terms of your remote contact; they will have individual preferences so **be prepared to flex your style**. If you’re not sure, **ASK!**

Watch the full video on “Leading Remotely” [here](#) (36 mins)