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A VIRTUAL ROAD TRIP
MAY 24 - 26, 2021

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Georgia Department of Human Services
Division of Child Support Services

Effective Virtual Management

Lisa Graham, *Communications Center Manager*

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Learning Objectives

- Employ strategies to increase your team's performance through clear goal setting and communication
- Develop approaches to improve the effective use of technology within your organization
- Demonstrate understanding of how to foster team building

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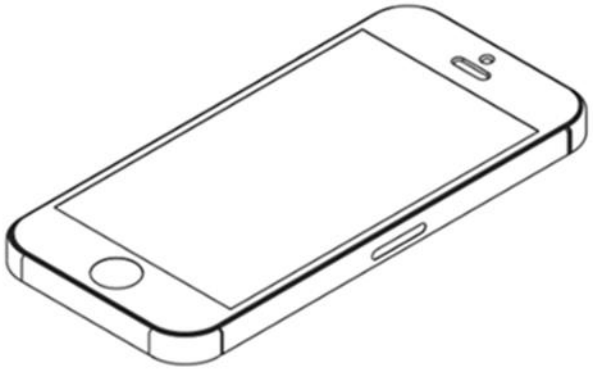

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7 Tips to Being a Successful Virtual Manager

Tips
1. Be available
2. Have regular meetings with individuals
3. Encourage informal conversations
4. Backup plan for tech issues
5. Be creative with team bonding
6. Be smart when choosing new employees
7. Have a central location for reports

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Be Available

- Types of Communication
  - Instant Message
  - Outlook
  - MS Teams
  - Phone
- Respond promptly
- Provide a backup to contact
- Group Team chat

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Regular Meetings with Employees

- Meetings with supervisors at least weekly
- Team meetings at least monthly
- One on one meetings with individual staff
- Let staff know your expectations

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Encourage Informal Conversations

- Get to know your employees
- Know the difficulties they are having
- Discuss safety
- Communicate your management style

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Backup Plan for Technology Issues

- Have alternate work location plan
- Have extra equipment available if possible
- Internet requirements at home
- Wi-Fi calling

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Team Bonding

- Virtual games
- Kudos to employees doing a great job
- In person meetings when possible
- Birthday cards or shout outs
- Small tokens of appreciation

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Virtual Scavenger Hunt

1. A phrase will be displayed and read out loud.
2. You will have 30-seconds to locate the item.
3. Bring the item back to your desk.
4. Use the MS Teams raise your hand and turn on your camera to show the item.

If you step out of the bathroom and people laugh at you, you probably have this on your shoe.

I help to stop the spread of diseases and viruses like colds and flu.
I am also used by the cleaning crew.

My job is to put an end to sleep, which I do with music, a buzz, or a beep.

I’m on your left and on your right,
hopefully not too tight.

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Hiring New Employees

- Independent Workers
- Home internet requirements
- Feasible Office Space
- Ability to troubleshoot technology issues
- Previous telework experience

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Central Location for Reports

- Microsoft Teams and SharePoint
  - Policies
  - Reports
  - HR Actions
  - Staff Directory
  - Training

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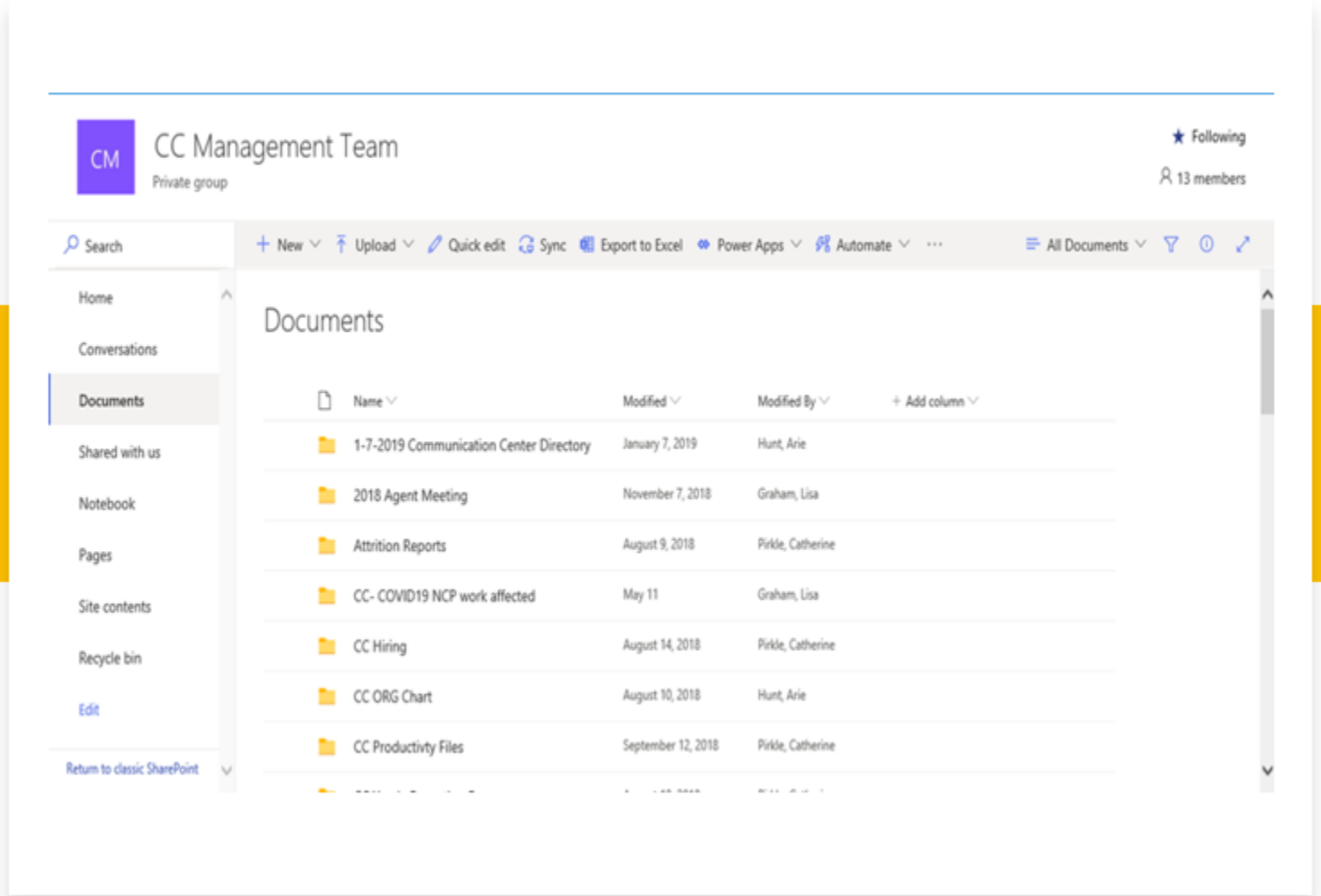

Central Location for Reports

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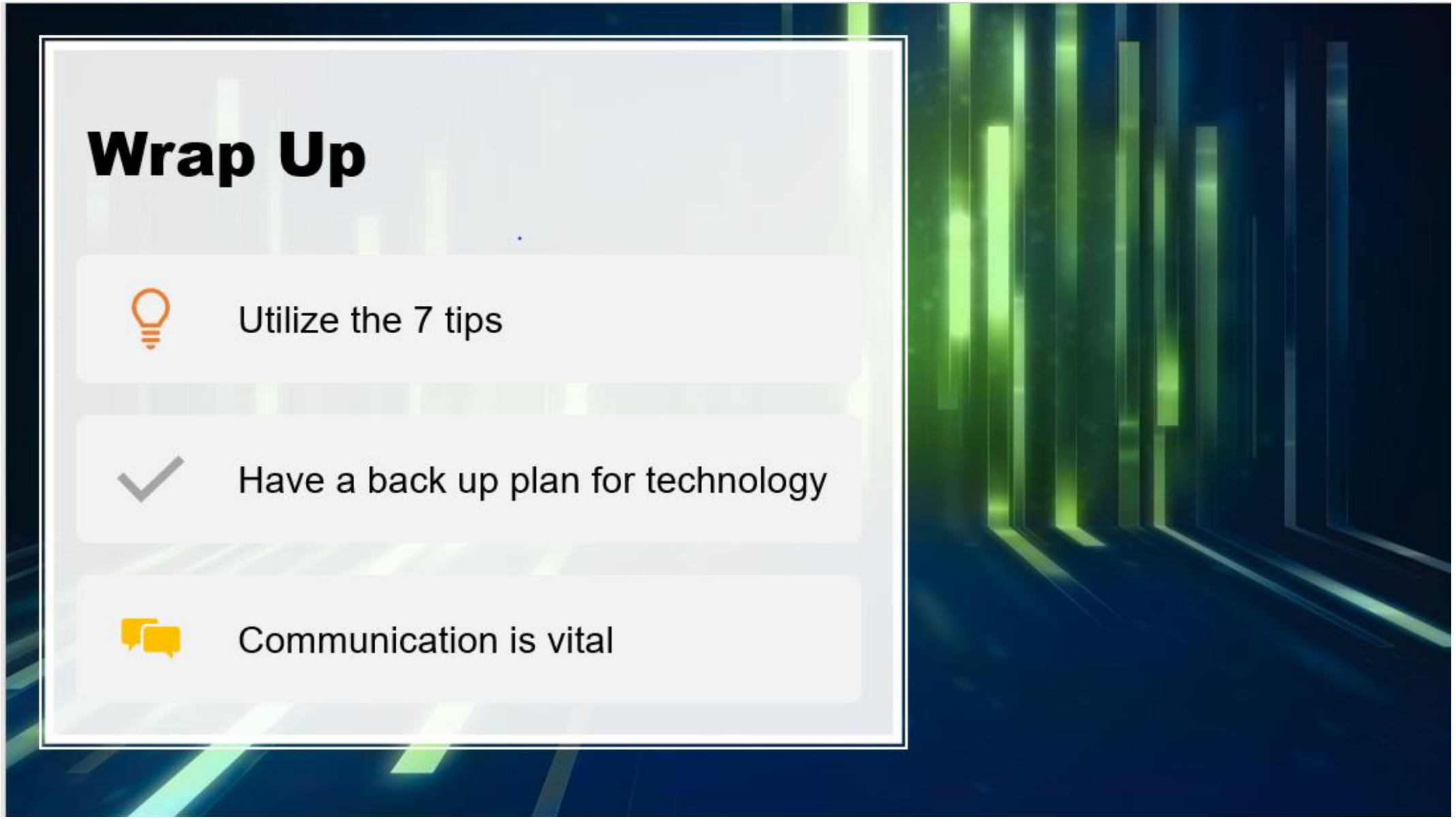
Wrap Up

- Utilize the 7 tips
- Have a back up plan for technology
- Communication is vital



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Questions?

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Contact information

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