

## PC4VT

### Performance and Care for Virtual Teams



The sudden shift to virtual work poses many challenges for teams. While some teams have experience with the basics of functioning effectively in a virtual work environment. However, many others lack the basic experience to function in this manner - especially for prolonged periods of time. In addition, a recurring problem for all teams - whether experienced in working virtually or not - is sufficient attention to the HOW of teamwork - the basic cultural fabric of how we interact beyond the simple necessities of getting stuff done.

This HOW deeply affects the collective intelligence and engagement of teams - and needs to be cultivated with particular attention at this time of heightened uncertainty and changeability. Finally, all team members will face new personal challenges - from loneliness, boredom or lack of relaxation and recreation, and all have to improve their skills in self-management and self-care.

## Content

The program covers 5 successive stages of rebuilding a functioning team – from re-establishing the basic efficacy of the team to building habits of attention and positivity and supporting people emotionally in distributed locations.

### Performance and care 4 virtual teams: Program structure

Virtual sessions and ongoing app supported streams



The virtual seminars cover the five stages of building new team habits in this virtual world:

- **Basecamp** – re-establishing a base – what do we need now, what works well in this virtual world.
- **Habits of attention** – incorporating habits of focus and attention into teamwork to re-establish efficacy.
- **Habits of positivity** – cultivating habits of care for each other and being positive – learning to appreciate the many things we are doing well.
- **Habits of emotional safety** – explicitly addressing emotions and building in emotional awareness exercises and processes to anchor emotional safety.
- **Habits of integration** – integrating cognitive and emotional diversity – as well as a diverse bandwidth of team members to ensure everyone is heard and well-integrated.

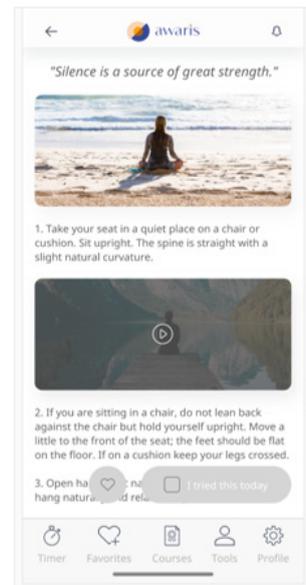
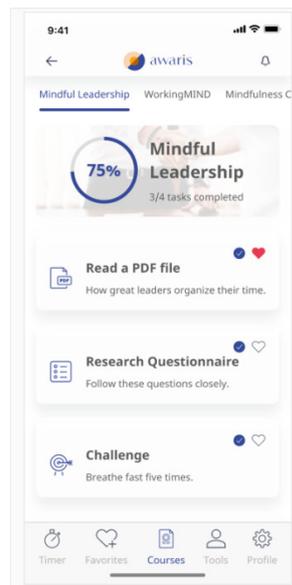
In addition to the virtual seminars, there are three app supported streams to help the members of the team build their own personal resilience and effectiveness covering:

- **Being well (Mindfulness and resilience)** – Learning practices of mindfulness, relaxation, resilience, etc. to ensure we take care of our mental and emotional wellbeing. In these times our usual methods of recovery and balance might not be applicable, while at the same time anxiety is heightened – so it is an important time to learn new habits.
- **Working well (Personal effectiveness)** – Advice and tips for working well from home – in an emotionally balanced and effective manner. A key insight for working in difficult times is that the feeling of efficacy is important – people want to get things done but struggle with unfamiliar technology and routines. This in turn deprives them of their energy and they become frustrated if they are not proactively taking care of adapting to the new environment.
- **Living in the challenge** – challenging times are also times to adapt new ways of being and behaving. This helps us to give these times meaning. This stream provides advice and exercises to learning new habits and giving our experience meaning so that we emerge from this with a new perspective.

## Weeks and Tasks

### Reaching learning objectives step by step

- Every course can consist of multiple chapters.
- Every chapter consists of multiple tasks.
- Chapter progress reflects open tasks.
- Task examples:
  - Use any functionality of the app (e.g. timer for 10min meditation)
  - Start a challenge
  - Read a document (local and web)
  - Fill out a questionnaire
  - Join Zoom-Meeting
  - ...



## Program Overview

### FORMAT

#### 5 week program with active guidance and learning

- 5 virtual webinars of 2 hrs each in groups of up to 25.
- Small breakout groups in webinars for the teams.

#### 3 supporting streams with exercises and tools on an app

- **Personal wellbeing** – Mindfulness and resilience practices.
- **Personal effectiveness** – how to work effectively and maintain our energy.
- **Growth** – how to learn new habits in this time and give this period meaning.

### KNOWLEDGE AND TOOLS

#### Neuroscience – Short knowledge bites to help understand the issues and place them in context

- The new situation – how does it affect the functioning of teams.
- What drives the collective intelligence of teams.
- What are the different types of challenges teams face to functioning effectively in a virtual environment.
- The importance of shared attention in team meetings and the particular challenges in the virtual environment.
- Why we tend to focus on the negative and how to shift that in our work.
- The importance of positivity and emotional safety – and how to foster it in remote teams.

**Habits to anchor** – Each session has a series of habits to anchor in the team. Responsibility for this is shared by all team members so that there is a mutual sense of responsibility for team care.