



Distributed Teams 101

FlexGC presents Distributed Teams 101:
with
Natasha Côte-Khan, Paul Keller
and Christine Vézina



- The Great Team
- Empathy Mapping / Team Charters
- Best Practices for Distributed Teams
- Culture and Mindsets
- Blurred Lines / Mindfulness
- Tools
- Results and Performance
- Q&A



Natasha Cote-Khan

She/Her

Traditional land Anishinaabek (Ah-nish-in-a-bek), Haudenosaunee (Ho-den-no-show-nee), Lūnaapéewak (Len-ahpay- wuk) and Attawandaron (Add-a-won-da-run) peoples in London, Ontario

@natashacotekhan



- *Natasha is a Free Agent, Posted to PCO in the Public Service Renewal Secretariat.*
- *Natasha is a Regional Remote/Virtual employee for GC who has been working this way since before the pandemic.*
- *Natasha is also an event planner.*
- *Natasha has 6 beautiful children of all ages at home with her during this unprecedented time of COVID-19. (ages - 5,8,10,13,15,20)*

Christine Vézina

She/Her,

Traditional land of St. Lawrence Iroquoians Anishininabewaki, Carleton Place, Ontario (NCR)

@IAM_SuperChris



- *Christine is a Digital Communications and literacy Advisor, research and events with the digital transformation team serving Health Canada and the Public Health Agency of Canada. Lead of the Get Updates on COVID-19 (Email subscription).*
- *21 years of experience with the Government of Canada and expertise in communications, events and digital tools.*
- *Have been working remotely for 3 years. FlexGC Member April 2020.*
- *Available to support colleagues in both official languages.*

Paul Keller

Il / Lui

Territoires traditionnels de Wendake et des Iroquoiens du St-Laurent (aussi connus sous le nom de Québec)



- *Paul un ancien Agent des recouvrements des cas complexes et Ambassadeur de l'innovation à l'**Agence du revenu du Canada**.*
- *Paul est **Chargé de projets** au **Lab d'innovation du Conseil fédéral du Québec**. Il possède un talent particulier pour les sciences des données, l'entrepreneuriat, l'innovation, la philosophie, les arts visuels, le branding et la production audio.*
- *Paul est un membre de la communauté **FlexGC** depuis avril 2020. Il a depuis développé une grande expertise dans les bonnes pratiques et les technologies de travail et de collaboration à distance.*



What makes a great distributed team?

- Trust
- Communication
- Collaboration
- Cohesion
- Recognition

Empathy Mapping

WHAT DOES SHE **THINK AND FEEL?**

What really matters to her?
What occupies her thinking?
What worries and aspirations does she have?



WHAT DOES SHE **HEAR?**

What are friends, family and other influencers saying to her that impacts her thinking?

WHAT DOES SHE **SEE?**

What things her environment influence her?
What competitors is she seeing?
What is she seeing friends do?

WHAT DOES SHE **SAY AND DO?**

What is her attitude towards others?
What does she do in public?
How has her behaviour changed?

PAIN

What fears, frustrations or obstacles is she facing?

GAIN

What is she hoping to get? What does success look like?



Creating Good Team Culture

Team Charter
Character Cards
User Guide to Me

JENNIFER THORNE aka JT from Tremblant



@jenthorne77



HOW I LIKE TO COMMUNICATE

By email, text or Webex/VMR

- I tend to *not* be as direct as I'd like in my communications. Call me out on this!
- I spend A LOT of time on the phone, so prefer to schedule chats rather than get cold-calls out of the blue

WHAT I VALUE & PET PEEVES

Pragmatism

Being on time

Humour

Negativity

Verticality/silos

When my meeting invites go unanswered (just click accept, tentative or decline...)

WHEN I'M NOT AT WORK YOU WILL FIND ME...

- | | |
|----------|-----------|
| - Skiing | - Reading |
| - Biking | - Cooking |
| - Hiking | - Nagging |

We are all different:

- Share
- Communicate
- Make it fun!
- Link it to mission / vision



Tips on keeping it together

1. Self awareness
2. Mindfulness
3. Self Care
4. Positive Relationships
5. Purpose

5 Pillars of Resilience (bouncebackproject.org)



Meetings

Consider quality vs. quantity

Voice vs. video

Asynchronous vs. synchronous

Sharing information and collaborating

Tips to Connect with your Team

- Fun team social activities
 - Optional daily/weekly informal coffee sessions
 - Friendly watercooler questions on instant messaging
 - Board games, off-network Zoom games (Jackbox, Trivia)



Find the Right Tools

We need to “**SHIFT**” the way we:

→ **think** (mindset + behaviors)

→ **learn** (T-shaped skills)

→ **Work** (Collaborate)

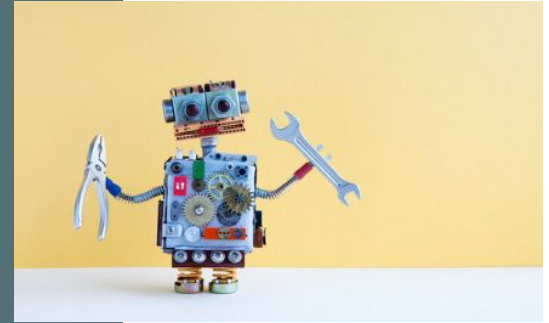


Find the Right Tools

Experiment

Openness

Iterate often





Distributed Teams 101 recap!

Resources

- **Servant leadership:** Watch and listen to Hillary Hartley's advice for building a workplace ready to serve the public. ***Trust, diversity and culture: how to create an effective government workplace*** – Hillary Hartley, Ontario's Chief Digital and Data Officer
- **User Guide to Me:** Read this [Medium article about creating a "User Guide to Me"](#), and download the template. This is a great activity to do with your team.
- **Team Charters:** Check out the [Canada' School's job aid \(linked\)](#), or try out this [template by Mark Raheja, a strategist external to government \(see link\)](#).
- [Appends FlexGC Learns](#) Trello board of resources.
- Interested in having us present to your management team on this or other flexible and remote work topics? Connect with us FlexGC.Canada@gmail.com or on Twitter [@FlexGCInfo](#)

Questions?