

TODAY'S MANAGER

Issue 1 \ 2021

COVID-19 THE ULTIMATE DISRUPTOR

Trade Tech Talk \ **COVID-19–Exposing Our Supply Chain Vulnerabilities**

New Age Leadership \ **Disruptive Leadership**

Viewpoints From a Leader \ **Veemal Gungadin**



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FROM THE EDITOR'S DESK



Dear Readers,

I sincerely hope that all of you are staying healthy and well not only physically and mentally, but emotionally as well.

The latest in the world is that everyone is aware of some possible vaccines that are out. There are two camps of thought—one that wants the vaccine as soon as possible, the other that wants nothing to do with it.

COVID-19 brought about a major shake-up in the world too. Never in my life did I or anyone older than me ever think that they would see the world come to a standstill as countries started to lock down. The impact is still felt across the world as countries juggle having to balance economic recovery and taking chances with allowing outsiders in versus keeping their numbers low and stopping the spread.

Check out the slew of articles on this (unfortunately) hot topic, and we even feature TWO cover stories that discuss this ultimate disruptor.

The team also hopes that you enjoy this new look as we finally got the flipbook off the ground—something that we have been working on for a while.

Do check out the book review videos found on the [Management360](https://www.management360.com/) site that my team have put together too as these will be frequently shared on a weekly basis or even view them on my [personal Instagram](#).

Until the next issue, take care and stay safe.

Excelsior!
Sadie-Jane Nunis
Editor



Managing Your Team in the Virtual Space

Successful leaders that I have come across, will make the time and effort to have regular check-ins with their staff everyday.

by Maxine Teo

Managing a team is not an easy task. To do so in the virtual world makes it even more challenging. Although this has been a practice especially in large companies where team members are from different parts of the world, it has suddenly become a norm for many organisations, even small- and medium-sized enterprises (SMEs) to have to work together in the virtual space. Here are some tips to get you well-equipped and up to speed to effectively manage your teams remotely—a mode that has become a new norm.

Tip #1: Make Virtual Meetings Fun

Many bosses and team leaders are already doing the expected, which is to check in regularly with the team members. Not only is it very inefficient and exhausting to have back-to-back online meetings, it gives a negative impression to the team members that you are just trying to “spot check” on them or keep them so busy that they do not have a chance to skive.

Some of my clients do it right. They make their team meetings relaxing and fun, including some light-hearted activities like “who’s got the craziest virtual background” or “two lies and one fact” game to share their about their activities or project reports of the day. Be creative!

Tip #2: Show Empathy and Understanding

Being able to put yourself in your team members’ shoes is one of the essential traits of a good leader. To do so in the virtual space requires even more effort and understanding. Especially during the past months of the pandemic, even bosses are getting accustomed to the culture shock of working from home and the reverse culture shock when they were required to get back to the office. Different people take a different amount of time to adjust and adapt. Constantly remind yourself of this especially when you are managing teams in the virtual space.

Successful leaders that I have come across, will make the time and effort to have regular check-ins with their staff everyday, even for a few minutes. When the team members can feel your presence regularly, it makes communication in the virtual space more palatable.

Tip #3: Define the Deliverables

Once again, this is very important in any work setting. It becomes even more imperative in the virtual setting. If your team mates are in the same physical office as you, sometimes just a shout over the desk or popping by the office to clarify doubts and ask questions can be done within seconds or minutes. Whereas in the virtual space, even though we can chat through messaging platforms, without the presence of the visual element, work guidelines and expected deliverables can become blurred. This makes it critical that you properly define the tasks required of your team. Be mindful not to overdo it by providing too much details on the tasks that it may come across as micromanaging your team.

A recommended approach is to describe the tasks as clearly as you can, in written form with bullet points. Provide a sample or example on how it is to be done. Allow your team the room and freedom to do it in different ways as long as they all achieve the expected goal of the task.

Tip #4: Choose Video Calls for Brainstorming Activities

With Zoom fatigue or virtual meeting fatigue caused by one too many video meetings, we have to be mindful not to insist on video meetings all the time. On top of that, some leaders request for all their team members to turn on their cameras throughout the duration of the meeting, even if they are not asked to speak. That is meaningless and stressful. What I recommend is that when it comes to sharing of ideas and brainstorming, video calls are certainly more effective for managing teams remotely because of the “personal touch” and the smiles that can stimulate ideas more effectively than if it was done purely in the written form.

Tip #5: Create Common Working Hours Through Overlaps

When you are managing your team who are virtually in different parts of the world in different time zones, it is essential to ensure that some work hours overlap. This will give your team members opportunities to interact with one another. Linking back to **Tip #1**, it is meaningful to have meetings at times where every team member from any part of the world can join in and connect with one another and build up the camaraderie amongst themselves.

In a nutshell, managing virtual teams in the virtual space may seem to require more effort and time. When done in the right way by adopting any of the tips shared, you will find that you can save a lot more time by leveraging technology to bring people from all around the world together in a short time. 



Maxine Teo is a trilingual motivational speaker, corporate trainer, and performance coach with a passion to colourfully impact and inspire lives. In the past two decades, she has successfully helped working professionals from diverse industries to raise their game in their respective fields. She is highly regarded for her ability to turn complicated concepts into digestible applications. Maxine has received multiple awards from various international training and education institutions in recognition for her excellent work delivered to their corporate clients. She is the author of the *Secret Manual of the Sales Warrior*.