

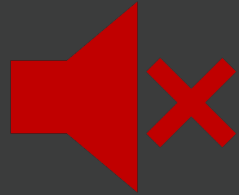
Pick the **3 words** that best capture the challenges to productivity faced by your team.

POOR COMMUNICATION	SILOS	AMBIGUITY	LACK OF CONFIDENCE
FEAR OF MISTAKES	PERFECTIONISM	REWORK	RISK AVERSION
BAD HABITS	LACK OF CLARITY	LACK OF TIME	ASSUMPTIONS
LACK OF SKILL	POOR LISTENING	DESIRE FOR CONTROL	OTHER?

Rules of engagement for this session



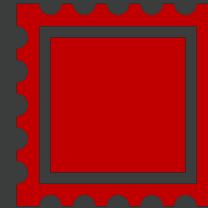
**Cameras on
please**



**On mute,
unless sharing**



**The chat
function**

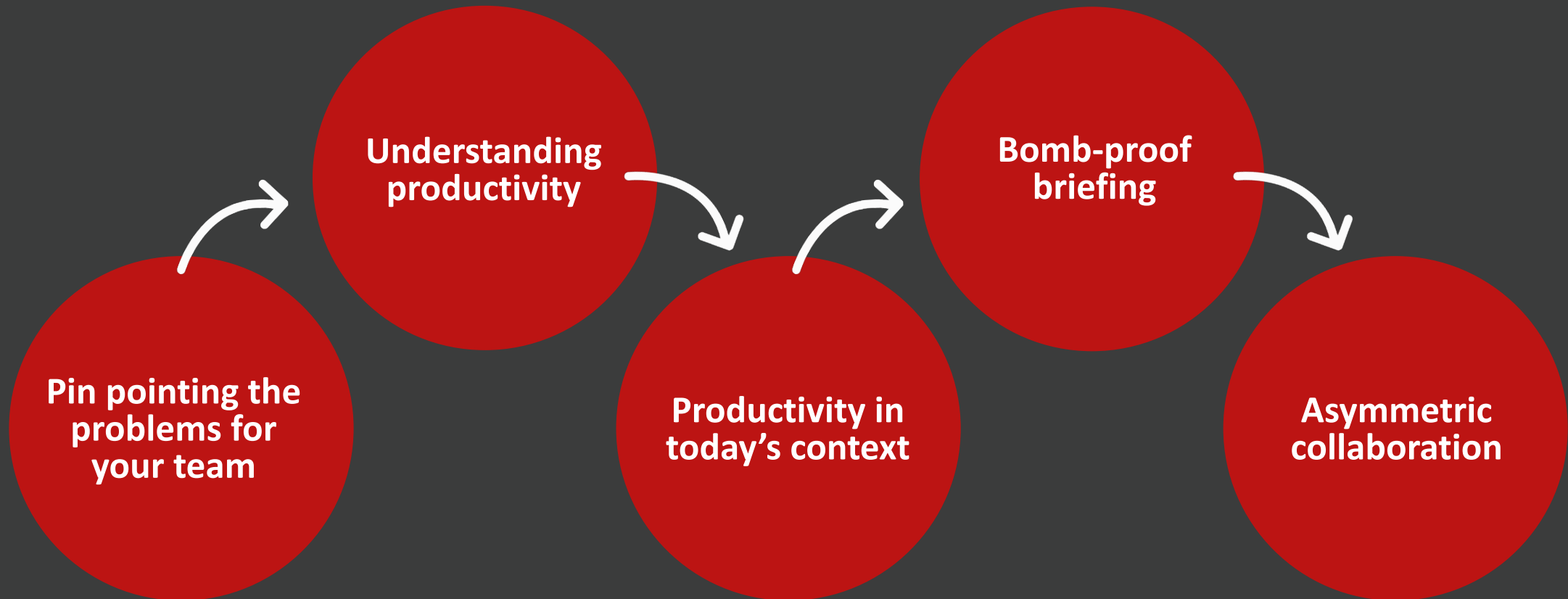


**The stamp
function**



**Breakout
groups**

Plan for this session



Pick the **3 words** that best capture the challenges to productivity faced by your team.

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In your breakout groups:

Share the three words you chose and bring the challenges to life with examples

New world context

Productivity in the new working world



Two quick fixes for productivity in the virtual world



Bomb -proof briefing






Asymmetric collaboration





How do you usually ask your team to do a piece of work?

 PHONE CALL	 VIDEO CALL	 EMAIL
 WHATSAPP/ TEXT	 INSTANT MESSAGE	 OTHER

One of these aliens is my favourite, put your stamp on the one you think I like the best.





Empathic Accuracy

/ɛm'pɑ θɪk/ /'ækjʊrəsi/

The extent to which a person can infer the thoughts and feelings of another person.

The 4-Step model of a bomb-proof brief

1

...A Clear **ASSIGNMENT**

2

...Defining the **BRIEF**

3

...Check for **UNDERSTANDING**

4

...Agreeing **DEADLINES**

The 4-Step model of a bomb-proof brief

- 1 ...A Clear ASSIGNMENT
- 2 ...Defining the BRIEF
- 3 ...Check for UNDERSTANDING
- 4 ...Agreeing DEADLINES

ASSIGNMENT

The top line of what you need, captured in a tweet.

For example:

“Please could you get me an update on X project”

The 4-Step model of a bomb-proof brief

1

...A Clear ASSIGNMENT

2

...Defining the BRIEF

3

...Check for UNDERSTANDING

4

...Agreeing DEADLINES

BRIEF

- What's the background/ context?
- Why does this matter?
- What's it being used for?
- What are the political sensitivities?
What details am I after?
- What format do I want it in?
- How do I want it presented?
- Who else is involved? Who do I need you to consult?

The 4-Step model of a bomb-proof brief

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...A Clear ASSIGNMENT

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...Check for UNDERSTANDING

4

...Agreeing DEADLINES

CHECK FOR UNDERSTANDING

Give your team:

- The chance to repeat your brief back to you.
- The chance to air their assumptions and correct them if needs be.
- The chance to ask any questions so you can answer them.

The 4-Step model of a bomb-proof brief

- 1** ...A Clear **ASSIGNMENT**
- 2** ...Defining the **BRIEF**
- 3** ...Check for **UNDERSTANDING**
- 4** ...Agreeing **DEADLINES**

DEADLINES

- The big ones
- The little ones
- Where there is wiggle room
- Where there isn't

Which step will make the biggest difference for the productivity of your team?

1

ASSIGNMENT

2

BRIEFING

3

**CHECK FOR
UNDERSTANDING**

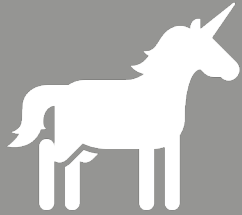
4

DEADLINES

Productivity parasites



Productivity parasites



PERFECTIONISM



POLISH

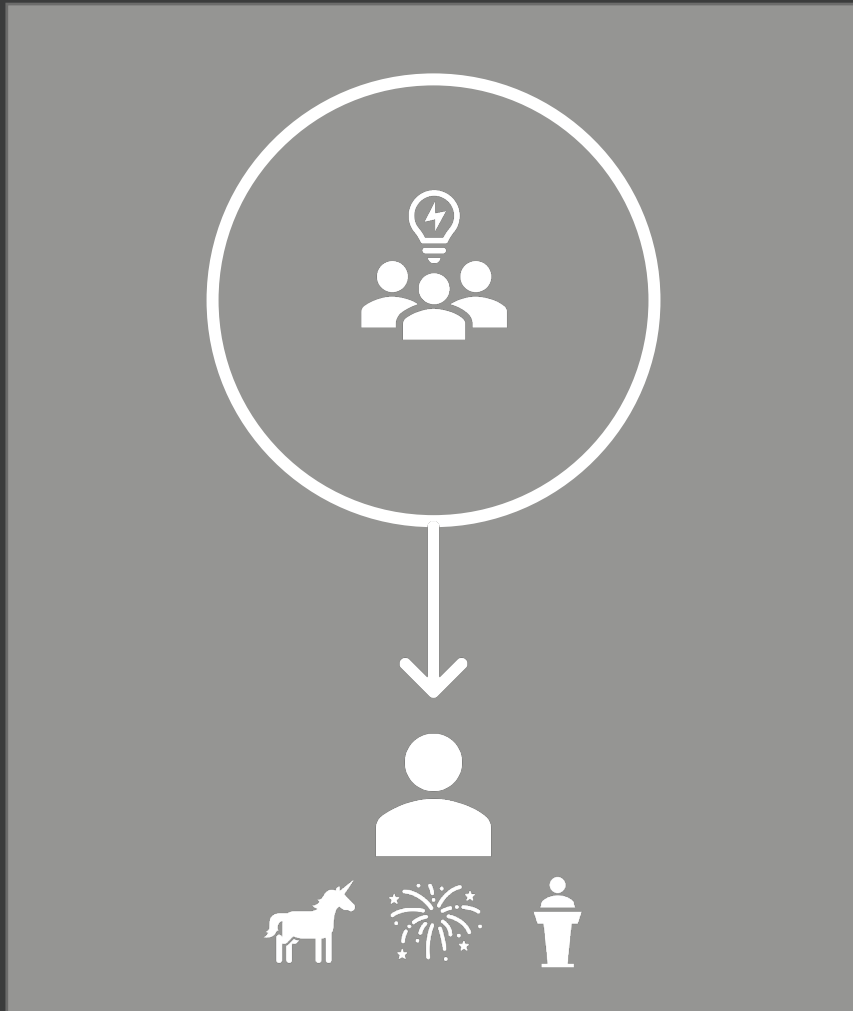


PRESENTING

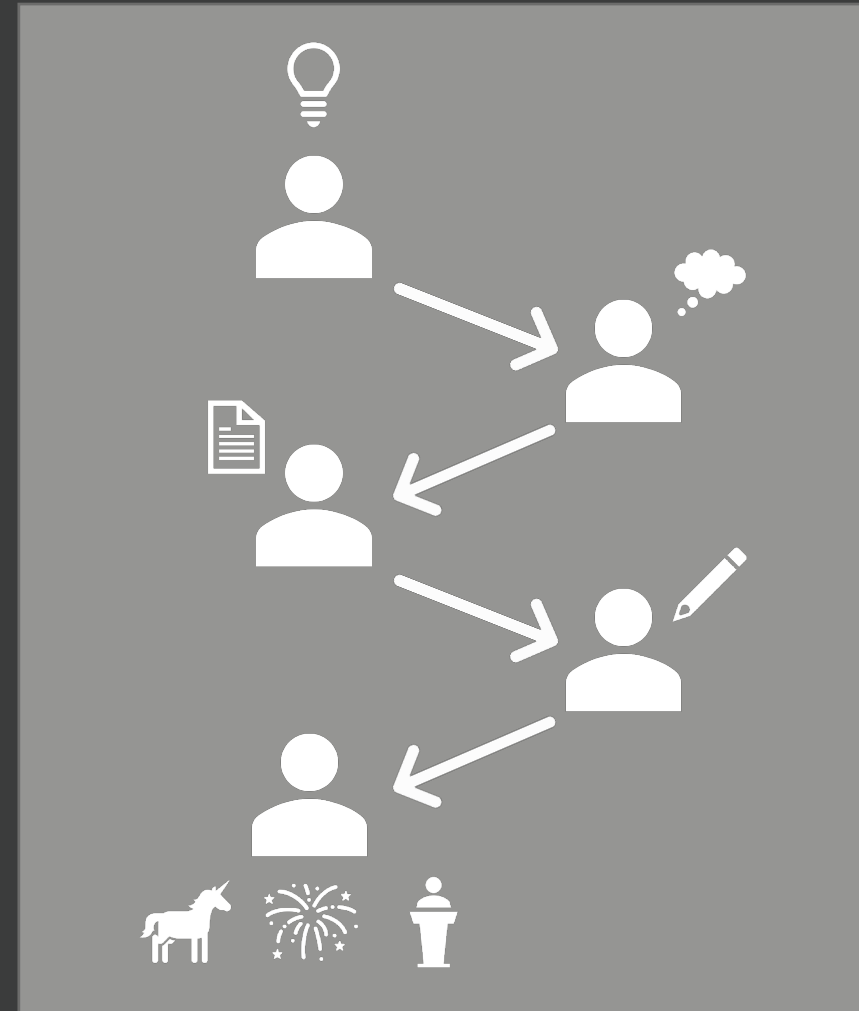
Asymmetric collaboration



Symmetric Collaboration



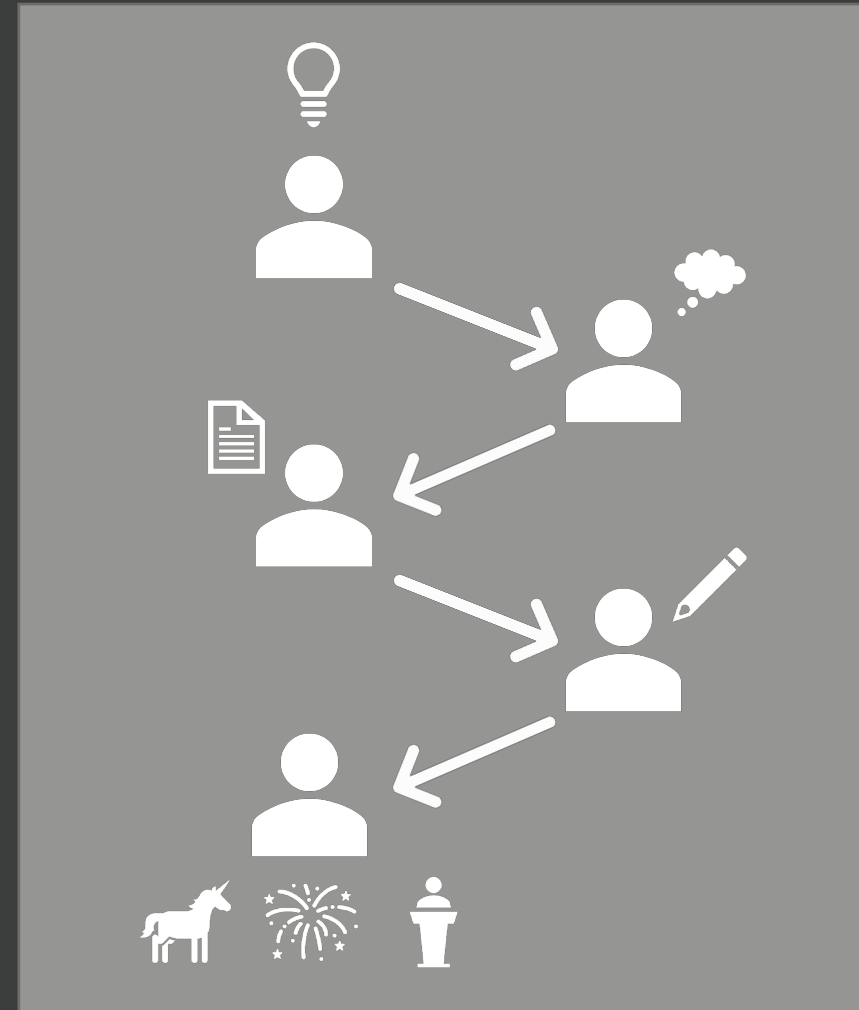
Asymmetric Collaboration



Asymmetric Collaboration

In your breakout rooms,
take it in turns answering
the following questions :

1. How could asymmetric collaboration help your team work more productively?
2. Who in your team (including you!) might be resistant to working in this way? How could you help them to give it a try?



New norms

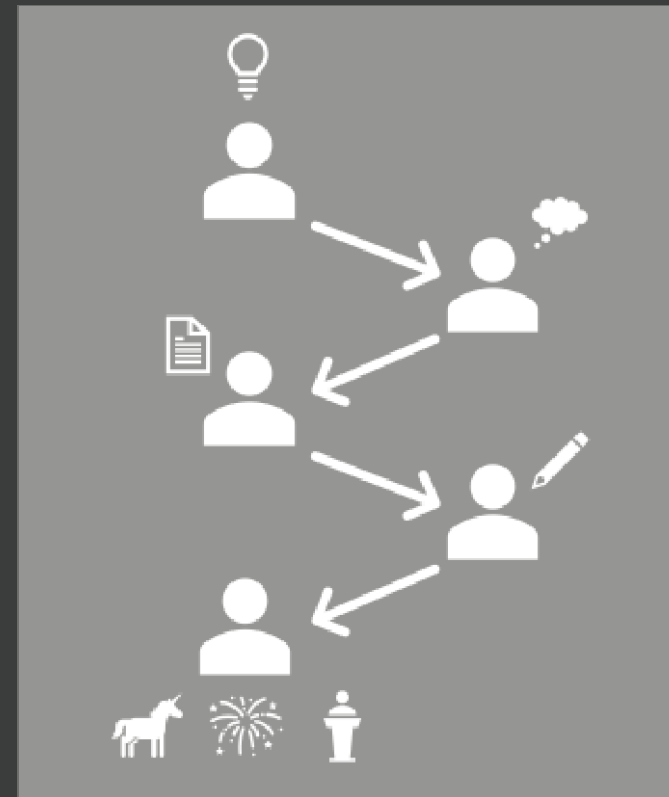


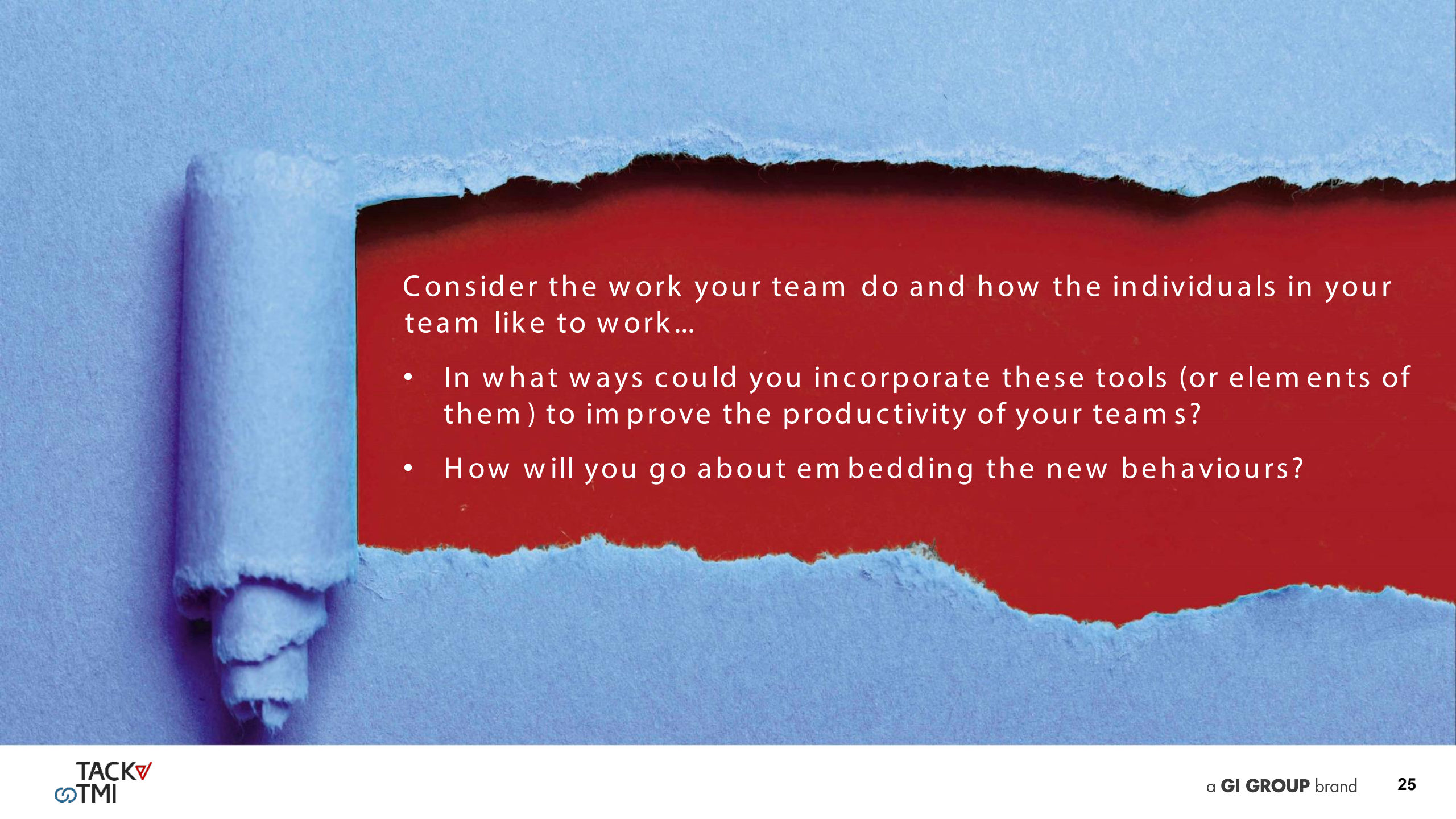
The two tools for managing productivity in the virtual world

1. Bomb-proof briefing

- 1** ...A Clear **ASSIGNMENT**
- 2** ...Defining the **BRIEF**
- 3** ...Check for **UNDERSTANDING**
- 4** ...Agreeing **DEADLINES**

2. Asymmetric collaboration





Consider the work your team do and how the individuals in your team like to work...

- In what ways could you incorporate these tools (or elements of them) to improve the productivity of your teams?
- How will you go about embedding the new behaviours?

WE BELIEVE IN YOU