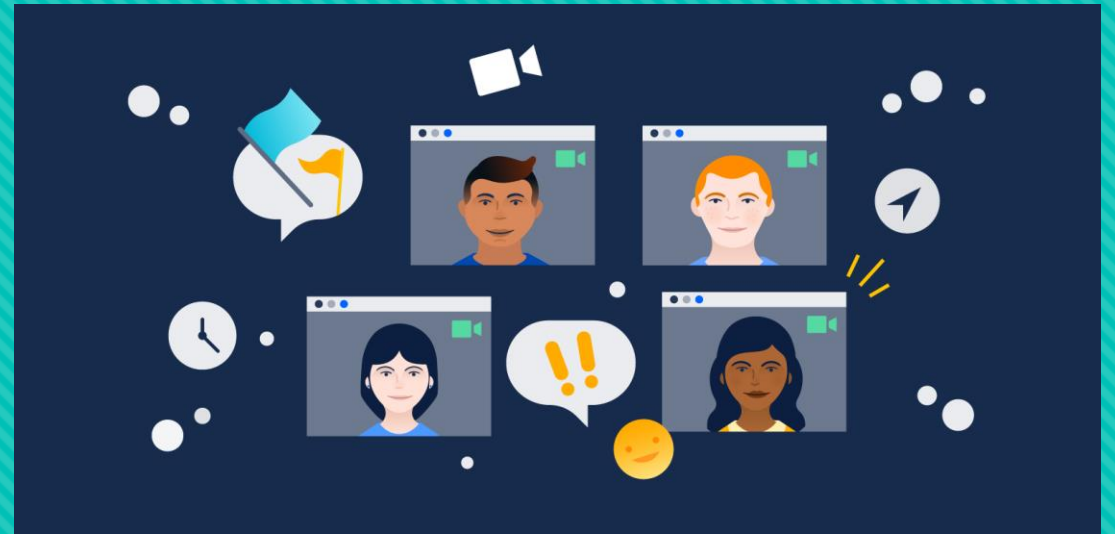


Virtual Voices- Managing a Remote Team



Julie Hable, MBA, RHIA

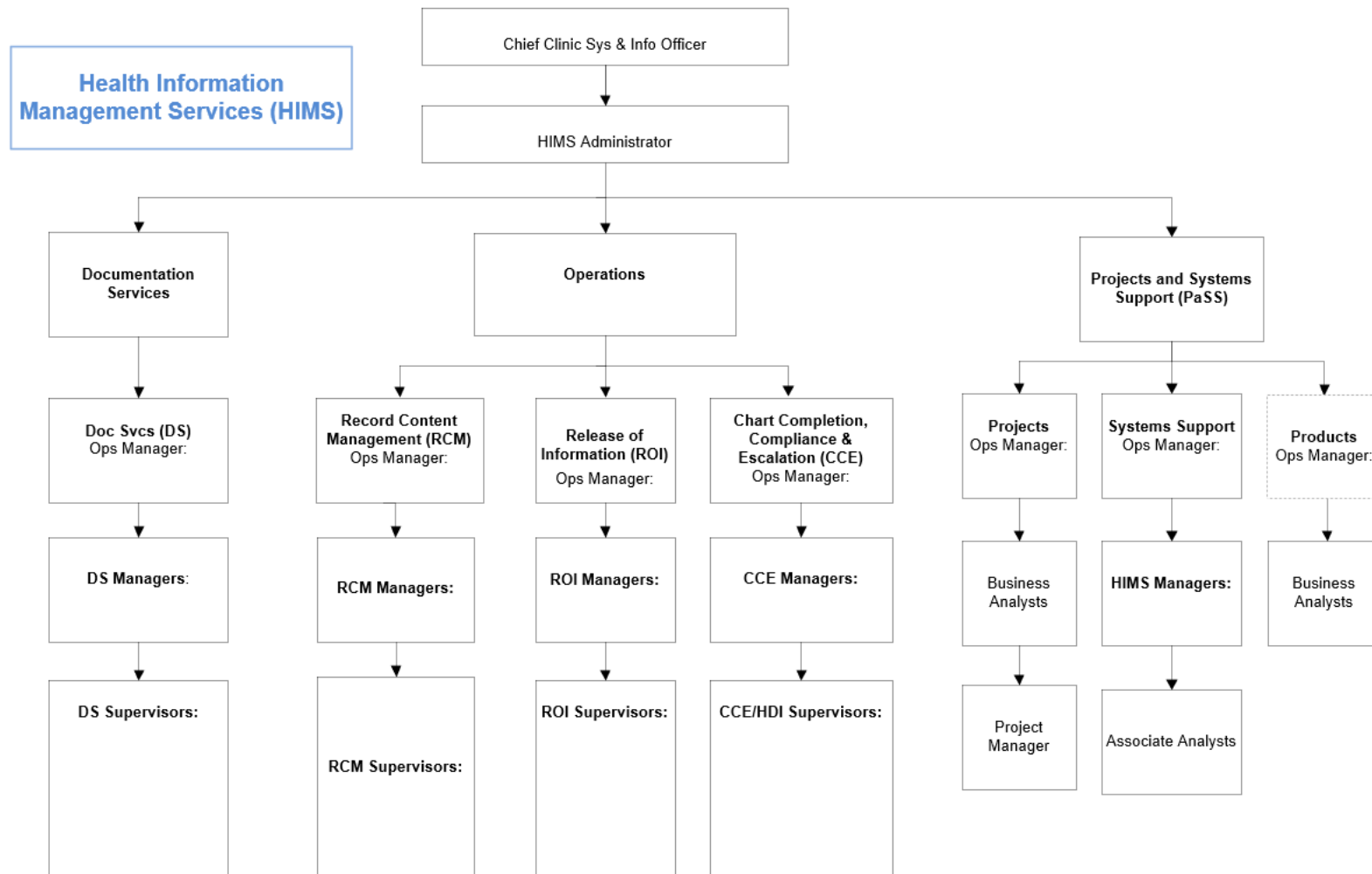
Agenda

- Organizational structure
- Best Practices
- Advantages
- Disadvantages
- Common Challenges
- Q & A

Mayo Clinic



Mayo Clinic HIMS Org Chart



What makes a remote employee successful?

- Independent
- Motivated
- Strong-Willed
- Organized
- Communication
- Reliable
- Innovative
- Integrity

“Most anyone can learn to be a great virtual employee. The top skills to learn are setting healthy boundaries between your work life and personal life and building relationships virtually.” – Larry English



Remote work is what you make it.

In the HIM profession, we are concerned with HIPAA, Privacy, Confidentiality. We are usually in a closet of an office, who ever thought we could have an office with a window!

What makes a leader successful in a remote environment

- The increase in virtual working environments is driving the need for changes in leadership style.
- Seeking to learn the perspective of the employee is best practice to determine the need for change.
- Leadership awareness regarding change is most effective when based on staff recommendation and needs assessment results.

(Sinclair et al., 2021)

“Leaders should transform themselves to achieve organizational goals by engaging teleworkers who enjoy a fruitful virtual work environment and allow them to thrive in their work.” (Contreras et al., 2020)

Leadership looks different in a remote world, but it can still be effective





- Use hand gestures
- Pay Attention
- Take up Space
- Facial Expressions
- Smile 😊
- Eye Contact
- Avoid nervous habits like touching hair or face
- Tone of Voice

Don't	Don't lean on the desk. This makes it look as though you are bored and uninterested in the conversation.
Don't	Don't lean back in your chair as this can seem like you are also unbothered by the conversation and is not very professional.
Don't	Don't cross your arms as this can mean you are not paying attention to the conversation.
Do	Do Sit closer to the edge of your seat so you look engaged in the conversation.
Do	Do relax and expand your shoulders to show you are confident and fully engaged in the meeting, boosting your confidence and helping those in the meeting see you are engaged.

“From suit pants to sweatpants”

“Business casual from the waist up”

Employees showing up to meetings in clothing - one step away from pajamas shouldn't become the norm. What your employees wear is a direct representation of your company and your values.

“You Never get a second chance to make a good first impression” – Will Rogers

shop the hottest fashion trends this spring
with our new video chat collection



@teger

OKAY, EVERYONE'S ON THE LINE.
LET'S START WITH
LAST WEEK'S SALES FIGURES...

MOMMY!
ARE YOU NAKED???!|||



2009

HIMS Staff have always been in traditional settings – How do they adjust to remote life?

- Engage regularly
- Ask for feedback
- Use video to connect
- Recognize staff individually
- Provide opportunities for collaboration amongst teams

Creating Effective Teams

- Provide Guidance
- Clear Expectations
- Good Leadership Skills
- Clear Communications
- Provide Training
- Motivation
- Appreciation & Recognition



Best Practices

- Have a designated workspace
- Set Boundaries
- Stay Organized
- Communicate
- Get ready for work every day (or at least *most days!*)
- Use a good Ergonomic Chair
- Take Breaks!
 - Even 15-minute screen breaks can increase focus & productivity



The importance of 1:1 Meetings

- Intentional “check in”
- Opportunity to provide updates
- Strengthen relationship
- Drive engagement, morale, and prevent turnover



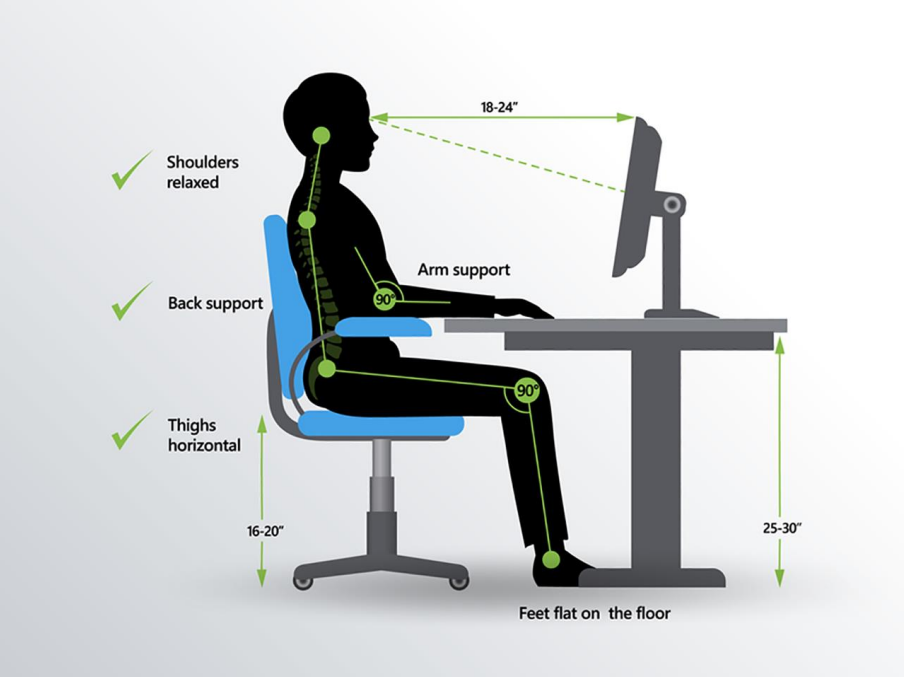
Camera- Use It!



Other things to consider

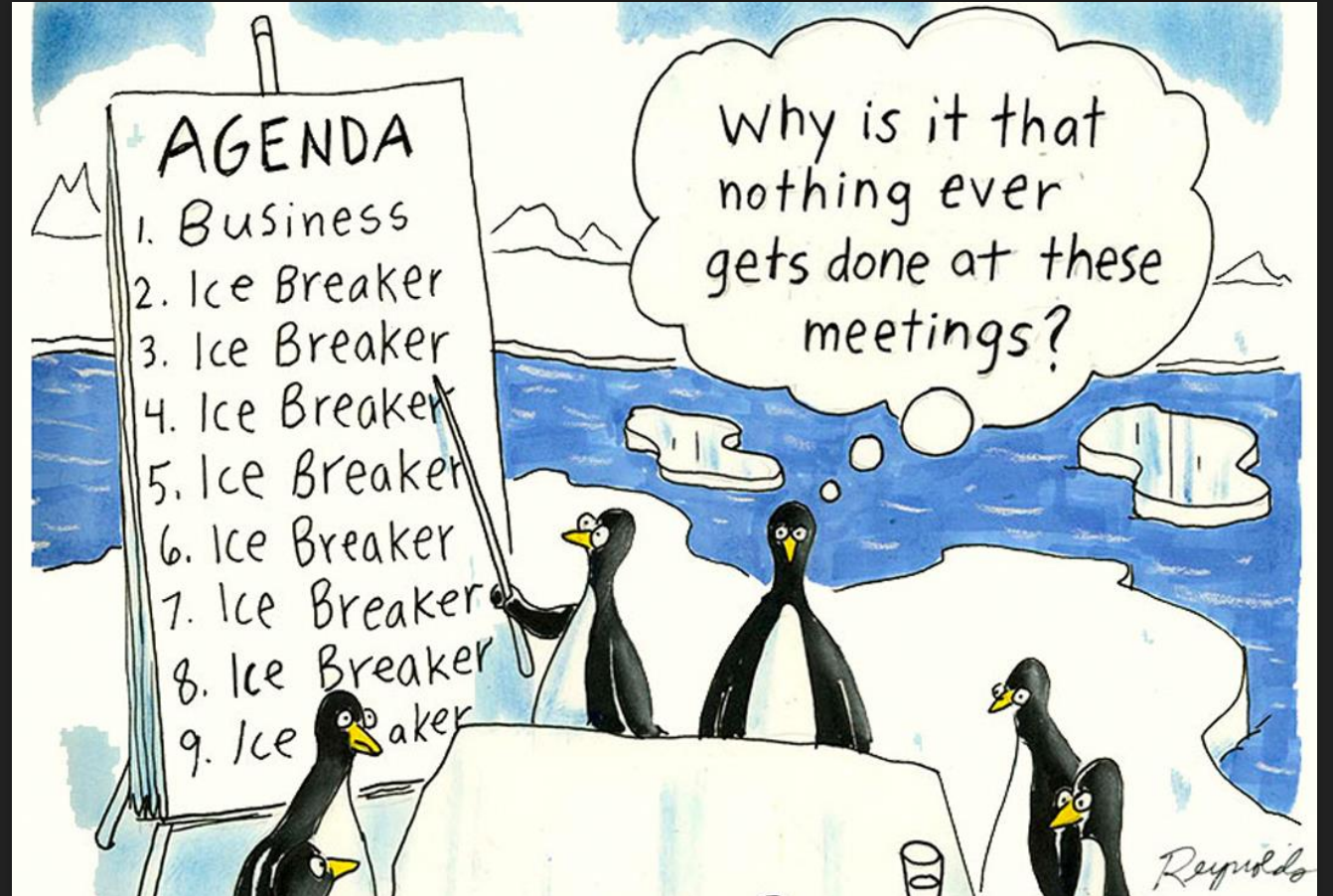


Ergonomics – set yourself & your team up to win!



Building Strong Teams Remotely

- Icebreakers warm up the conversation among the participants in a meeting.
- Icebreakers can help improve the efficiency of meetings by strengthening bonds between participants while reducing tension.
- Break out rooms
- Polls
- Virtual coffee break, potlucks, happy hour
- Kudo Boards
- Less email, more conversation
- Be Authentic & Kind
- Be Present



Boundaries – for successful work from home life



- Staff often think that remote work life means “more time with family & kids” – it does, but not in the way everyone thinks.
 - You cut out commute time
 - Flexibility is often built into the workday
 - ❖ It does not mean you are available to everyone since you are home.

Collaboration Tools

- Teams
- Forms
- OneDrive
- OneNote
- SharePoint
- Yammer



Word



Excel



PowerPoint



SharePoint



Skype



Outlook



OneNote



Yammer



Teams



OneDrive

Advantages of Remote Teams

Benefits to the employee

- Increased employee happiness
- Increased work satisfaction
- Flexibility
- Decrease in stress
- Cost-savings

Benefits to the employer

- Increased talent network
- Increased productivity
- Decrease in turnover
- Increased morale
- Cost-savings

Disadvantages of Remote Teams

Disadvantages to the employee

- Employee Isolation
- Distractions
- Reduction in opportunity due to feeling less visible
- Technological Challenges
- Training virtually

Disadvantages to the employer

- Job market competition
- Decreased productivity
- Technological Challenges
- Training virtually
- Increased Risk due to physical safeguards and technology use

Challenges of a Remote HIMS Team

- Technologically skilled workforce
- Navigating technical issues
 - System Slowness
- Managing 24/7 coverage
 - Allowing Flexibility, Maintaining Turnaround Time, and time zones
- Leadership styles



Engage with Staff

- Figure out what works for your specific work unit.
- Survey staff for feedback or ways to improve department culture
- Invest your time

Leadership Connection

What:

- Time to connect with leaders
- Ask questions, share suggestions regarding workflows, policies, etc.
- Optional participation (sign up)
- Participant cap
- 2-3 monthly sessions
- Paid time (does not occur during employee breaks)

Why?

- Sirota Survey results
- Feedback pathway

Next Steps:

- Survey staff (interest, leadership participation, logistics)





Any virtual community
that works, works because
people put in some time.

Howard Rheingold

Leaders must get creative with connecting with their teams. We cannot just bring in bagels and coffee on Monday to boost productivity anymore. We must lead intentionally, and in a remote environment, there are options, but it takes effort.

Returning To The Office



Questions?



References

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