



Webinar Chat, 20th March 10am

## Where are you?

Digby Scott:	HiFrom Plimmerton
Lisa O'Neill:	Hi from Levin!
Chris McKeown:	Hi from Wellington, New Zealand
James Stewart:	Hi from Christchurch NZ
Keith Shering:	Hi from Wellington!
Vincent Boucheny:	Hi from Lower Hutt, NZ
Jamie Bell:	Mōrena team from Lower Hutt.
Brent Robertson:	Hi from Wellington
Jeremy McClure:	Hello from Palmerston North !!
DeGeusD:	Hi Debs from Nelson/Wellington
Nicky:	HI from Auckland
Andrew Jefferies:	Hi from te Aro in Wellington
Milena Velez:	Hi from Northcote Point!
Bonnie Gadd:	Hi from Welly :)
Roxy Steel:	Hi From Wellington :)
Kushla Beacon:	Hi from Custom House Quay in Wellington
Jacqueline Anstis:	Hi, from Auckland :)
Myles Smith:	Hi from Akl

Debbie Moody: Hi from the office in Wellington  
 Roz Parkinson: Hi from London in the UK!  
 Tiffany Scott: Hi from Auckland:-)  
 Lauren Hamilton: Lauren from Wellington  
 Alex Smith: Hi from Blenheim NZ  
 Kate Billing: Taupo  
 Philippa Dawe: Hi from Island Bay in Welly  
 katescott1: HI from Plimmerton Wellington  
 Antonia Milkop: hi from Wellington NZ  
 Eilis Hamilton: Hi from Wellington  
 Antonia Milkop: walking in the fresh air  
 srithi soni: hi from auckland  
 Antonia Milkop: I was soon to fly to the UK

## What do you need when working remotely?

Kate Billing: Love an experiment! Your doing great guys : )  
 Alex Smith: so already you model an essential element : humility and experimentation  
 Milena Velez: regular check ins  
 Kate Billing: ^ nice one Alex  
 saji: empathy  
 Corinna Chin: communication  
 Vincent Boucheny: Trust  
 Kate Billing: clarity  
 DeGeusD: Human connectedness  
 Alex Smith: empathy and understanding about the home environment reality  
 Jeremy McClure: They need to be available  
 Roz Parkinson: clarity  
 paulaechavarria: focus  
 Antonia Milkop: setting clear expectations  
 katescott1: a sense of what's going on in the wider sense  
 Maddie ODonovan: Regular comms and online /teleconferences  
 Antonia Milkop: over communication  
 Roxy Steel: Understanding that a work day may not be 9-5 anymore- eg if schools close especially  
 Alex Smith: clear boundaries  
 Kushla Beacon: Virtual face to face so can see faces :)  
 Kate Billing: optimism and humour  
 Roz Parkinson: encouragement  
 Chris McKeown: Letting people know that you are free to listen and understand

Jamie Bell: Ability to scale comms methods as conversations progress: email > chat > phone/Hangout

Corinna Chin: well-being check ins not just about work

Antonia Milkop: yes... loving the memes !

Rosemary Mose: Shared understanding of what we can and can't do...

Roz Parkinson: good communications - in email, as well as on calls

Janne Belton: Regular checking in on how people are, not just what we're doing

Alex Smith: both informal and formal connections

Milena Velez: i can deliver @KateBilling

Antonia Milkop: british humour is the best in times like these 🙄

Roxy Steel: Non traditional water cooler chats

Tiffany Scott: being open to doing things differently

noel: its ok not to feel ok

Keith Shering: Create joy and connection in new ways

Keith Shering: Online morning tea :)

Antonia Milkop: shifting language.... eg WFM = Freedom working

Roz Parkinson: I love the idea of online morning tea!

Antonia Milkop: social distancing = physical distancing

Nicky: listening to each other, coffee:)

Chris McKeown: Meditation and connection

## Do the people you're leading need the same stuff?

Antonia Milkop: yes

lauren Hamilton: Careful about overcommunication on covid19

Kushla Beacon: YES!

Tsari Parata: yes

Janne Belton: the same

Eilis Hamilton: yes

catherine mckelvey: yep

Alex Smith: we need to sk them

Kate Billing: We're all human so yes yes yes!

lauren Hamilton: Yeah nah yes

James Stewart: All the same

Chris McKeown: Yes, but careful about not getting too focused on the negatives

Jeremy McClure: yes the same

Jamie Bell: The same in terms of comms, perhaps more in terms of reassurance

Keith Shering: Same!

saji: yes and more

katescott1: a safe place to share anxiety

## What's the number one question you have right now about leading a remote team?

- DeGeusD: Some staff that are perhaps a little afraid of this need nurturing, and lots and lots of discussion and sharing
- saji: how do we keep them motivated and focused?
- Roz Parkinson: How do you get people engaged and performing at a distance?
- Jeremy McClure: How do I know they are working ?
- Keith Shering: How do we sustain remote leadership across an unknown timeframe?
- Rosemary Mose: Knowing what people need from me, what? When? How?
- Alex Smith: how much connection is overkill?
- lauren Hamilton: how do we support them
- DeGeusD: Some leaders fear losing control of their staff? and yes not working
- Roxy Steel: How do we build in support for managers to find comfort with remote working
- Antonia Milkop: bow can I best help?
- Maddie ODonovan: How do I ensure I get output and productivity and keep that trust there?
- Vincent Boucheny: Ensure good personal / professional life balance
- Brent Robertson: How do we set expectations?
- Andrew Jefferies: I want to ensure the business works and people remain as happy as possible
- bernice Herd: how do we ensure collaboration
- Kate Billing: Keeping people motivated and performing when EVERYTHING in their lives is being impacted
- katescott1: knowing how they can usefully contribute remotely
- Philippa Dawe: Not all staff CAN work remotely - how do you manage the 75% that CAN work remotely, and the 25% that need to be hands on?
- Janne Belton: how much connection - not being micro
- Nicky: how best to support leaders to support others and self
- Kushla Beacon: how to support mental wellbeing remotely
- Keith Shering: How do we preserve connection and culture
- saji: how do we make sure we don't intrude into their personal lives
- Ant Self: How do we embed real change - rather than this feeling like a patch?
- Lasting improvements - never waste a good crisis
- Antonia Milkop: acknowledging that each day will be and feel different
- Alex Smith: is it fair to assume outcome expectations of performance remain the same?
- lauren Hamilton: How can they stay as focused as possible which will help their mental health hopefully
- Bonnie Gadd: Ideas / practices to create sense of team and getting things done through other teams
- catherine mckelvey: How to get the balance right between leading extroverts who need lots of contact and introverts who are relatively happy being left alone

Lesa Kalapu: moving past novelty factor and when it's for longer periods of time  
 Kate Billing: Opportunity to move from INPUT (time at your desk) to OUTPUT (what's being produced) - people could be MORE productive in this new environment without having to put in the same time - fewer meetings, less travel, more focused time...  
 Jamie Bell: Yes Kate!  
 Kate Billing: ^ thanks, Jamie : )  
 Alex Smith: can you see what it is yet?  
 Rosemary Mose: Very cool technology Digby!  
 Kate Billing: Using Notability?  
 Jamie Bell: So many opportunities for more creative ways of working and more creative work - get stuck into tasks which require deep work or lateral thinking which might get lost in the chaos of the office.  
 Kate Billing: ^100%

### Sharing the case study on remote working - Ctrip and Stanford University

natalie stevens: Who did the experiment?  
 Vincent Boucheny: Standford I think?  
 Alex Smith: name of the case study?  
 Gillian: Yes, it was Stanford University  
 Gillian: Ctrip was the example  
 Kate Billing: Thanks Gillian

### Break out room: what can you do to support 'Belonging'?

Janne Belton: this is fun  
 Lisa O'Neill: This is so great!!!  
 Kate Billing: Thanks Room 9! Great chat : )  
 saji: great chat  
 Jacqueline Anstis: I could only hear with headphones in  
 Jamie Bell: We had a couple who couldn't unmute  
 Jamie Bell: But great chat with three of us  
 Jamie Bell: Virtual Dom Post quiz  
 Corinna Chin: questions about people that aren't work-related  
 Kate Billing: Start with a personal check in question  
 Milena Velez: daily check ins  
 Tsari Parata: Join together for things like quiz, for 'fun' talk not just work  
 Lisa O'Neill: Daily contact - sharing a photo of what's happening in your world today  
 Jamie Bell: Virtual coffees  
 Roxy Steel: Rochelle and I talked about keeping the afternoon quiz going  
 Corinna Chin: mental check-ins

Milena Velez: photo challenge

Janne Belton: how to socialise - like Monday morning meetings and how people are

katescott1: daily photo!

Jeremy McClure: Regular video meetings

Tiffany Scott: we had a good conversation with some good ideas for being connected - virtual morning tea, walks and stuff quiz

Alex Smith: informal coffee breaks and lunch

Maddie ODonovan: having lunch together

Kate Billing: Virtual coffees/drinks

Debbie Moody: get to know peoples animals!

saji: carry on the daily/weekly habits you already have in place. daily quiz

Natalie Darkins: Collaboration app

Chris McKeown: Use technology as best we can: give people a voice who may not normally speak up

bernice Herd: that worked well. regular gossip catch up each morning. do the quiz. remote beers on friday

Antonia Milkop: creating or facilitating spaces where everyone can have a voice

Maddie ODonovan: play games or do the quiz

James Stewart: Using chat/messenger to enable quickfire check-in/clarifications to make sure we are all on the same page

Lisa O'Neill: Having a feed of what's hard for you today....

catherine mckelvey: start each meeting with a social conversation

Janne Belton: having a wine together on Fridays

Keith Shering: Buddies - who to share with. Platform - place to share. Topics - what to share; including pictures for "eye contact"

Nicky: need time to connect before getting into content , we just connected and checked in with time we had

Chris McKeown: Anotonia, your point was gold. can you share??

Chris McKeown: Typo...

Corinna Chin: noel mentioned about scale 1-5 languishing and flourishing from mental health foundation and people to say where they are on the scale and what they may need - thought it was a great tip - thanks!

Debbie Moody: get to know peoples animals

James Stewart: Love the virtual morning tea each day - a bit of structure in a less structured world!

Debbie Moody: Yes pets at home

Kate Billing: ^love that Debbie - dogs in meetings : )

Antonia Milkop: @chris what did I say ?!! 🙄

Jamie Bell: Had one photo of already puppy today - looks like we're adopting one this weekend!

Alex Smith: celebrate achievement, gratitude etc more than ever

lauren Hamilton: No judgement on naked kids running around in the background

Antonia Milkop: give me a score 1-10 of how ....blah blah....

Kate Billing: LOL @lauren  
 Kathryn Mentor: I think we need to touch base with individuals too so that they know you are connected to them not just the group.  
 Antonia Milkop: 🙌🙌 @Lauren  
 Alex Smith: yes Kathryn absolutely  
 Alex Smith: make virtual coffee breaks a baking competition  
 Antonia Milkop: I'm having to leave this group a bit. off to a funeral 😞 thanks so much for your wisdom Digby and Gillian and collating all this input from everyone. look forward to seeing the output from this to share with others 🙌🙌  
 Chris McKeown: Can the group advice how we, as leaders, can give groups permission to enable themselves to self organise enough to use technology to allow connection, potentially within a large (and possibly over-controlling, data use etc-wise) organisation

## What non-work related cue card ideas do you have for virtual coffee break conversations?

Tsari Parata: best holiday destination  
 James Stewart: What are you stockpiling?  
 Keith Shering: who have you admired this week?  
 Milena Velez: meal ideas  
 Andrew Jefferies: what's for dinner  
 Kate Billing: Where will you go for dinner when this is all over?  
 Antonia Milkop: NZ public sector is so behind on tech solutions that are safe to use. this is our biggest pain point I think  
 Jamie Bell: You Keith!  
 Tsari Parata: exercise ideas  
 Keith Shering: JB :)  
 Antonia Milkop: move it mama HIT exercise at home 🙌  
 DeGeusD: Yes Antonia, it's often about asking for special permissions though  
 Alex Smith: Antonia I think we should use existing Tech not try to add stress by using new ones  
 Janne Belton: great suggestions  
 Rosemary Mose: What do you most appreciate now that you are stuck at home LOL  
 Antonia Milkop: I wish we were allowed to use ZOOM at work...  
 Antonia Milkop: we are using it anyway. use it and seek forgiveness later  
 Gillian: Zoom is definitely picking up across the public service at the moment,  
 Antonia  
 lauren Hamilton: End of day check ins - usually a ceremony about leaving the office  
 Chris McKeown: Reach out to another when you, yourself, might not be feeling great. Hard to worry about yourself when considering others. We are all in it together.  
 Rosemary Mose: agreed @antonia

Alex Smith: yeah! im making assumptions about what people have ..  
 Alex Smith: so IT matters: leaders need to emphasise purpose and teh Why frequently  
 Alex Smith: in breakouts please check in in alpha order first names  
 Nicky: cant hear you  
 Ant Self: where are the breakout rooms?  
 Digby Scott: Ant you should be in one now

## Break out: What can you do to support 'Bringing'?

Vincent Boucheny: Sounds worked. Problem was coming from my headset I guess.  
 Jeremy McClure: Room 10 - great convesation  
 Kate Billing: Room 9 Awesome again - thanks, Team!  
 Keith Shering: Ask the right questions, listen hard, share learnings and ideas  
 Lisa O'Neill: We forgot the questions!  
 Debbie: Thanks Jo, that was great  
 Chris McKeown: Taking time to have one on one chats with people to recognise goo  
 performance...just do it..when the time comes up  
 James Stewart: Keep your praise genuine and not cookie cutter  
 Lisa O'Neill: We had great chat thou  
 lauren Hamilton: Meeting etiquette  
 Jeremy McClure: Be genuine with your feedback, not too often and not too generic  
 Alex Smith: be clear on purpose and why then connect others to it  
 Nicky: roz shared importance of genuine thanks  
 Tiffany Scott: Room 1 - ensure you offer meaningful work and opportunities to remote  
 workers not just those who you see every day  
 Philippa Dawe: Give very specific feedback - especially the positive feedback, be very  
 descriptive about what people did well  
 Kate Billing: Share stories about how you've made the organisation's purpose real in the  
 world in the past week (in weekly meeting)  
 Maddie ODonovan: a lot of people in our group already had things in place - time to stand up  
 and say what went well the day before, what they spent time on  
 Milena Velez: Star chart that leads to a team event when this has passed  
 Jamie Bell: Hat-tip to colleague Keith Shering for the idea: but scout badge-type  
 acknowledgement - get badges for different tasks/achievements. Can embrace different  
 skills/ways of working.  
 Vincent Boucheny: Set up clear expectation  
 Alex Smith: ramp up genuine appreciation  
 Debbie: Ensure that we are recognising success in different ways, e.g. Trello etc to  
 show what we have achieved that day  
 Roz Parkinson: be thankful for people's contribution to the team  
 lauren Hamilton: let people take turns speaking



Janne Belton: what is a particular insight for me thisweek  
 Chris McKeown: recongise difference requirements (introverts/extroverts)  
 Milena Velez: Jamie Bell scout badge idea was awesome!  
 noel: bring insight, acknowledgement and gratitude to meeitngs  
 lauren Hamilton: take care of introverts  
 Keith Shering: Take time to share messages from customers - a chain of "what we do matters"  
 Debbie: Love scout badge! I will take that one away  
 katescott1: active listening as people try to process which "bringing" is priority and which is not important right now  
 noel: story telling how you bring your purpose  
 Alex Smith: check outs - ie what's your inisghtthis week.. its about them mattering  
 Kate Billing: Gamify anything and humans will go for it!  
 Chris McKeown: badge of honour  
 Janne Belton: endorse the introvert vs extrovert difference - I am slower to warm up to sharing  
 Alex Smith: skingteam to shift out itehrs  
 Chris McKeown: build good habits of kindness  
 Alex Smith: Asking team to shout out others  
 Jamie Bell: Thanks for the retype Alex, but a skiing team would've been great...  
 Alex Smith: ha!  
 Janne Belton: that's a gem statement

## Break out room: What can you do to support 'Becoming'?

Chris McKeown: Demonstrate the change that can be achieved  
 Alex Smith: growth is both personal and work  
 Jeremy McClure: Cross functional training  
 katescott1: give permission to change  
 Tsari Parata: make it not just about work learning but other learning that can benefit us - te reo maori for example  
 Vincent Boucheny: Highlight safety around change, risks, and the possibility of failure at some point.  
 lauren Hamilton: Good time to work on inline learning  
 Lisa O'Neill: Taking time to reflect on what I am achieving - learning and how I am growing every day  
 lauren Hamilton: Lynda.com free through some libraries  
 Roz Parkinson: Nicky made a great comment about change  
 Eilis Hamilton: Adding to catch up agenda: "What have you learnt since our last catch up?"  
 Keith Shering: Reframe - who do I now need to be (as a leader)  
 Milena Velez: set some development goals NEXT WEEK with team members that serve in this context and in the future

Roz Parkinson: we have all been through change before  
 Alex Smith: picking up those unattended good intentions  
 Janne Belton: notice what you're feeling uncomfortable about  
 Kate Billing: Consuming content isn't learning so ask people how they're applying, testing, failing, growing by taking that content into the world through their work/leadership  
 Lauren Hamilton: Remote working capability you can now add to your CV  
 Chris McKeown: talk about podcasts you have been listening to, books you have read, things you have seen.  
 Roxy Steel: keeping a level normal with team meetings and 1 to 1s  
 Tiffany Scott: use on-line learning options, create more, check in on people's indiv devt plans., make good use of this time to experiment with different development opps  
 Nicky: journey of self awareness, recognize where we need to turn up or turn down behaviours, strengths, etc  
 Roz Parkinson: how did you get through the change before, what can we learn? (comment from Nicky!)  
 Debbie: Not allowing fear of change to hinder learning

## Final comments

Keith Shering: Brilliant experiment! :)  
 Jacqueline Anstis: thank you!!  
 Jamie Bell: Thanks team, great session!  
 Debbie Moody: Thank you D & G and everyone great getting to know some people in break out rooms  
 Alex Smith: Thanks for your generosity Digby, Gillian fall on the call.  
 Tsari Parata: Thank you  
 Kate Billing: Valuable use of time. Thank you all.  
 Milena Velez: Thanks!  
 Janne Belton: this has been great, thank you  
 Lesa Kalapu: ka pai!  
 saji: 🙏🙏  
 natalie stevens: Brilliant!!!  
 Nicky: thanks Digby and Gillian x  
 Tania Oolders: thanks  
 Cathrine Austin: Thanks all :-)  
 Myles Smith: thanks!  
 Lauren Hamilton: Thank you  
 Debbie: Thanks you, great stuff to take back to my team and organisation  
 srithi soni: Thank a lot for a great session  
 Eilis Hamilton: Thanks :)  
 Andrew Jefferies: Thanks very much most worthwhile great tech!  
 Kushla Beacon: Thank u  
 Ant Self: Awesome stuff  
 Vincent Boucheny: Thank you



Rebecca Macfie: Thanks so much

Tiffany Scott: Great session, loved the breakout concept and the technology. THANKS :)