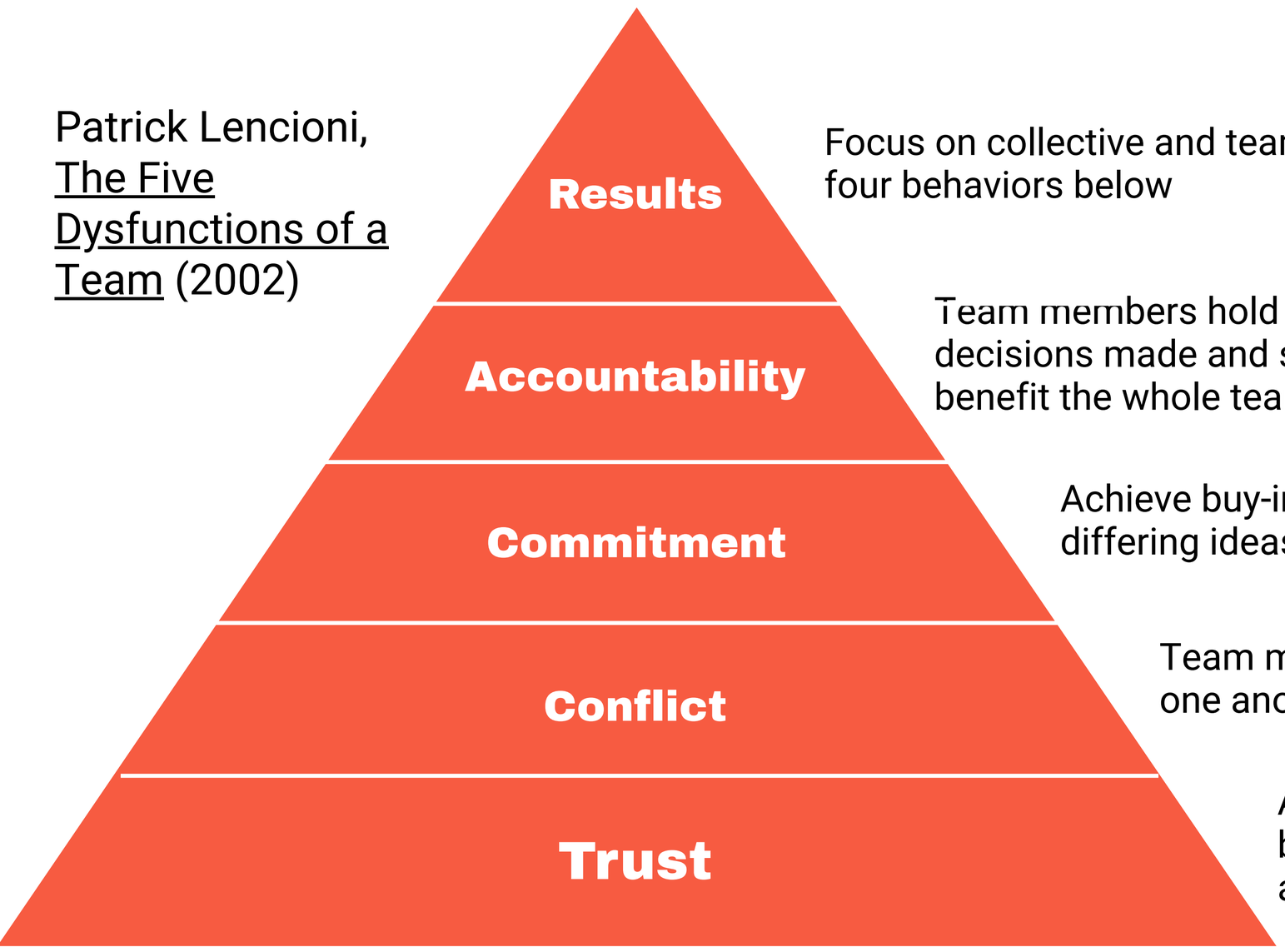
OMBUDS
ucdenver.edu/ombuds
Ombuzz.blog

Virtual Team Dynamics

Patrick Lencioni, The Five Dysfunctions of a Team (2002)



Focus on collective and team results based on four behaviors below

Team members hold selves and each other accountable to decisions made and standards of performance expected to benefit the whole team

Achieve buy-in around important decisions by working through differing ideas and opinions

Team members disagree, challenge, and question one another constructively

Ability to be candid about fears, mistakes, behavior, uncertainties – nothing will be used against you

Building Trust while working virtually

Technology

- Everyone using the same technology
- Everyone comfortable with the technology
- Clarity on when to use which form of technology
  - Email
  - Microsoft Teams
  - Slack
  - Zoom
  - Phone
  - Text

Explicit process and task

- What tasks or products are on the table?
- Who is responsible for what piece
- What is the timeline for each piece?
- What is the process for checking in with each other?

Specific behaviors

Zoom meetings or conference calls

- What does participation on zoom meetings or conference calls look like?
- What time of participation is expected?
- Offer multiple forms of participation in each meeting (chat, raise hand, etc.)

Email

- Expected response time?

o Email structure and tone?
o Hours for email responses? (e.g. 9am-5pm)

Familiarity and friendship

- Space and time to see how each person is feeling – repeat consistently
- Optional virtual social activities and engagement

Conflict

- How do you respond when someone raises and issue? – be consistent
- Does each member of the team know how the team will address conflicts?
  - What will each person say and do?