



Association for
Talent Development



C A L I F O R N I A
Community College Council
For Staff Development

Higher Ed Webinar June 19, 2020

Co-hosted by ATD and 4CSD

California Community College Council for Staff Development

4CSD is a nonprofit organization that encourages innovation in learning and brings learning resources for PD practitioners to strengthen the mission of the California Community Colleges.



ATD is the world's largest association
dedicated to talent development
professionals.



VISION

Create a World That Works Better

MISSION

Empower Professionals to Develop Talent in
the Workplace

Today's Presenter



Dr. Lori Baker-Schena, MBA, EdD

Lori is a leadership consultant and professional speaker who works with individuals, academic institutions, professional organizations, small businesses, and large corporations to strengthen their management and team-building skills. Her goal is to help clients achieve high levels of excellence and productivity by reclaiming passion and expertise in their industries. Dr. Baker-Schena brings to her clients 35 years as a healthcare public relations and marketing consultant and 25 years as a tenured university professor at California State University, Northridge (CSUN) teaching public relations and journalism. She holds a bachelors degree in journalism and a master of business administration from CSUN and a doctorate in organizational leadership from University of La Verne.



Managing Your
Workforce
AND Managing Yourself
While Working At Home

**CONSTANT CHANGE IS
THE NEW NORMAL**

COVID-19

1. Economic impact
2. Health fears/anxiety
3. Uncertainty



Working From Home: The Big Plunge



MANAGING YOUR VIRTUAL WORKFORCE

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the right side of the frame, creating a modern, dynamic feel. The text is positioned on the left side against a plain white background.

1. Individualize

Recognize

Recognize each employee is reacting differently to the virtual office

Challenges

Be cognizant of each employee's personal challenges working from home

Describe

Have your employee describe these challenges, and what he/she needs to be effective and productive

Check in

Check in regularly to monitor engagement

2. Set Expectations Clearly



Employees can't read minds: never assume anything



Make expectations crystal clear: a) this is the job that needs to be done b) this is the quality standards we expect and c) this is your deadline



Avoid words such as "quickly" or "well"



Be available to answer questions - without "question shame"



Together create a milestone checklist

3. Trust Your Employees

Set up work from home guidelines, i.e. emails must be answered within 24 hours

Create “work hours” so employees can experience structure

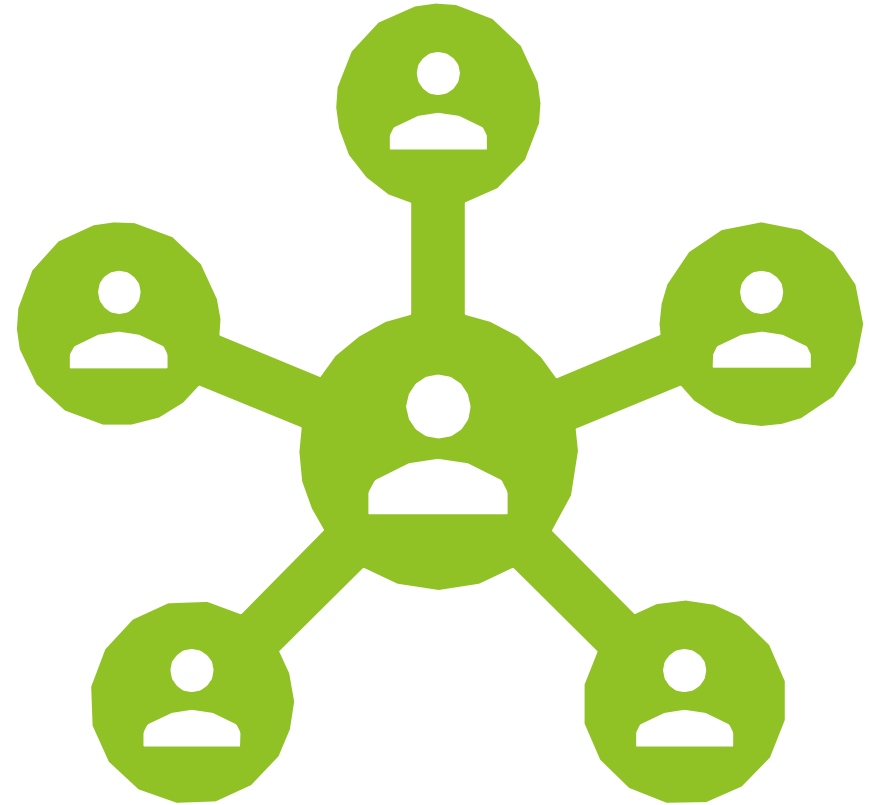
Together develop accountability systems/checklists so you know work is being done and the employee has a sense of accomplishment

If there is a work void, have employees create their own projects that move the organization forward

Ultimately, stay focused on goals and outcomes

Communicate Regularly

1. Check-ins are at the HEART of managing a virtual workforce/feedback is a must
2. Plan more conference calls with the team, encourage small team conference calls and schedule more one-on-one calls with supervisors
3. Create a space for socialization
4. Supervisors should send regular emails and updates about the organization, and inspirational emails as well
5. Consider setting up regular video mentoring/coaching sessions



5. Align Missions And Values

As an innovative institution of excellence, College of the Canyons offers an accessible, enriching education that provides students with essential academic skills and prepares students for transfer education, workforce-skills development, and the attainment of learning outcomes corresponding to their educational goals. To fulfill its mission, College of the Canyons embraces diversity, fosters technical competencies, supports the development of global responsibility, and engages students and the community in scholarly inquiry, creative partnerships, and the application of knowledge.

1. Motivation begins with mission/values. Why are we working here?
2. Link every single job with this mission and continue to communicate virtually
3. Keep purpose in the forefront of every job activity

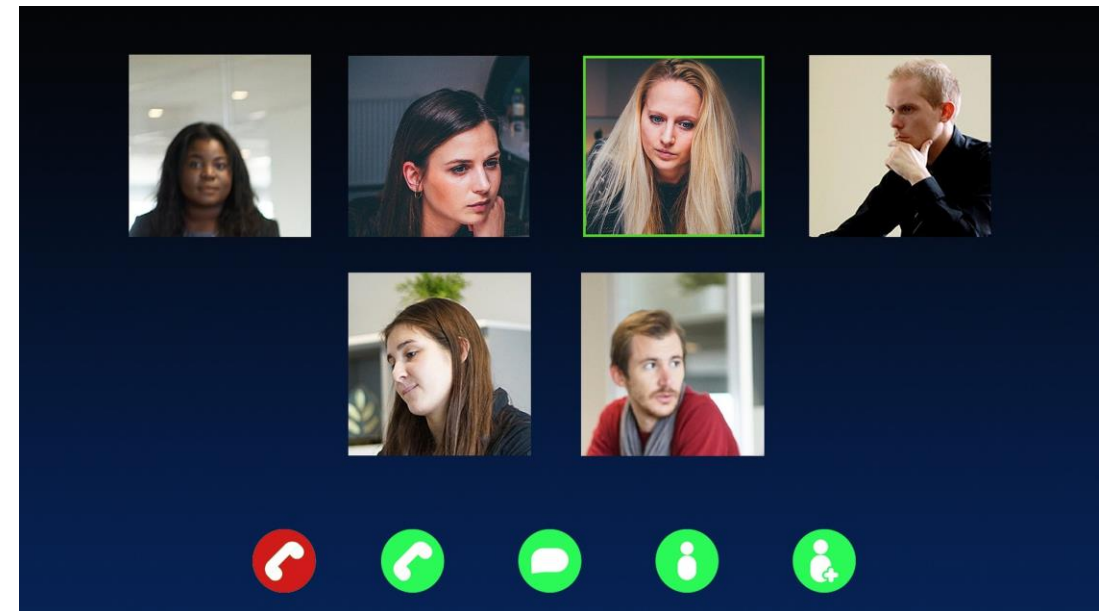


Leading Virtual Teams

1. Design clear pre-meeting documents that inform attendees of their purpose and their roles
2. Begin conversations and encourage teammates to interact often. Be sure people aren't speaking on top of each other or dominating the conversation
3. Create norms, eliminating for example, texting or multitasking
4. Keep meetings short
5. Utilize the “parking lot”

Leading Hybrid Teams

1. Focus on maintaining cohesiveness; ensure the remote team feels included
2. Be aware that the on-site team doesn't have the freedoms of the virtual team
3. Create communication pathways that encourage collaboration and information sharing
4. Develop opportunities for collaboration and culture building
5. Lead with intention; provide support and acknowledge challenges; be flexible



MANAGING YOU IN YOUR “WORK FROM HOME” ENVIRONMENT

A man in a blue checkered shirt is sitting at a wooden desk in a home office, viewed from behind. He is working on a laptop. The desk is positioned against a white brick wall. To the right, there is a window with a dark frame. The room is brightly lit, suggesting natural light from the window. The overall aesthetic is clean and modern.

Maximizing Your Home Office

- ▶ Create a dedicated workspace
- ▶ Develop a routine schedule/work regular hours/set boundaries
- ▶ Get dressed/remember hygiene
- ▶ Decrease news consumption/take breaks
- ▶ Communicate, don't socially isolate

Getting Organized, Staying Productive

- ▶ Take 15 minutes in the morning to get centered
- ▶ Block out your day in segments
- ▶ Don't be distracted by emails, social media
- ▶ Focus on being productive, not being busy
- ▶ End the day with clearing clutter, planning the next day





Juggling Responsibilities

- ▶ Time is a limited resource; energy is renewable
- ▶ Let go of procrastination and perfectionism
- ▶ Be mindful and deliberate about your choices
- ▶ Let go of those things that don't serve you/let go of guilt
- ▶ Learn to ask for help/schedule self-care and exercise

Manage Your Virtual Workforce With:

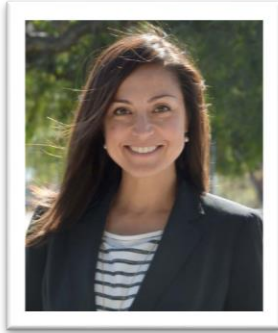
- 1. Compassion**
- 2. Trust**
- 3. Confidence**
- 4. Hope**



Thank You!

- ▶ **Dr. Lori Baker-Schena, MBA, EdD**
- ▶ **LeadHERship Consortium, LLC**
- ▶ **www.leadHERshipconsortium.com**
- ▶ **loribakerschena@gmail.com**

Co-hosted by ATD & 4CSD



Orange Coast College and 4CSD Board of Directors

Contact: Claudia Montoya-Andrews

Email: Candrews@occ.cccd.edu



Association for Talent Development (ATD)

Contact: Erin Strider

Manager, Higher Ed Community

Email: estrider@td.org

