

Text-Based Communication

Good for disseminating information, but often lacks nuance and context so it can be a source of misunderstanding



1

Proposed Solution: Use a variety of mediums, including email, texts, phone calls, and video calls

Missing Norms

When working virtually, team rhythms and norms may not naturally develop, causing individuals to have unequal or unclear views of the team



2

Proposed Solution: Proactively establish clear norms and expectations for:

- Communication
- Decision making
- Resolving conflict

Missing Social Connections

Casual conversations help to build relationships and trust that are vital to team health, and do not always happen naturally in a remote environment



3

Proposed Solution: Connect one on one with employees; check-in on them personally. Consider opening meetings with an ice breaker question and set aside time for team-building

Combating Common Sources of Conflict on Virtual Teams

Loss of Personal Connection

Virtual teams require greater effort to collect meaningful input and to create alignment



4

Proposed Solution: Re-establish shared a shared vision and goals, as well as clear roles and responsibilities

Personal Communication Styles

Only using your preferred communication style and not adjusting to your audience's preferred style often leads to misunderstandings



5

Proposed Solution: Vary communication styles to fit who you are engaging with, and consider another communication style (ex: direct, deliberative, personable, or data-focused)



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