Building a Great Culture and COVID-19

Leadership Sprint

SUNY CPD Professional Development Week • December 2021

Laurie Fox • SUNY Geneseo

- Director of Educational Technology
  - LMS Administration & Support
  - Classroom Support
  - Online Teaching
  - Events and Performance Spaces
- Interests
  - Leadership development
  - Productivity and time management
  - Project management
- Hobbies
  - Church organist
  - MBA in Technology Leadership student

What's Your Work Culture Like Now?

Go to
www.menti.com

Code: 9543 5633

https://www.mentimeter.com/s/7c02da837ab5b2b64918
275252a3b028/dd658e6c500f

What's Your Work Culture Like Now? (RESULTS)

What do we want?

- High Expectations
- Positive & Supportive Colleagues
- Coaching from Leaders
- Fun 🎉

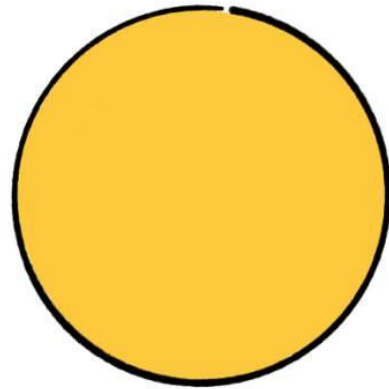# What are our Culture Goals?

Department Culture

- Spirit of Teamwork
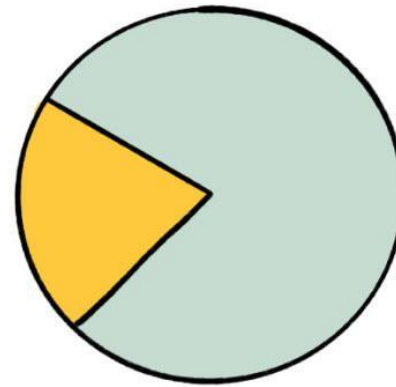- Productive Employees
- Successful completion of projects and goals

Culture + People

- Make useful contributions
- Have control over their working lives
- Respect as human beings
- Enjoy their time at work

How the Pandemic Affects Our Teams

Communication   Collaboration   Connection

Communication

Ad hoc / Chats

- Prioritize one-way communication – leadership to individual
- Identify the medium(s) used for communication (email, Slack, Teams, Zoom, etc.)
- Make clear that some communication is optional

Blended Meetings

- Blended meetings are the norm now – learn how to facilitate them smoothly
- Make space for sharing by all attendees
- Facilitate open decision-making (ask for input when it's not possible)

- Celebrate accomplishments (don't punish failure)
- Adapt – be prepared to change the plan
- Opportunities to reflect in a blame-free environment
- Timely, constructive feedback

Collaboration

Project Management / Tasks

- "Assess for change fatigue and burnout before making major changes to team structure, processes, or where the team works." (Atlassian)
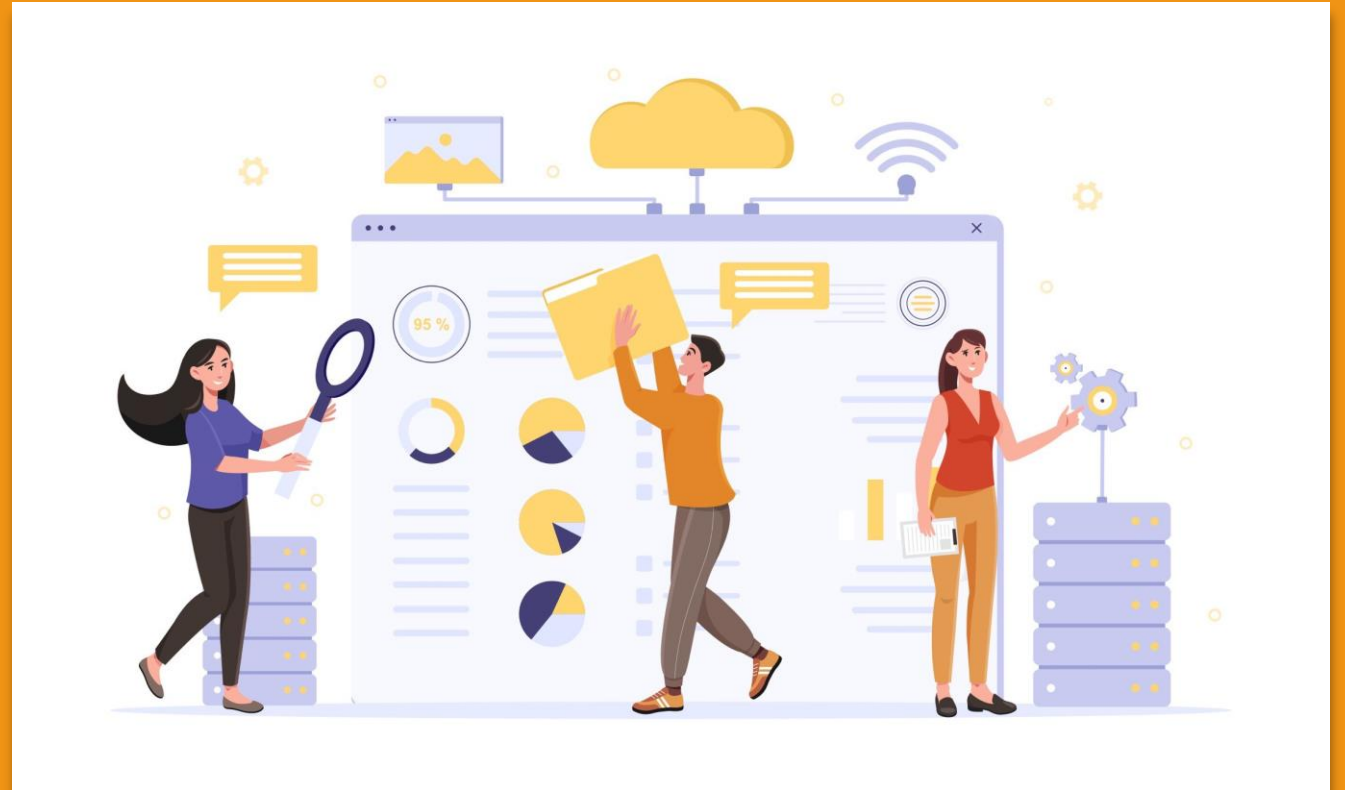
Asynchronous Brainwriting

- The asynchronous condition yielded more ideas than did the group condition.

- An analysis of the rate of ideas generated per person per minute during the idea generation sessions showed that the rate of idea generation was significantly higher in asynchronous condition (a 71% advantage).

https://www.psychologicalscience.org/news/minds-business/theres-a-better-way-to-brainstorm.html

Collection of Documents / Materials

- Microsoft Teams
- Google Docs
- Wiki

Connection

Daily Check-in

- When we first started working from home, we met daily for about 15 minutes.

- We are back on campus between 40-100% and meet twice a week.

Optional Team Building Events

- Trivia and Games
- "Happy Hour"
- Eat Lunch Together
- Coffee Chat

COFFEE&CHAT

1:1 Connection

- Are employees familiar with college policies and benefits?

- Normalize days off for illness, mental health, caring for family members

- Time in 1:1s to talk about feelings of uncertainty and unproductivity

Resources

- *Handling the Emotional Weight of 1:1s*. Laura Hogan (https://larahogan.me/blog/emotional-weight-one-on-ones/)
- *Managering in Times*. Laura Hogan (https://larahogan.me/blog/being-a-manager-in-terrible-times/)
- *The State of Teams*. Atlassian (https://www.atlassian.com/blog/state-of-teams)

Thank You

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