

# 5 KEY Takeaways

## Keeping your Remote Teams Connected & Your Culture Thriving

1

### Communication is the Foundation to Culture

- Better to over communicate than the alternative. Words and tone matter, so pay as much attention to your internal communications as you do your customer messaging.
- Every time you communicate, it's a chance to educate and connect. Use it wisely.
- Assess your new remote comms systems and processes for how they add to the employee experience rather than just replace or subtract from what was.



2

### Rethink Onboarding

- Re-codify your onboarding process to be more employee-led, but design it so they still get to meet cross functionally teams and introduce themselves to the organization.
- Be prescriptive about when and how your managers are involved in the onboarding process and teach them how to do it in a remote setting.
- Get creative about designing the high-touch onboarding experiences such as a Doordash coordinated “Newbie Lunch” on day-one.



3

### Intentionally Create Space for those “Accidental” Conversations

- Encourage team members to schedule time for “water cooler” or “coffee-talk” conversations with other employees.
- Encourage Senior Leaders to “pop in” on smaller team meetings.
- Declare “no shop talk” periods in a day or week.

4

### Value the Bright Ideas from your People

- Send something physical to employees’ homes for the event (ingredients, props, etc)
- Design your events so you have to touch something and do something to participate.
- Give people a break. Declare a “no Zoom” period before your next online event.



5

### Leverage Technology

- Remote teams need more than Zoom and Slack to connect.
- Think about how your 1:1 weekly meetings have translated to remote/online. There’s most likely room to improve the experience with small technology investments.
- Demonstrate you care about this by investing in water cooler software such as Donut.



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