ARIZONA SMALL BUSINESS BOOT CAMP & COLLECTIVE

RESPOND → PLAN → RETURN STRONGER

THE UNIVERSITY OF ARIZONA Eller Executive Education

Leading Resilient Virtual Teams

PRESENTED BY

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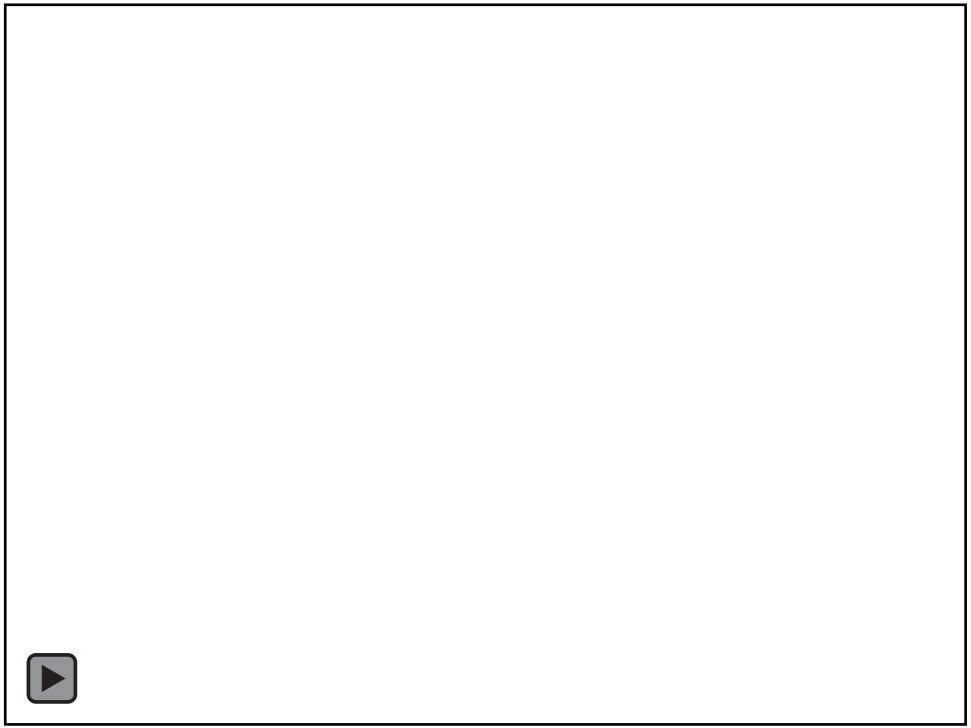
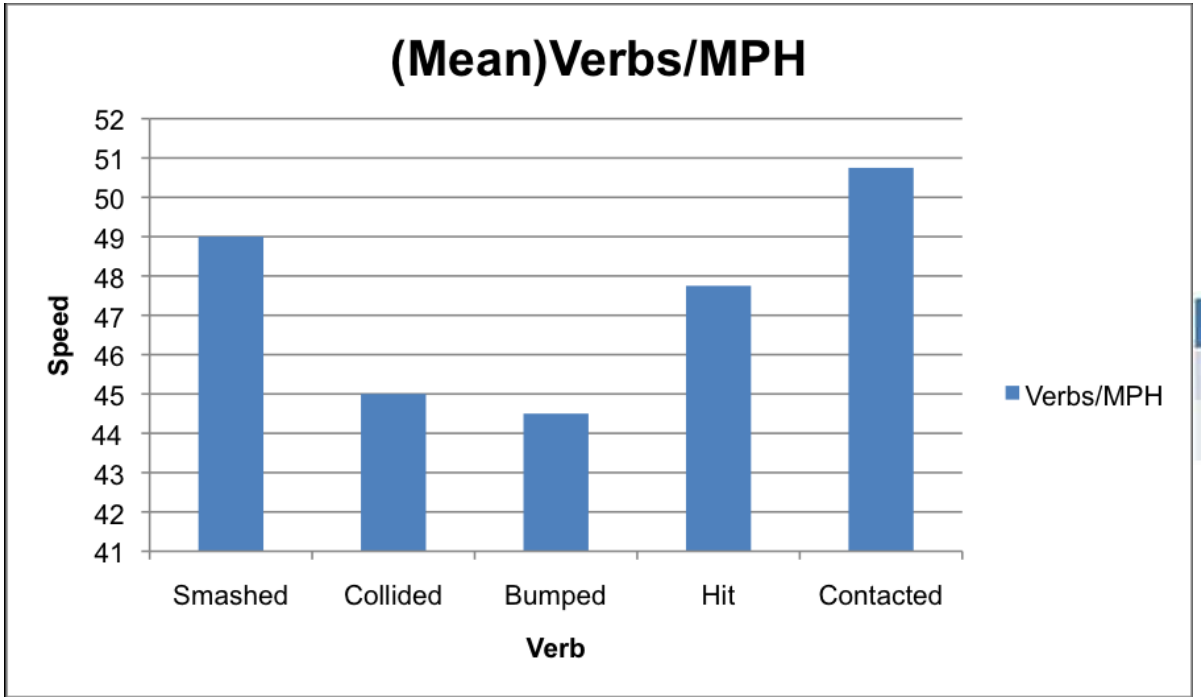
Schemas and Scripts - Biases

HOW HAVE YOU COPED WITH THE CHANGE?
WHAT WORKED?
WHAT DIDN'T?

What matters to teams - Questions

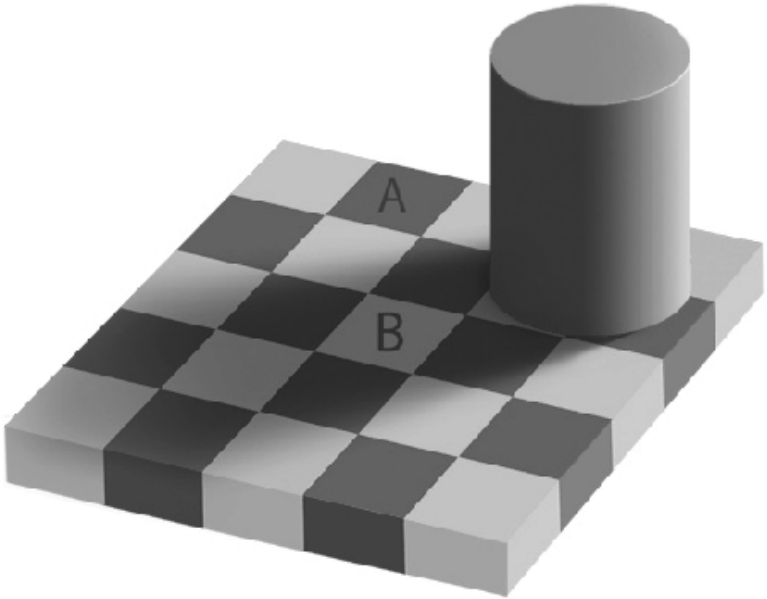


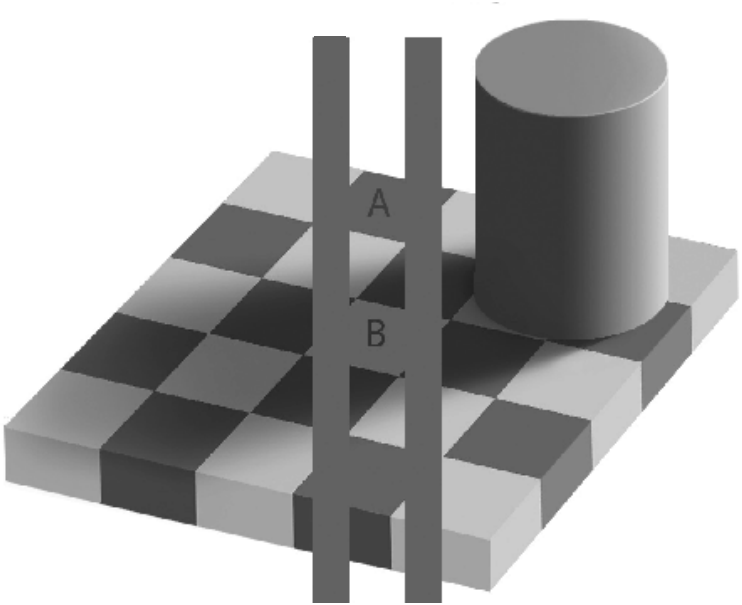
Schemas and Scripts - Biases



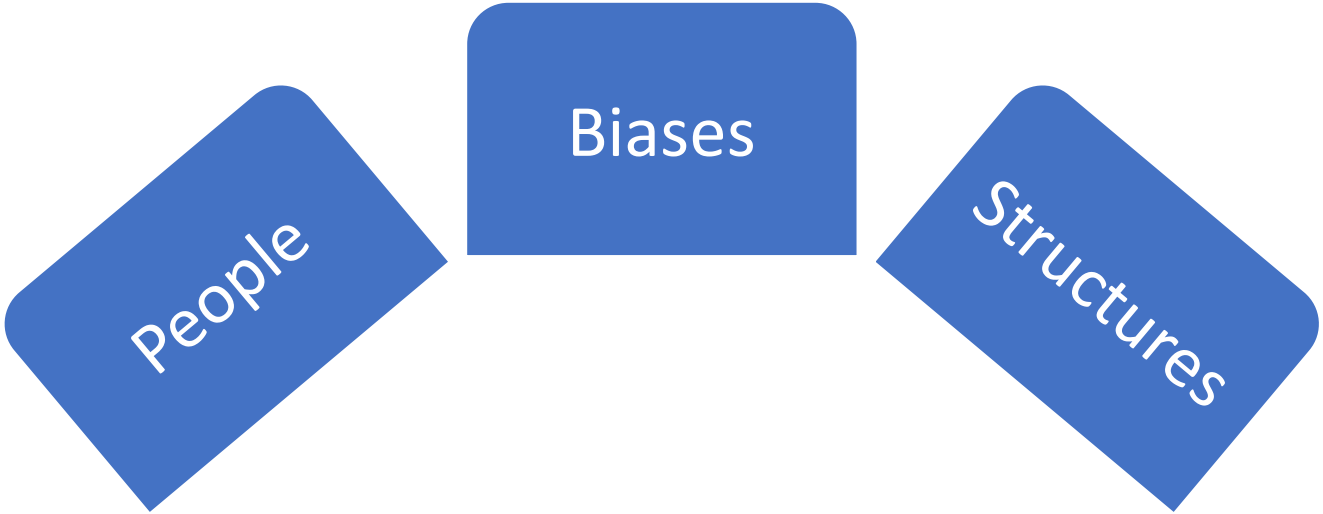
Response	Smashed	Hit	Control
Saw broken glass	16	7	6
Didn't see broken glass	34	43	44

Schemas, Scripts and Biases





What matters to teams resilience?



Structures

Create an environment where everyone can contribute

Be clear on how the work environment will be different from their usual environment: kids, deliveries, late nights and family concerns are all heightened.

Establish a system of clear and open communication: Are you allowing for people the opportunity to share successes, grievances, challenges in a way that is productive?

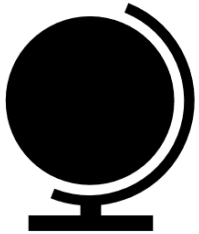
Set measurable benchmarks that work in a virtual environment: If you can't see them at work, how do you know they are collaborating?

Manage team membership: Is being on multiple teams creating untenable difficulties for some individuals?

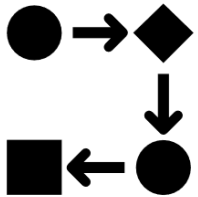
Group Biases

interest

cross-culture

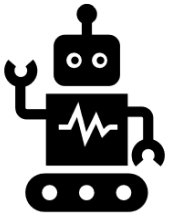


pattern



social

technology



action

stability/anchoring

People

Focus on two things: people and perspective

Know your team resilience factors: you should inventory your team's confidence, discipline and support

Foster resilience oriented conversations: have them peer up and go through a guided conversation

Ask empowering questions: Who on your team or within your organization or within your network might be able to help you?

Find learning opportunities: resilience grows when people view their unsuccessful experiences as learning opportunities (rather than a string of failures)

Schemas and Scripts - Biases

WHAT BIASES DO YOU RECOGNIZE? WHAT ACTIONS CAN YOU TAKE?