

# Collaborating, Managing and Motivating Teams Across Multiple Time Zones

Presented by the MAPS APAC Leadership Committee

# Disclaimer

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# Presenters



## Moderator

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## Speaker

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## Speaker

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# Educational Objectives

The goal of this webinar is to share experiences and tips on how to keep teams connected in the virtual world.

Three panelists who work with teams across multiple time zones will share how they:

- On-board and build relationships remotely with new team members and stakeholders
- Optimize team participation and engagement during remote meetings
- Strategize for motivating teams remotely
- Optimize external stakeholder engagement remotely
- Manage time to ensure work/life balance when working across many time zones



**Acknowledge the fact that you are acutely aware how challenging it is working across multiple time zones, tell your audience that you are willing to accommodate their time zone and tell them how grateful you are for them being flexible.**

**We will never be able to eliminate the times zone effect but a simple statement like this makes them feel appreciated and helps to deal with the perception that for the HQ, there is only one time zone (their time zone).**





**Cezary Statuch**  
**Alexion**



## **1. On-boarding and building relationships remotely with new team members and stakeholders**

- When interviewing, always use the camera and your background to make the situation real and reflect yourself.
- When on-boarding people remotely, ensure they are hooked up with a buddy that is within their time zone. This way, they can always reach out to this person in their working day.
- Schedule frequent catch ups/check-ins when on-boarding new people. Understand what time suits them and how they like to communicate.





**Greta James-Chatgilaou**  
**Biogen**

## **1. On-boarding and building relationships remotely with new team members and stakeholders**

- With new stakeholders, set up introductory meeting to get to know them and explain your role
- Let people know your background, how long you have been at the company
- Why you like working for the company
- Use the camera to personalise
- Explain where you are located and how best to communicate with yourself
- Connect them with others in the organisation





**Cezary Statuch**  
**Alexion**

## 2. Optimizing team participation and engagement during remote meetings

- Set expectations for meetings (i.e., when you should have the camera on and how best to participate)
- Consider meeting times and frequency to suit different time zones
- Have a well-structured agenda with pre-reads giving people an option to send comments if not able to attend
- Consider an option to record meetings for those who are unable to attend in person





**Greta James-Chatgilaou**  
**Biogen**

## **2. Optimizing team participation and engagement during remote meetings**

- Set up repeat meetings to suit all time zones. This works well with large meetings
- Give participants pre-reads and ask for comments, questions prior to the meeting to increase engagement
- Use polling apps to increase engagement
- Use quizzes (e.g., Kahoot) which works well during training sessions
- Breakout rooms work well for small group discussions
- Keep meetings short and consider breaks if they need to be more than 1.5 hours





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**Alexion**

### 3. Strategies for motivating teams remotely

- Timely recognition for a job well done (e.g., badge system)
- Appropriate communication (i.e., frequent, on-time and to the right stakeholders)
- Virtual coffee chats, or happy hour
- Encourage staff to block out time in calendar (e.g., lunch)
- Well-being program for employees with guest speakers on well-being
- Send out gifts to employees who are working remotely
- Block time in your calendar for ad hoc meetings with team members





**Greta James-Chatgilaou**  
**Biogen**

### **3. Strategies for motivating teams remotely**

- Team quizzes on general topics
- Set up team chats (i.e., WhatsApp or Teams chat) for quick communication
- Make yourself available to team members
- Virtual team building events (i.e., cocktail making)
- Encourage the use of camera to personalise the experience
- Be flexible with team members and demonstrate flexible working hours





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## 4. Optimizing external stakeholder engagement remotely

- Consider HCP preference for time and method of communicating
- Consider HCP virtual/digital fatigue
- Respect their time and impact of situation (i.e., COVID)





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**Biogen**

## **4. Optimizing external stakeholder engagement remotely**

- Consider omnichannel approach
- Strengthen internal communication to ensure HCP is not bombarded
- Consider opportunity to link HCPs with country or internationally with virtual platforms
- Understand HCP preference re virtual platforms and any obstacles
- Consider format of HCP interaction when virtual (i.e., 2-way conversation)





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## 5. Managing your time to ensure work/life balance when working across many time zones

- Manage work/life balance that suits you
- Take care of yourself
- Manage time zones
- Block out time in your calendar to avoid meetings all day
- Manage perceptions
- Take breaks to refresh





**Greta James-Chatgilaou**  
**Biogen**

## **5. Managing your time to ensure work/life balance when working across many time zones**

- Manage meeting expectations when in different time zones
- Let people know your available working hours for meetings
- Delegate meeting attendance if at difficult time
- If not able to attend a meeting, do pre-read and send comments before the meeting
- Remember to set time aside for family and sleep



**Thank you!**  
*Questions?*