

# Motivating and Engaging Employees In Today's Virtual Environment

Presented for the Nonprofit Leadership Center of Tampa Bay  
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## Key Points

- Three critical areas affecting team morale and motivation
- Specific ways to engage team members and strengthen relationships
- How to help team members transition in a continually changing environment

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## Maintaining Team Morale and Motivation

### Critical areas

- Communication
- Connection
- Commitment



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## Communication



- Words 7%
- Tone of Voice 38%
- Body Language 55%

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## Communication

- Video Interactions
  - Team Meetings, One-on-Ones, Chat Rooms
  - Increased commitment and accountability
- Informal Conversations
  - Opportunity for office chit-chat
  - Catch up on personal, not private, happenings
- Written Communication
  - Clear and concise
  - Proofread for content not just grammar and spelling

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## Connection

- Strengthens Relationships
- Builds Trust
- Facilitates Communication
- Promotes Critical Thinking and Creativity
- Increases Productivity

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## Connection

- **Make meetings fun**
  - *Icebreakers*
  - *Trivia, Scavenger Hunts*
- **Virtual Team Activities**
  - *Interests or Hobbies (Cooking/ Language/ Yoga/ Parenting)*
  - *Casual Learnings (Lunch & Learns/ TED Talks/Gamification)*
- **Check-in**
  - *During regular meetings/ one-on-ones*
  - *Encourage co-workers to connect*

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## Commitment



- **Personal Value**
- **Personal Connection**
- **Personal Purpose**

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## Commitment

- **Ask them to share their successes**
  - *What won't make the weekly or monthly report*
  - *Something they take pride in or a challenge they overcame*
- **Provide resources**
  - *Be available and follow-through*
  - *Ensure they have access to all they need*
- **Encourage Learning**
  - *Professional development; Personal interest*
  - *Cross-training*



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## Transitioning Through Daily Change

- Communicate, Communicate, Communicate
- Don't expect things to go back to how they were
- Don't be afraid to say "I don't know"
- Plan phased scenarios for returning to your workplace
- Take it slow
- Rethink physical setup
- Everyone's level of comfort is not the same; allow for this
- Think creatively- consider shift work, flex hours
- Clearly define and communicate office entry procedures

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## Transitioning Through Daily Change

- Reconfigure shared spaces/ resources
- Provide updated seating charts
- Consider designating isolation rooms
- Plan and communicate cleaning regimens
- Support employees' mental health
- Maintain updated policies and procedures
- Revise employee goals, priorities, and job descriptions, as needed
- Communicate, Communicate, Communicate

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## Strategy for Change



- **Begin with what will *NOT* change**
- Communicate the change
- Offer support
- Include the team
- Evaluate and adjust
- Celebrate Success

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## Management Resources

- COVID-19 Pandemic: Supervisor Tips & Tools  
<https://www.hr.pitt.edu/news/covid-19-pandemic-supervisor-tips-tools-motivating-remote-staff-stay-engaged-and-productive>
- The COVID-19 Recovery Conversation Must Start Today  
<https://cadmusgroup.com/articles/the-covid-19-recovery-conversation-must-start-today/>

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## Training/ Learning Resources

- 52 Virtual Team-Building Activities  
<https://snacknation.com/blog/virtual-team-building/>
- Free On-line Ivy League classes  
<https://www.classcentral.com/collection/ivy-league-moocs>

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## ITK Consultants

- Professional Development Programs
- Topic-focused Training
- Lunch & Learns
- Management Coaching

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