MANAGING AND LEVERAGING A VIRTUAL STUDENT WORKER TEAM

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Icebreaker:

In the chat, share your name, pronouns and role.

If you could move your office anywhere, where would it be?
SESSION OVERVIEW

Today we will:

- Review team challenges escalated in the virtual space
- Share best practices
- Discuss case studies
- Complete action planning
- Questions
Here is a list we’ve experienced:

• “Ghosting” or lack of commitment despite previous enthusiasm for their work/role when in-person or when hired

• Decreased sense of accountability

• Lack of communication with supervisor and teammates

• Inattention to details and results in their work and the mission of the office/team
What are some team challenges that have escalated in the virtual space?

Share your virtual team challenges in the chat.
Here is a list of proactive best practices that we’ve implemented:

- **Show vulnerability** during time of crisis
  - Recognize that virtual work is also challenging for supervisors, i.e. your kid is crying on the baby monitor, your home office is your laundry room
• **Prioritize teambuilding**, even through Zoom
  • Start all meetings with an activity or team question, even if short on time
• **Lead by example**
  • Always keep your camera on
  • Arrive to Zoom meetings on time
  • Take time off to decrease screen time and prioritize self-care
**BEST PRACTICES**

- **Increase accountability** by making action items are clear and referenceable

- Have a team calendar, tasks list that is viewable by everyone on the team to increase accountability
• **Tap into students’ passions**
  Reassess interests with a skills assessment/discussion and allow more freedom for students to take on tasks that feel like “work”

• **Make communication easy, even in the virtual space**
  • Send a team email and ask for a quick reply such as “READ” or “GOT IT” to ensure understanding of asks, but not more screen time with a lengthy response
BEST PRACTICES

- Allow students to take leadership of “virtual” opportunities in their role
- Create a social media account for your office to which students can contribute content and create posts, encourage students to explore new platforms and technology for virtual work
What are some practices you have implemented to overcome virtual team challenges?

Share your virtual team best practices in the chat.
CASE STUDY #1

Preventing and reacting to **ghosting**:

After your first virtual meeting, one of your student workers misses two meetings in a row and doesn’t respond to your emails/outreach.
CASE STUDY #2

Preventing and reacting to **black screen**:

You encourage the student team to have cameras on, particularly for team building activities yet one student does not turn their camera on.
Preventing and reacting to “I quit”:

A student quits unexpectedly yet you believe the virtual role is a primary reason for their resignation.
ACTION PLANNING

Think about how to do the following on your team next semester:

1. Show vulnerability
2. Prioritize teambuilding
3. Ways you can lead by example
4. Increase accountability
5. Tap into students’ passions
6. Make communication easier
7. Build virtual leadership opportunities
SHARE-OUT AND Q&AS