

Virtual EI

Self-Awareness.

Identify one's own emotions at any given time and understand the impact it has on others during asynchronous and synchronous online communication.

Avoid using ambiguous subject lines, such as "Let's talk Monday morning" ... or "About your proposal" to reduce stress and anxiety among teams.

Make your interactions with technology conscious and intentional.

Apply digital wellness and mindfulness techniques to reduce associated tech-stressors.

Awareness of one's own level of digital competence and actively work to manage and update their skillset.

Self-regulation.

Manage one's emotions to produce a desired outcome; exhibit emotional self-control and create a positive outlook in virtual spaces.

Wait minutes (or hours) before responding to an email or text. Before you send a message...Ask yourself, *is there another way this message can be interpreted?*

Address digital exhaustion: Consider how to reduce workloads, and embrace a balance of synchronous and asynchronous collaboration.

Avoid digital distractions to accomplish "deep work" and flow states.

Create a culture where breaks are encouraged and the 'right to disconnect' after hours is respected.



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Empathy.

Demonstrate understanding, build trust, exhibit active listening, and ability to “put yourself in other’s shoes” during asynchronous and synchronous online communication.

Avoid digital distractions when listening to others: close screens, inboxes, and mute notifications.

Keep video on to make eye contact and establish trust.

Remove surveillance measures with remote employees.

Avoid unnecessary zoom meetings or provide the video recording for those who need to work around personal circumstances.

Take time to check-in with virtual employees to chat (about non work-related matters)

Motivation.

Achieve goals, enjoy the learning process; persevere in the face of obstacles in an online environment.

Create ways for teams to engage meaningfully, connect, and collaborate virtually. Create time for more “low-key, low-stakes check-ins” online.

Remote workers are encouraged to maintain an active ‘presence’, pursue career goals, and find ways to engage authentically engage.



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Social Skills

Manage relationships, coaching, and mentoring; teamwork, inspirational leadership in online communication.

Be aware of 'proximity bias': the tendency to give preferential treatment to in-person employees.

Consider all employees when assigning tasks and promotions: Remote workers get promoted less often than their peers, despite being 15% more productive on average[i]

Re-invent small talk: Schedule unstructured time in zoom meetings to socialize.

