

Leading virtual team career conversations in the work-from-home era

Agenda

1. Why conversations matter, even more now
2. International Perspectives
3. **Conversations Matter** demo & program
4. Applications in organizations & beyond, Q & A
5. Resources and Next steps





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Conversations Matter Event Prep

How do you describe yourself? How do others describe you?

| | | | |
|----------------|-------------|---------------------|-------------------------------|
| Creative | Adventurous | Logical OR Sensible | Curious |
| Problem-solver | Thoughtful | Empathetic | Big picture thinker |
| Dependable | Practical | Detail-oriented | Example free online responses |

QUESTIONS

- Research Question
- Strengths
- Challenges
- Prohibitions

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Leading virtual team career conversations

International perspectives

1. Intro to practice areas
2. Changes, unique challenges & needs
3. **What's working**



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When casual connection is gone...
 Hunger to be heard
 Hunger to be one's whole self

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In the workplace

How People and Companies Feel About Working Remotely

Costly when staff distracted, discouraged, feeling left out

LinkedIn, Slack, others offer **limited connection**

Need to support existing teams, onboarding new hires, accelerate collaboration with new projects

Reduced team cohesiveness

75%

Reduced employee focus

82%

Reduced employee productivity

82%

Employees overworking

67%

Employees' career implications

65%

Maintaining company culture

70%

Source: <https://www.visualcapitalist.com/how-people-and-companies-feel-about-working-remotely/>

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In education...



The Results Are In for Remote Learning: It Didn't Work

The pandemic forced schools into a crash course in online education. Problems piled up quickly. I find it tragic.

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In Education: Students, Staff, Faculty worried...

- mental health issues
- jobs and employment
- experiential learning
- student engagement
- staff programming**
- migration to online courses
- more

COVID-19 AND CANADA'S POST-SECONDARY STUDENTS

Statistics Canada surveyed students in spring 2020. Findings:

- 75% of students had all of their courses moved online
- 29% had some courses postponed or delayed
- 19% were unable to complete a credential as planned

Over one-third of students had a work placement cancelled or delayed

Students studying healthcare and science were more likely to report this

STUDENT EMPLOYMENT CHANGES

Looking for jobs in the future

Looking to take on more studies later

Looking to pursue further-level studies

Looking to get more experience before work

Proportion of respondents who are "very" or "extremely" concerned about:

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International perspectives

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2. Changes, unique challenges & needs
3. What's working



Engagement


Psychological Safety



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For virtual facilitators:

10 Top Challenges...
What to Do About Them

- 1 Tech Challenges
- 2 Keeping the session on track
- 3 Lack of visual feedback
- 4 Lack of engagement
- 5 Building connection between delegates
- 6 Connecting as the facilitator
- 7 Being creative and interactive
- 8 Making it smooth and seamless
- 9 Perceptions of time & concentration span
- 10 Making progress beyond the meeting

Source: Image pixabay
List source: <https://www.bigbangpartnership.co.uk/virtual-facilitation-10-top-challenges-what-to-do-about-them/>

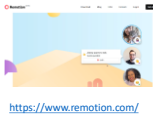
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For virtual facilitators:

Top Challenges & **What to Do About Them**

Technology




This app makes presenting in Zoom more effective - and even entertaining

<https://www.remotion.com/>

Think about the questions

Use to help, not hinder the conversation



Zoom calls can be too formal. These alternatives encourage casual chatting


<https://www.fastcompany.com/90556440/zoom-alternatives-spontaneous-casual-conversation>

<https://www.mentimeter.com/>

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For all: Build psychological safety virtually



- Pre Session Communication – technology and interaction e.g. Vidyard
- The Flipped Classroom concept – pre-work
- Video on?
- Breakout Rooms, e.g. (Not Your Typical) Cocktail Party @Cannexus21

Breakout rooms, with specific tasks or topics... provide **psychologically safe space** to test ideas & build relationships

Source: <https://hbr.org/2020/08/how-to-foster-psychological-safety-in-virtual-meetings>

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Leading virtual team career conversations in the work-from-home era

CHAT PLEASE....

What resonates most with you – and WHY? – related to

1. Workplace isolation and lack of visibility;
2. Education, balancing roles, delivering remotely;
3. Virtual Facilitation, psychological safety & engagement?



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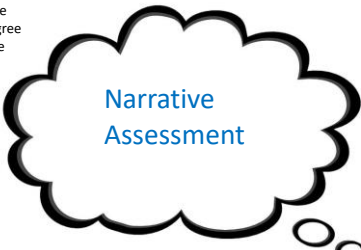
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I use stories or some kind of narrative approach in my work:

1. Strongly Disagree
2. Somewhat Disagree
3. Somewhat Agree
4. Strongly Agree

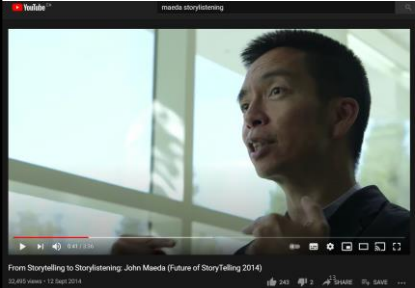


Narrative Assessment

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Storytelling & *storylistening* is trending in organizations




<https://www.youtube.com/watch?v=U8-Q70gV2Yk&t=3s> (to 1:23)

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To support counsellors, coaches, career specialists, managers OneLifeTools developed a Narrative Assessment system



- 5000+ clients, 80 countries of origin
- 1200+ trainees in US, Canada, Global
- 40+ documented interventions
- 68 participants in outcome study. Findings: HERO*
- 5 peer-reviewed journal articles, 4 book chapters
- Practical, widely embraced narrative tools

*Franklin, M., Yamar, B. & Feller, R. (2015). Narrative Method of Practice Increases Curiosity & Exploration, Psychological Capital, and Personal Growth leading to Career Clarity: A Retrospective Outcome Study. *Canadian Journal of Career Development*

*Stebleton, M. J., Franklin, M., Lee, C., & Kaler, L. S. (2019). Not Just for Undergraduates: Examining a University Narrative-Based Career Management Course for Engineering Graduate Students. *Canadian Journal of Career Development* 18(2)

*Franklin, M., & Stebleton, M.J. (2020). Another story to tell: Outcomes of a single session narrative approach, blended with technology. *Canadian Journal of Career Development*


Learn more at <http://onelifetools.com/evidence/>

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Narrative Assessment System helps people get clear, get organized, get going... with your support on a PLATFORM



Interactive GROUP EXPERIENCE
for 3-300 to connect, reflect and engage
Conversations Matter
Who You Are Matters! (for In-person)
your Event data lives on Online Storyteller PLATFORM


SCALE IT User completes SELF-DIRECTED simulated coaching experience 1-hour, 12-step, on a PLATFORM
deepens clarification accelerates exploration provides a *Conversation Guide*
Your reach and impact just GREW

INDIVIDUAL & GROUP SESSIONS generate deeper, richer material organized on a PLATFORM to guide your evidence-based narrative practice
Do your best work more efficiently

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Narrative Assessment System helps people get clear, get organized, get going... with your support on a PLATFORM



Does it work?
2000+ game kits used. 1000+ Event registrants

1200+ trainees in 80 countries:
US, Canada, Greece, UK, Singapore, Ireland, Egypt, UAE, Qatar, South Africa, China, Brazil, Thailand

7000 PLATFORM clients

4 book chapters, articles
1 published outcome studies

Fun GROUP EXPERIENCE
3-300 connect, reflect and engage
Conversations Matter
Who You Are Matters!
Your Pre-work data lives on Online Storyteller PLATFORM

Success stories
<https://onelifetools.com/pages/success-stories>


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Conversations Matter | Connect, reflect and engage

Guided virtual group conversations & individual reflection
for Team building | for Personal & career growth

Conversations Matter balances engaging talk with safety and structure.
Everyone wins when enjoying deeper conversations and talking about what really matters.



20+ pilots. York U, SFU, private practitioners...

Our AGENDA today is simple!

1. Getting ready and how it works > Breakout 1
2. The Conversation Experience > Breakouts 2 & 3
3. Post-experience and next steps

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Conversations Matter | Connect, reflect and engage

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Valuable TAKEAWAYS...

- Your *Clarification Statement*
- 1 Possibility & 1 Action Item with peer feedback
- Connections, hope, & commitment to move forward
- Engaging next steps



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Breakout Room Guidelines:

- Be authentic and brief: 2 breaths, 30 seconds!
- Smile and have fun
- Share what's comfortable & feel free to pass
- Keep Breakout Room info confidential

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Step 1: SAY



SAY in 30-seconds
Each person takes a turn to finish the round

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Step 2: APPRECIATE



Same order, in 30-seconds
Each person takes a turn to finish the round

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Conversations Matter Event Prep

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"Original Cards": Personal Qualities and... and Possibilities

Conversations Matter Event Prep

Strengths

What skills and knowledge do you like to use?

Desires

What do you want more of? What's important to you?

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Conversations Matter Event Prep

Team cards support staff meetings, teambuilding, retreats

Team productivity increases when...

Within teams, what tools do you use to influence and lead?

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Getting ready for Third Breakout

Clarification Statement

The fuel to empower me is my Personal Quality of being **big picture thinker**

Tools I have handy include my Strength to **generate ideas**

Sparks to ignite me include my Desire for **advancement**

Moving forward, I commit to explore the Possibility of **professional development**

such as **a course on podcasting**

To explore this Possibility, one **Small Action** I commit to taking within 1 week is **find 3 podcasting courses starting in February**

After reading this Statement aloud I now feel because

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“What I noticed about our breakout room’s experience...”

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Problem: After an engaging experience, how to sustain momentum, emotion, action? *Oh, and how to scale it?*

Conversations Matter delivered:

- Your *Clarification Statement*
- 1 Possibility & 1 Action Item with peer feedback
- Connections, hope & commitment to move forward
- Engaging next steps?**

Principles of online guidance

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Inspired Action Program | Connect, reflect and engage

Guided virtual group conversations & individual reflection for Team building | for Personal & career growth

1. Conversations Matter (Live virtual Events 90 mins) - 5 Minute Quick Prep (on your own) presented 4 card sets via Online Dashboard

2. Self-Directed Narrative Assessment (SDNA) on your own via Online Storyteller (60 mins)

3. Intentional Exploration (Live virtual Events 90 mins)

4. Individual or Small Group Sessions (Integrate feedback + generate more possibilities + conduct Exploration Plans + Situational analysis) (Live virtual sessions, 15 sessions x 30-40 mins)

5. Workshops & Events (CAREER: Interview Skills | Housing | LinkedIn | TEAM: Career conversations for managers | PERSONAL: Wellbeing | Healthier habits) (Live virtual events: On-demand 90 mins)

Timeline: Event Prep 1-7 days before CM | 1-7 days after CM | 2-14 days after CM | 1-30 days after IE

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How Self-Directed Narrative Assessment works to increase scale & impact

Their situation...

Career & life QUESTION → REFLECT on Stories (4+) → CLARIFICATION SKETCH!

INTEGRATE Getting Feedback and/or assessments → Clarification STATEMENT including 3+ Possibilities → EXPLORATION PLANS: Clues, Inspired Actions

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Dashboard

Storyline | Clarification Sketch | Statements | Exploration Plan

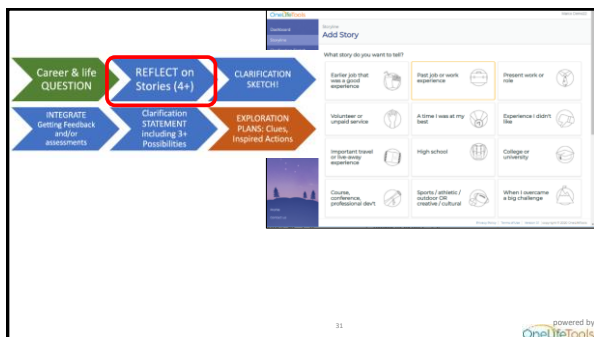
What question are you trying to answer? I.E. What should my next career step be?

Notes: Career & life QUESTION → REFLECT on Stories (4+) → CLARIFICATION SKETCH!

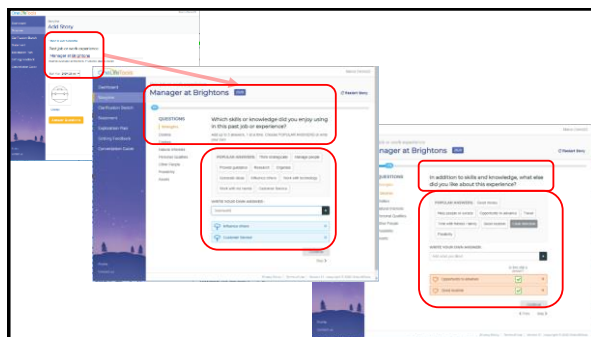
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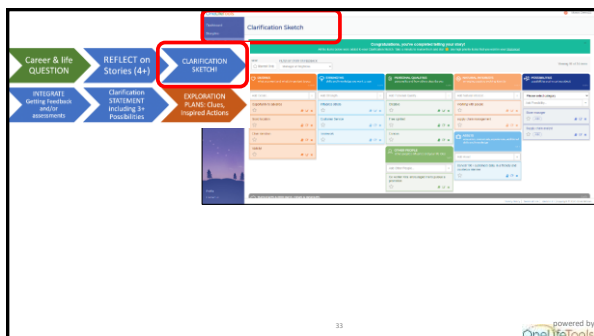
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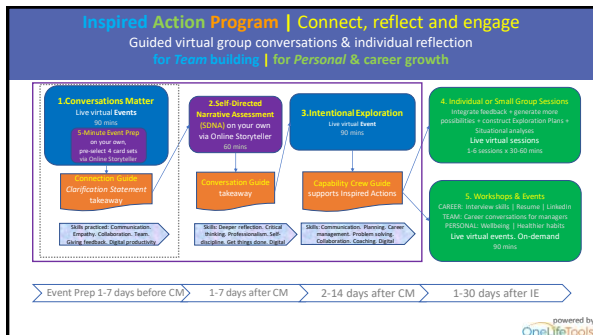
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APPLICATION DISCUSSION

Programs into which this Narrative Assessment System is embedded continues to grow:

1. Workplace career management, teambuilding. *E.g. Region of Peel*
2. Postsecondary curriculum. *E.g. Conestoga College, U of Toronto/Lead*
3. Student services. *E.g. SFU, SMU, U of Colorado, American U of Cairo, U of T non-academic career options*
4. Agencies & Adult transitions. *E.g. JVS/Employment Ontario; SFU's Your Next Move*
5. High school & youth. *E.g. Colorado school district, CCRW*
6. Private practice. *E.g. Susan Mulholland, Mark Danaher*

CHAT QUESTION...
In what settings do you feel people would benefit from a narrative framework like this?

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Resources for you

How to Foster Psychological Safety in Virtual Meetings <https://hbr.org/2020/08/how-to-foster-psychological-safety-in-virtual-meetings>

How People and Companies Feel About Working Remotely <https://www.visualcapitalist.com/how-people-and-companies-feel-about-working-remotely/>

Virtual Facilitation: 10 Top Challenges & What to Do About Them <https://www.bigbangpartnership.co.uk/virtual-facilitation-10-top-challenges-what-to-do-about-them/>

Zoom calls can be too formal. These alternatives encourage casual chatting <http://www.faxcompany.com/90556440/zoom-alternative-spontaneous-casual-conversation>

Identity as Narrative: Prevalence, effectiveness, and consequences of narrative identity work in macro work role transitions <https://www.hbs.edu/faculty/lists/Events/Attachments/129/1barr%20Paper.pdf>

Evidence & articles support narrative assessment move to evidence-based practice <https://onlifetools.com/pages/evidence-articles>

Request Free Online Storyteller Credit. EMAIL Lucy at service@onlifetools.com
<https://onlifetools.com/pages/online-storyteller-self-directed-narrative-assessment>

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Leading virtual team career conversations in the work-from-home era. **Next steps...**

1. Experience a virtual team career conversation process.
Try **Conversations Matter** event **Feb. 9, 3pm. Feb. 22, 4.30pm Eastern**
Register <http://bit.ly/conversationsmatterOLT> See **CHAT** for link
2. Email Lucy at service@onlifetools.com to get:
 - 1) **Self-Directed Narrative Assessment** free credit to try it,
 - 2) **Clarification Through Storytelling** (Franklin, Botelho & Graham, 2017),
 - 3) **How & Why Conversations Matter, Career Buzz** podcast (Feller, Arasteh, Danaher)

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Thank you! **QUESTIONS?**

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