

simple intentions

BEST PRACTICES: WORKING WITH OR ON GLOBAL TEAMS

Finding balance can come from small shifts in what we think, do and say in our everyday life. Cultivating an awareness of balance is perhaps most impactful for global teams that work not only across time zones but also diverse cultures.

- The best practices you follow for all your meetings apply even more for meetings that include people in different cities and/or countries.
 - Ensure everyone is aware the meeting includes remote attendees
 - Include a detailed agenda and stick to it
 - Be clear on the roles of each attendee and the reason you're inviting each person
 - Provide specific action items and timelines in a written recap
- When scheduling recurring meetings, consider different time zones and try to alternate times each meeting to balance the inconvenience across the group.
- Feel empowered to remind people of your time zone when you receive a request for a meeting outside of your normal business hours. Often people simply don't realize they've scheduled a meeting that's inconvenient for you, not out of disrespect, but because they're focused only on the region in which they sit.
- Before scheduling a global meeting, clarify to yourself what you need to achieve. Do you need a meeting, or could you accomplish your goals in email?
- Share your commitments and/or priorities with your global partners and stakeholders. This provides mutual context for your motivations, and can bring more clarity and efficiency to your relationships.
- Be empowered to decline global meetings if you don't feel you have a strong role or anything to contribute. Instead, ask for meeting notes and follow up in email if necessary.
- Learn about the business and social cultures in which your global partners work and live. Knowing their communication preferences and expectations, especially, can bring more clarity and improve collaboration.
- Be aware of holidays and local events occurring where your global partners live. Are there weather events, or political or business news that could affect your partnership?
- Know the standard business hours/days in the region where your global partners work. For example, some countries work 10 a.m. to 7 p.m., with a one-hour lunch break. In some countries, people work Saturdays and Sundays, but not on Fridays.
- Accept that you have chosen a role on a global team with a multinational corporation. In making this choice, you accept there are occasions when you need to take morning or late calls, respond to requests at odd hours and manage a 24-hour inbox.