DOING
Part of Capgemini

# STORMO

## SMART TEAM ORGANIZATION MODULE

*" Never mistake motion for action."*

- Ernest Hemingway -

STORMO is a knowledge and culture project aimed at helping global, distributed, diverse teams to collaborate in the most happy and efficient way possible. We combine our digital expertise with the teachings of nature, technology and science in order to generate efficiency and harmony. Through the development of brand new organizational and soft skills, and the proper usage of digital tools, we will learn how to enable and drive remote working groups.

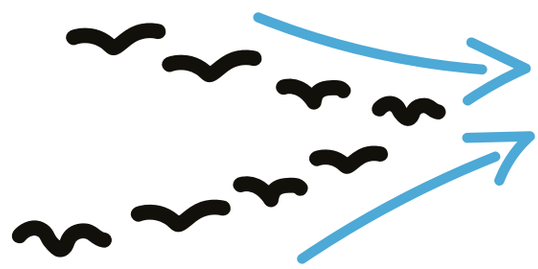
Stormo's principles and set of rules are gathered under three areas: TOGETHERNESS, POLITENESS, AWARENESS.

# TOGETHERNESS

**How to start the engines and let your team collaboration and productivity take off.**

## SHARED GOALS FOR A COMMON PURPOSE

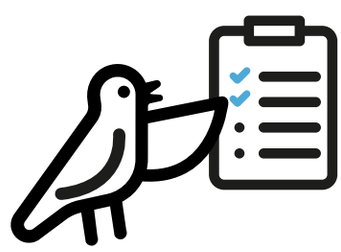
Make sure everyone is working with a common purpose and shared goal. The collective and individual benefits must be clear to each member of the team. Don't forget to make everyone feel part of the project with defined roles and objectives. Clients included.



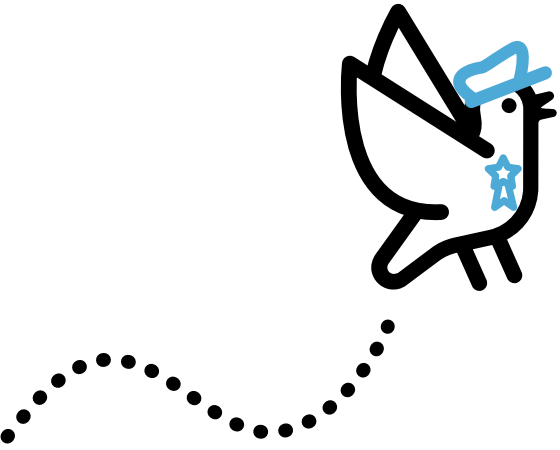
*Start by defining a clear project plan and by identifying a role for each member of the team.*

## BUILDING TRUST, FACT BY FACT

In remote working teams, building trust and trusting each other may be challenging due to the absence of an informal in-person exchange. Measuring and communicating each step in the given roadmap becomes crucial. Both internally and externally.



*Track everyone's contribution with smart tool notification systems and make daily checkpoints to help team members proceed.*



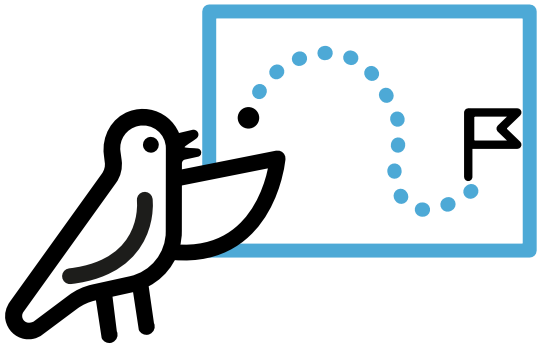
## "LADIES AND GENTLEMEN, IT'S YOUR CAPTAIN SPEAKING"

The team leader's role is fundamental to keep the project's direction and timeline on track, and the team commitment high. If you are a team leader, make yourself available as much as you can. If you are a team member communicate with your team leader as often as possible. Use informal communication but don't miss official moments.

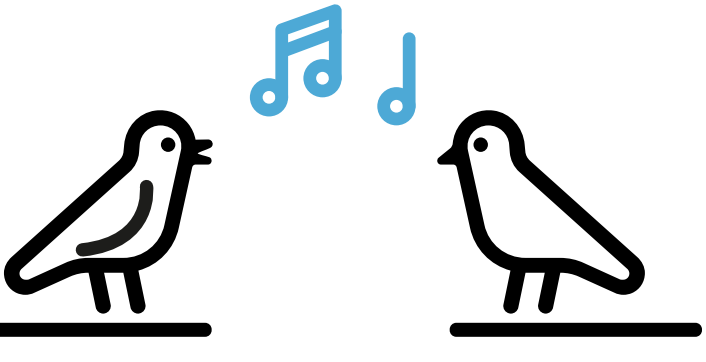
*Use written communication to reinforce and confirm requests, feedback, goals. A real team "log".*

## PLAN, PLAN, PLAN

Remote teams cannot rely on improvisation and ongoing "adjustments" as co-located teams can. Therefore, it is crucial to define a decision roadmap with roles, responsibilities, as well as a timeline, in order to maintain scheduling and gain transparency.



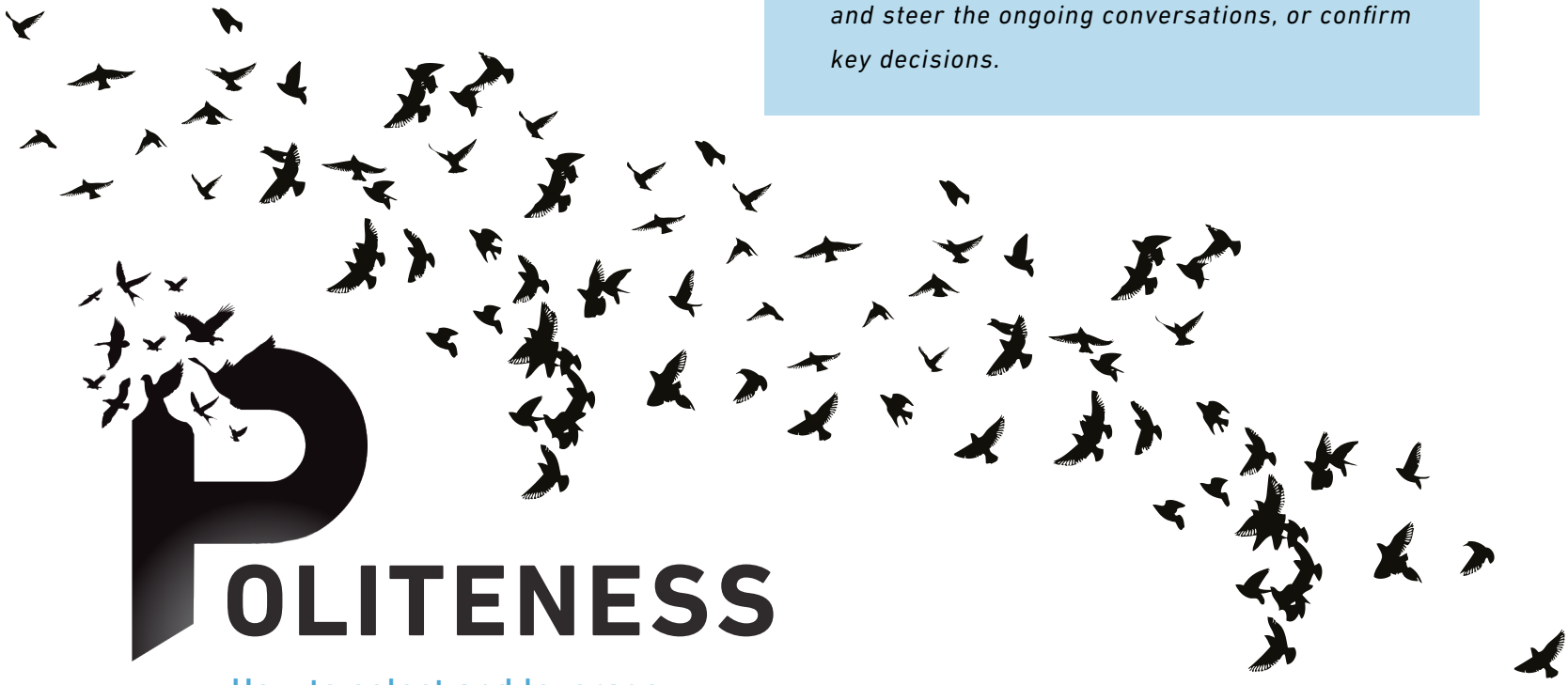
*Plan frequent and objective-driven meetings making sure you leave space for everyone to participate.*



## THE ART OF NETWORKING

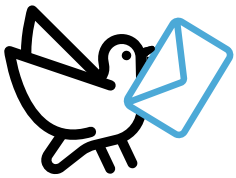
In physical negotiations, results are obtained through interactions and agreements found in private contexts. Yet, digital platforms allow for amazing opportunities to create such intimacy and directness as well. It offers ways to ri-assess the project and gain individual and collective consensus.

*Use parallel side channels with discretion to pilot and steer the ongoing conversations, or confirm key decisions.*



# POLITENESS

**How to select and leverage the right tools at the right time.**



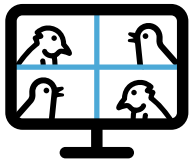
## E-MAIL

Its large adoption, familiarity and diffusion make it a central tool for any team. E-mail is very useful for briefs, objectives and report sharing. It is less effective for discussions or brainstorming.

## SHARED DOCUMENTS

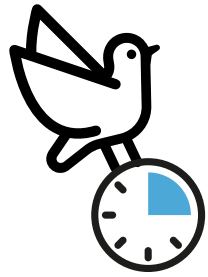
Document sharing makes the project roadmap easier to understand, and the involvement and tracking of the team progress more effective.

Accessible to everyone, shared documents communicate transparency and innovation.



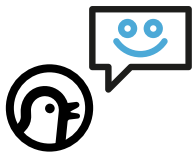
## VIDEO CONFERENCES

Recreate the office atmosphere. Ask your team to switch the camera on because facial expressions communicate far more than words. Plus, it will make it easier to understand whom is saying what.



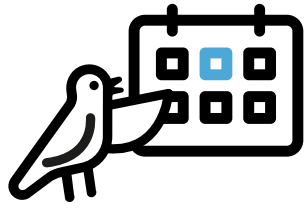
## CONFERENCE CALLS

Remember: you are the maid or the butler of the call. Greet everyone who joins in, ask everyone for feedback and respect the scheduled time.



## CHATS AND MESSAGES

Flexibility, commitment and consensus. Use chats and messages to share the daily progress with the team, and for 1:1 exchanges.



## SHARED CALENDAR

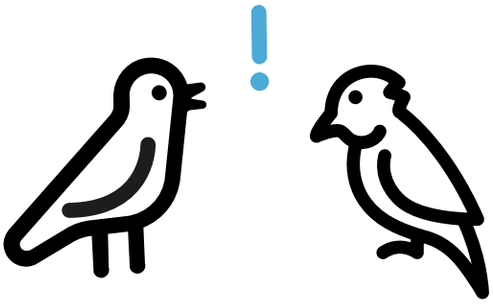
Schedule meetings but do it with care. Plan ahead and find time slots that work for everyone.

## NOTES

Use the good, old pen. Take notes on paper and share them with the team by taking a picture with your smartphone.

# AWARENESS

**How to understand context and avoid contrast.**



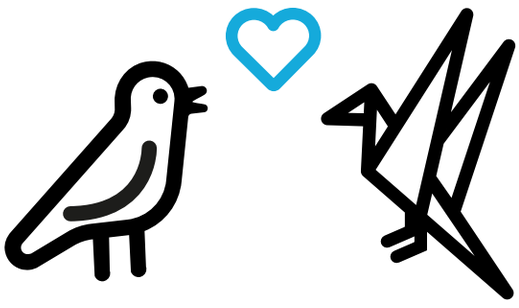
## CULTURE IS THE KEY FOR UNDERSTANDING PEOPLE

Value diversity within the team. Get to know everyone's background, values, approach on life and work.

*Create a 'Culture Map' of your team, considering ethnic, geographical and age diversity.*

## YOUR AVATAR HAS A HEART

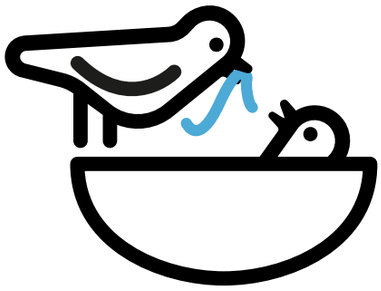
Show your emotions in the digital context too with emoticons in mail and chat, and with your body language during video calls.



*Don't overuse emoticons and remember that hands and gestures are true communication tools.*

## PLAN YOUR DAY AND YOUR LIFE

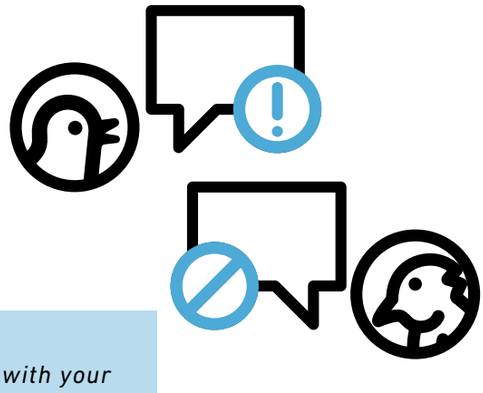
Be open and flexible when you plan your meetings, with particular care for team members who are in different time zones. Make sure everyone has adequate and quiet workspaces in order to work with a sustainable routine, with room for relaxing, movement, food, family...



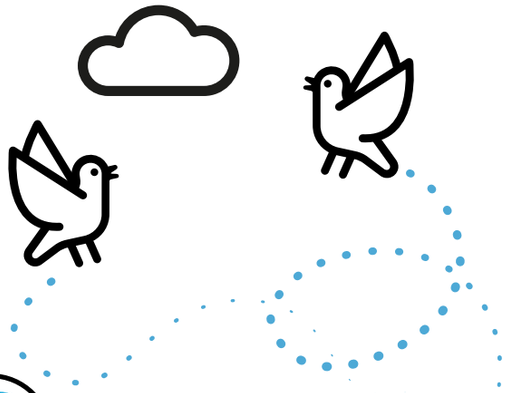
*Identify a shared daily time zone where everyone is available for meetings.*

## VERBA VOLANT, SCREENSHOT MANENT

Pay attention to the words you use in your e-mails. Written texts can spread quickly and, be aware, they will live forever. A wrong message has a stronger impact digitally than something said in front of the coffee machine.



*Create and share a fair speech policy with your suggestion on the proper language to use.*



## NO ONE BE LEFT ONLINE

Learn to master the digital tools in order to engage and motivate your global team members. Even more than in the office, the team leader must be the one who gives space to everyone, not the one who takes up all the space.

*Always let everyone speak. Start with juniors then give voice to the seniors.*