

# Quick Guide to Building Trust in Remote Teams

Trust is important in any relationship—personal or professional. In a remote work relationship, a sense of trust results in:



Fairness & Equality



Freedom of Expression



Fast Decision-Making



High Productivity



High Morale



Effective Teamwork

There is a simple formula to establish trust between you and your remote contractors and among your team members.



**Trust = Reliability + Likeability**

## Reliability

**Reliability** is trusting someone based on their perceived competence and consistency of performance. You must trust them to do the work and produce results.

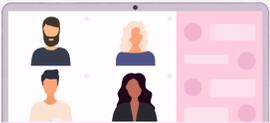
## Likeability

**Likeability** is trusting someone based on their perceived integrity and character. You must trust them because you feel safe from judgement and malice.

### How to Build Reliability

### How to Build Likeability

01



Set up regular online meetings or virtual coffee chats.



Allow time at the beginning of team meetings for personal discussions.

02



Encourage independent decision-making.



Encourage your remote contractors to get to know each other and spend time on building their social networks using online technology.

03



Ensure your technology is secure for your remote contractors.



Allow collaboration and allocate buddies between co-located workers and remote contractors.

04



Make sure your team understands your goals.



Support remote contractors' personal and professional development and offer them incentives.

05



Don't multitask during team meetings.



Assign special projects where remote contractors can work with other teams.

06



Assist your remote contractors when they reach out to you.



Set ground rules on how to go about everything, especially when communicating and collaborating.

07



Use collaboration/project management tools.



Be there for them when they need you.

08



Set tasks, projects, and goals with timelines.



Let them know that conflict is fine as long as it is healthy.

09



Track progress towards milestones on a longer-term basis rather than on an hourly or daily.



Be clear that bullying is unacceptable.

10



Support your managers who oversee remote contractors.



Consider that people may not be the problem.

11



Compare the outcomes of remote contractors with those of co-located workers and look for ways to keep them consistent.



Be willing to have a direct conversation.