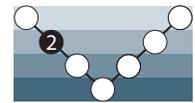## Virtual Collaboration Best Practice

Interview Introductions

Objective: Team members build trust with one another by exploring one another's background, qualifications, and interests, and by discovering commonalities.

People build trust differently on remote teams than on co-located ones. Whereas co-located teams do so through interpersonal and social interactions, remote teams do so based on the perception of ability and reliability. This practice highlights the skills and capabilities each person brings to the team and helps members create a base of trust.

The Interview Introductions practice is very useful for temporary teams that collaborate on a project for a short period of time. These teams may not have the opportunity to build trust over time by demonstrating reliability and follow-through; the team may come together, complete its work, and disperse too quickly. This practice helps establish credibility and gives team members a basis for forming trust swiftly.

Introducing: Claire Maniti

She's been with this organization:

18 Days

Lives in San Francisco.

Skills she brings to this team:
- Background in building websites, understanding of user design perspective
- Background in graphic design
- Fresh perspective on projects and company offerings

Teams/projects she's been part of:
- Coro Northern California
- Interned at the Office of Supervisor Jane Kim, The San Francisco Foundation, and the campaign for infrastructure bond measure Measure RR
- Chaired a board overseeing retail offerings and student centers at the University of California, San Diego

Her best team experience:
- Working in a team of graduate and undergraduate students, she researched and wrote a referendum addressing a chronic budget deficit for her campus' student union. They created a multifaceted media campaign, and the referendum was successfully passed.

Her hobbies and interests:
Coffee, cooking Filipino food, politics and public policy, traveling, and her cats

Steps:

1. Pair up team members. Give everyone a copy of the Team Member Interview template with their partner's name and photo filled in. Each pair will need a breakout room or private conference line; if breakout rooms aren't available, have everyone leave the call, call their partner, and return to the group call at the end of the interview time.

2. For the first 10 minutes, one partner interviews the other, following the template and capturing notes about what he or she learns.

3. After 10 minutes, the partners switch roles.

4. When the group comes back together, each team member has three minutes to introduce his or her partner to the group. The goal is to share the most interesting and relevant things learned during the interviews and to give the rest of the group a feel for why the interviewee is a great addition to the team. Optionally, share the completed Team Member Interview template for the group to see while doing each introduction.

5. Post the completed Team Member Interview templates in the team's knowledge base.

Stage:
2—Trust Building

Time:
20 minutes plus 3 minutes per person (e.g., 50 minutes for a group of 10)

Tips:

- It is not essential that each template be filled out completely. The conversation between partners is much more important.

- Encourage each person to introduce their partner in an interesting and energetic way.

- As an alternative, set the activity up so the interviews happen before the meeting in order to be more thoroughly prepared.

- Change the questions and topic areas on the Visual Interview Template so that they are more relevant or interesting for your team.

- When assigning pairs, consider pairing 'old hands' who have been on the team or in the organization for a long time with 'newbies' who have joined more recently.

Virtual Collaboration Best Practice: Template Example

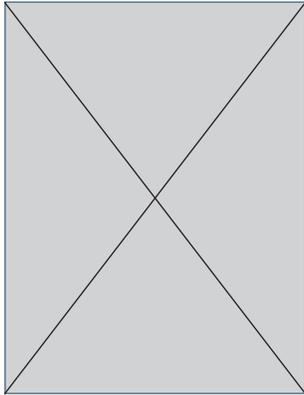## Interview Introductions

Recreate the template below in the presentation software of your choice.
The map can be downloaded free of charge at:

http://www.outline-world-map.com/white-transparent-outline-world-map-b2b

Introducing: _____

He/she has been with this organization:

_____
(time)

Lives in: _____
(location)

Skills he/she brings to the team:

-
-
-

Teams/projects he/she has been part of:

-
-
-

His/her best team experience:

-
-
-

His/her hobbies and interest: