



STABLE KERNEL

Trust Triangle

PROVOCATION 6

During these
unprecedented times,
we have had to change
the way we work
together.

Moving to remote work has its fair
share of challenges including the
loss of connection to others,
which can erode trust.

We can continue to build trust and connection during this time by having a ***camera-on practice*** during our meetings.

Having cameras on helps us notice nonverbal cues we would normally see in an office setting. Being able to see these cues helps others respond when there is confusion, agreement, or disagreement.

With cameras on, team members can be more empathetic toward each other, reduce talking over one another, and be more polite with their tone. The video connection can be an easy reminder that you're talking to a human and that all of the common in-person etiquette still applies.

There is a downside to communicating via video all the time. We have created a new phenomenon, Zoom fatigue. Our brains are not wired to stare at a screen to let others know we are listening. Usually, our peripheral vision allows us to glance out the window or look at others in the room for a focus break.

Let's explore some strategies we can adopt to build trust and connection by turning our cameras on while fighting Zoom fatigue.

1

Establish a morning routine that includes getting ready for work just as you would if you were coming into the office.

2

Set up a dedicated workstation that includes good lighting. A simple lamp can do the trick, but SK is willing to invest in a low-cost ring light if you need it.

3

Got a messy space or want to maintain your privacy. Upload a virtual backdrop!

4

Create an agenda and timeline for meetings. If the organizer did not create one, ask them to provide one. Assign a facilitator and time watcher to stay on track.

5

It's okay to look away from the screen during a meeting. Feel free to take a quick break from looking at the screen while in a virtual meeting to give your eyes a break. Just be sure to stay engaged in the discussion.

6

Block or cover the self-view feature. Even if we took the time to put ourselves together, we're not used to staring at ourselves as we talk to other people.

7

Take breaks! Get outside, go for a walk, start a load of laundry, run to the grocery store. This will help give your brain a much-needed break.