



Welcome to
**Strategies for Connecting with Sites &
VISTAs at a Distance**

To join the audio portion by phone, please dial: **877.601.3549**
Passcode: **7279790**

While you wait, share in the chat box: What do you think creates the biggest barriers to managing a successful multi-site project?



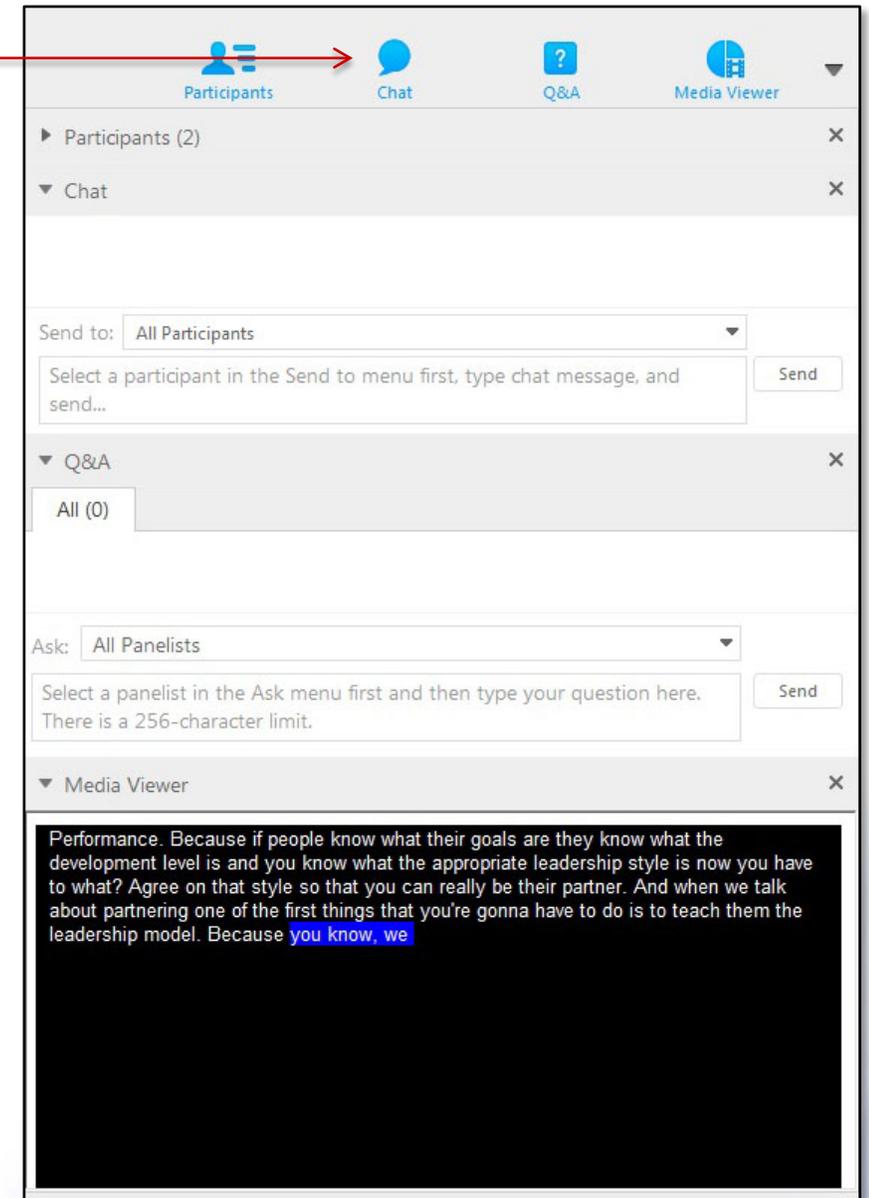
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Tips for Participating

- Phones are muted.
- To share comments and ideas, use the Chat panel. Send to “All Participants”.
- To ask questions, use the Q&A panel. Send to “All Panelists”.
- Links and recording will be available after the session.
- Closed Captions can be viewed in the Media Viewer panel.

Click this button if you don't see the chat panel.



The screenshot displays a meeting control panel with several sections:

- Top Bar:** Contains icons for Participants, Chat, Q&A, and Media Viewer. A red arrow points to the Participants icon with the text "Click this button if you don't see the chat panel."
- Participants (2):** A panel showing the current number of participants.
- Chat:** A panel for sending messages. It includes a "Send to:" dropdown menu set to "All Participants" and a "Send" button. Below the dropdown is a text input field with the placeholder "Select a participant in the Send to menu first, type chat message, and send...".
- Q&A:** A panel for asking questions. It includes an "Ask:" dropdown menu set to "All Panelists" and a "Send" button. Below the dropdown is a text input field with the placeholder "Select a panelist in the Ask menu first and then type your question here. There is a 256-character limit."
- Media Viewer:** A panel for viewing media. It shows a video player with a black background and white text: "Performance. Because if people know what their goals are they know what the development level is and you know what the appropriate leadership style is now you have to what? Agree on that style so that you can really be their partner. And when we talk about partnering one of the first things that you're gonna have to do is to teach them the leadership model. Because you know, we".



Welcome to

Strategies for Connecting with Sites & VISTAs at a Distance



Guest Speakers



Amy Salinas

On3Learn
Austin, TX



Ben Rasmus

Rotary First Harvest
Seattle, WA

Session Goals

By the end of the webinar, you will be able to:

- Identify roadblocks that can impact working together at a distance
- Examine key practices for success
- Implement new ideas and strategies for leading and connecting at a distance
- Assess current management techniques and practices

Realities

How do I pull the people in my widespread project together into one cohesive partnership?

- Low budgets
- Increased expectations and responsibilities
- Inside your organization, you have more credibility and power - but outside... you feel less power
- The world the sites care about the most is the world they see every day

The Greatest Roadblock - Geography



Management Challenges

- People cannot support something vague and remote from their lives
- Sites are naturally more drawn to the needs and interests of their own organizations
- Belonging to the group has to help the sites lead better, know more, and achieve more than without it.

Guiding Question

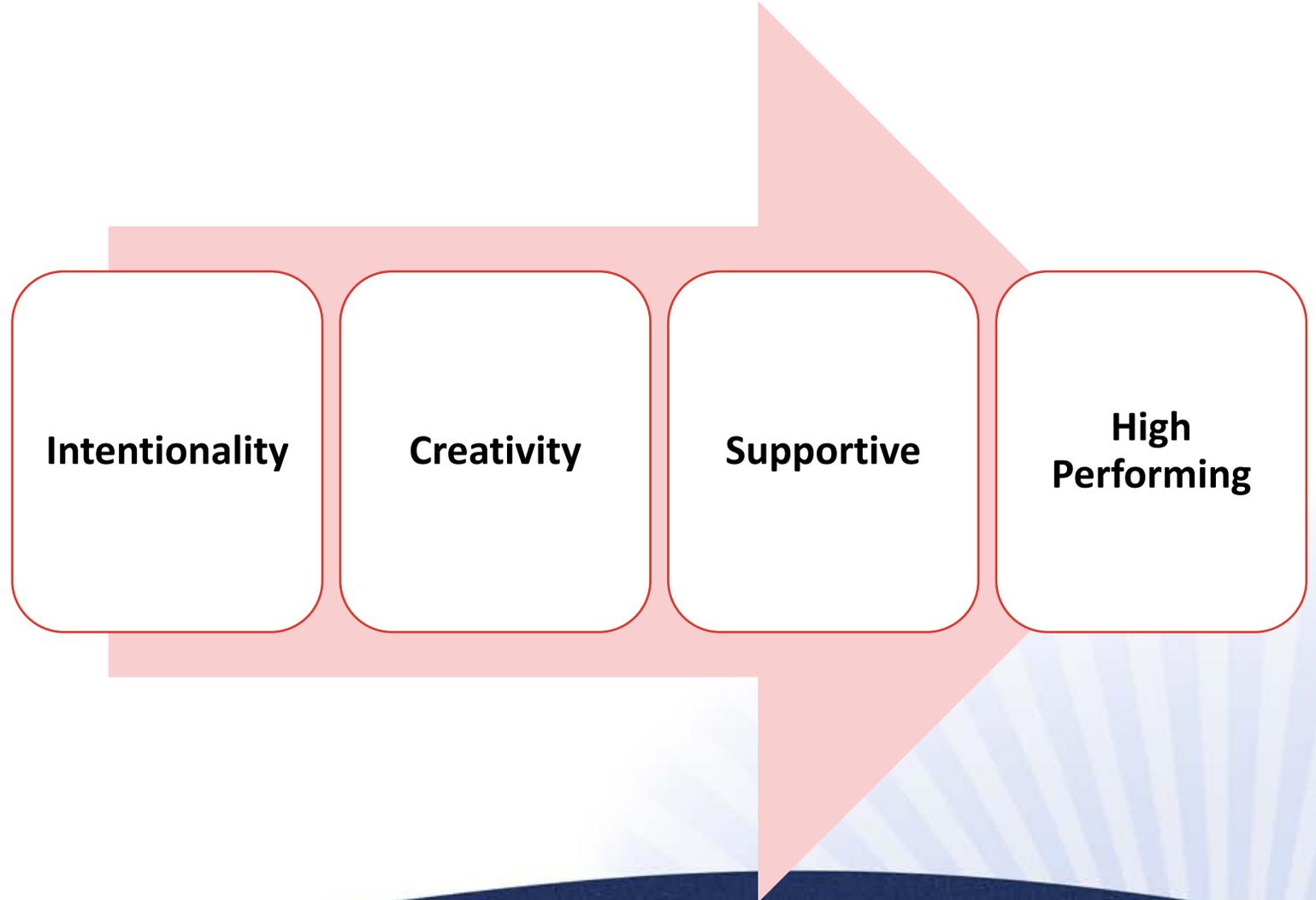
*How do we build a team of sites, supervisors, and VISTAs that are high performing, buy into the bigger picture of VISTA and the larger program, are committed for their year or beyond, and support one another.....despite all the challenges that **never** go away?*

Opening Poll Questions

- How many sites do you currently manage?
 - 2 – 5
 - 6 – 10
 - 11 – 20
 - More than 20
- How many states are your sites covering?
 - 1 – 2
 - 3 – 5
 - 6 – 10
 - More than 10

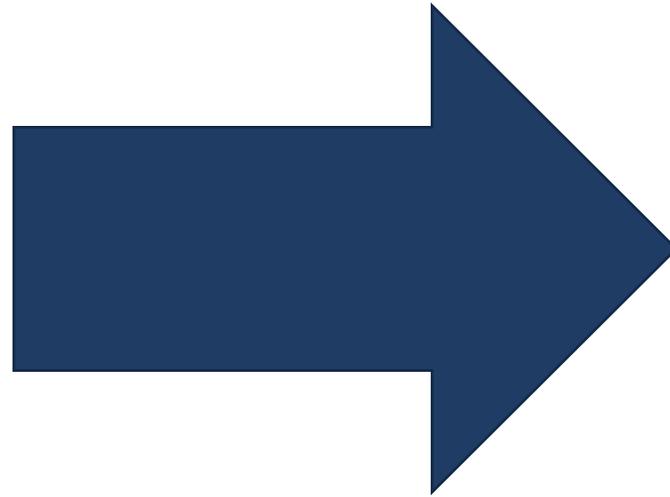
Leading Remote Teams

- Falling levels of connectedness
- Often focuses on “information drop”
- Requires a new type of communication and leadership



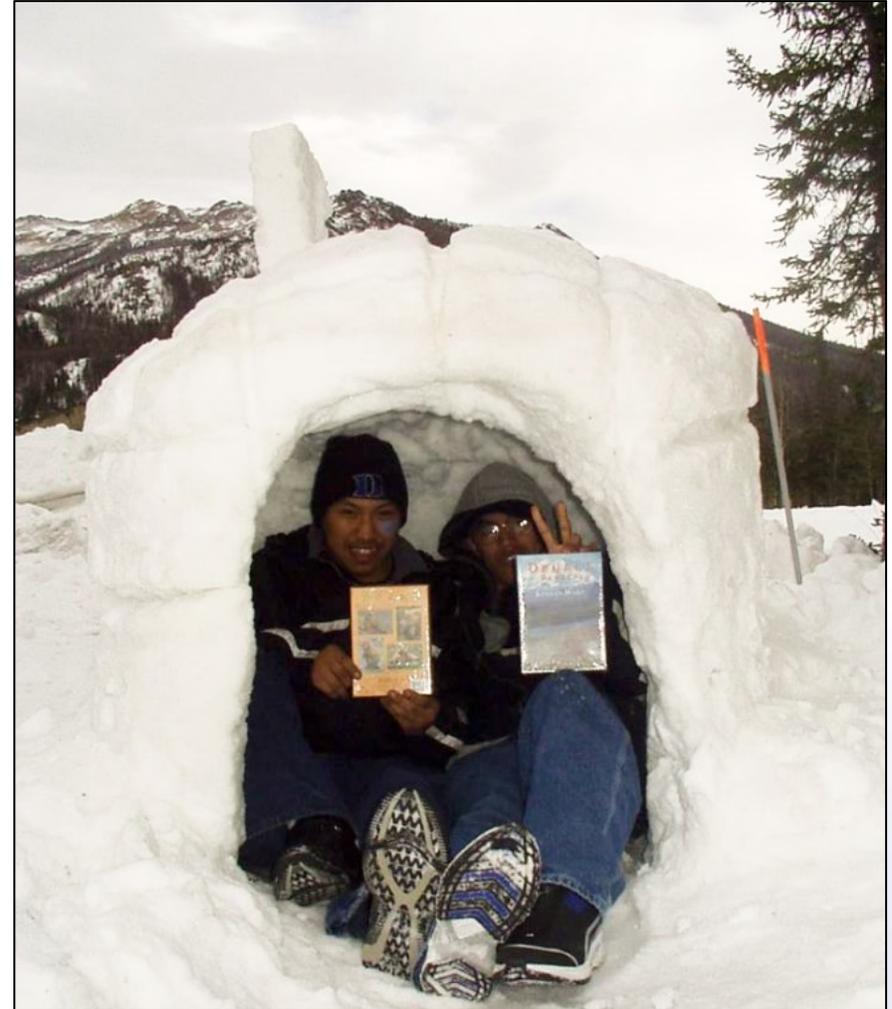
Roadblocks and Workarounds

- Isolation
- History
- Trust
- Consistency



- Vision
- Results
- Relationships
- Process

● Isolation Roadblock & Workarounds



Isolation Workaround – VISION!

- Ensure VISTAs understand the history, purpose, and vision of the VISTA program
- Bring them back to vision
- Know what success looks like for individual sites and VISTAs
- Provide opportunities for sites and VISTAs to create a secondary vision of success

Isolation Workarounds

- Meet in one location or use virtual meeting tools
- Highlight, celebrate and share successes
- Create an ongoing communication, training, support, and monitoring strategy
- Establish a peer mentoring system

● Bridging Isolation in Practice



- Isolation is a barrier to foster a collaborative, team-orientated environment
- Importance of travel budget
- Ways to reduce training costs



Ben Rasmus

Rotary First Harvest
Seattle, WA

● Teamwork & Trainings in Practice



- How to build sense of team among sites and VISTAs?
- Interaction near beginning of term – statewide trainings
- Regional meetings



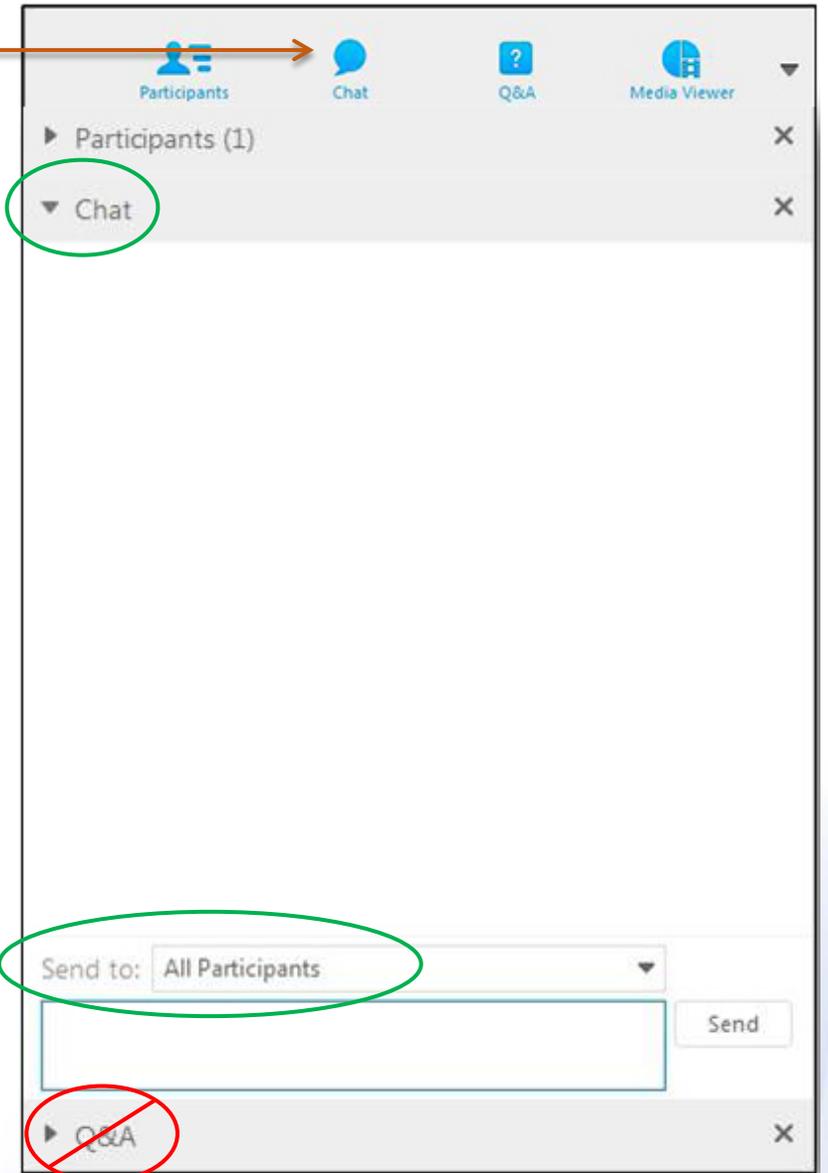
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Seattle, WA

Chat Question

- What have you found successful in bridging geographic and isolation roadblocks?

Click this button if you don't see the chat panel.





History Roadblock & Workarounds



History Workaround – Results!

- Ensure VISTAs understand the poverty related problem they are addressing
- Link their project to the history, purpose, and vision of the national VISTA program
- Connect their role as essential to the program and project outcomes

History Building Strategies

- Build an understanding of project performance measures and associated tasks
- Make sure everyone understands and has access to key documents
- Agree on what you are trying to achieve, develop, and complete for each project year
- Celebrate successes and reflect on and learn from past challenges

● **Trust
Roadblock
&
Workarounds**



● Trust Workaround – Relationships!

- Do sites and VISTAs:
 - feel supported?
 - trust you and each other?
 - feel valued?
 - receive recognition for their leadership styles, skills, background, and knowledge?
 - see that trust building happens throughout the year?

● Trust Building Strategies

1. Keep people informed
2. Explain what *and* why
3. Don't assume
4. Give your undivided attention
5. State your expectations
6. Treat everyone as equals
7. Respond in a timely way
8. Don't only reach out when something is wrong

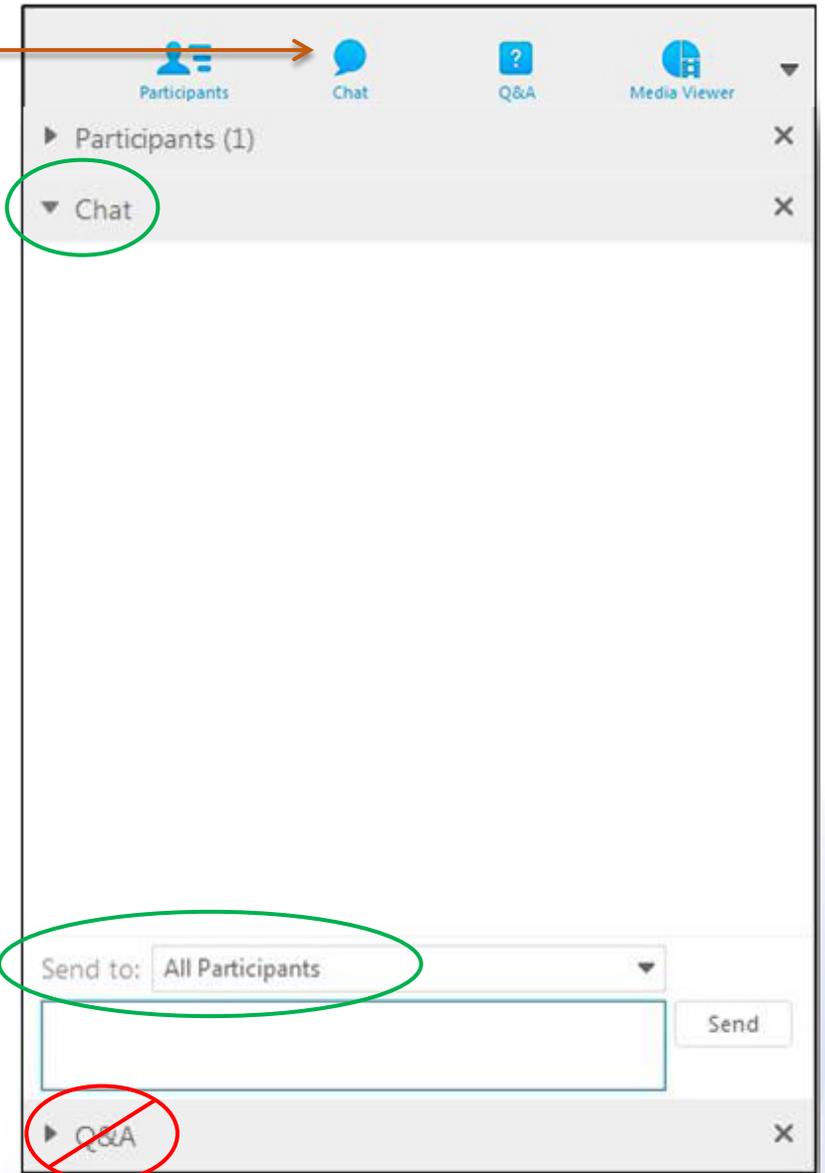
● Recognition and Reflection

- Catch your sites doing something good
- Demonstrate enthusiasm year round
- Allow for reflection
- Implement informal means to say thank you throughout the year
- Recognize site supervisors and VISTAs on special occasions

Chat Question

- How do you recognize and celebrate the work of your sites and VISTAs?

Click this button if you don't see the chat panel.



● Consistency Roadblock & Workarounds

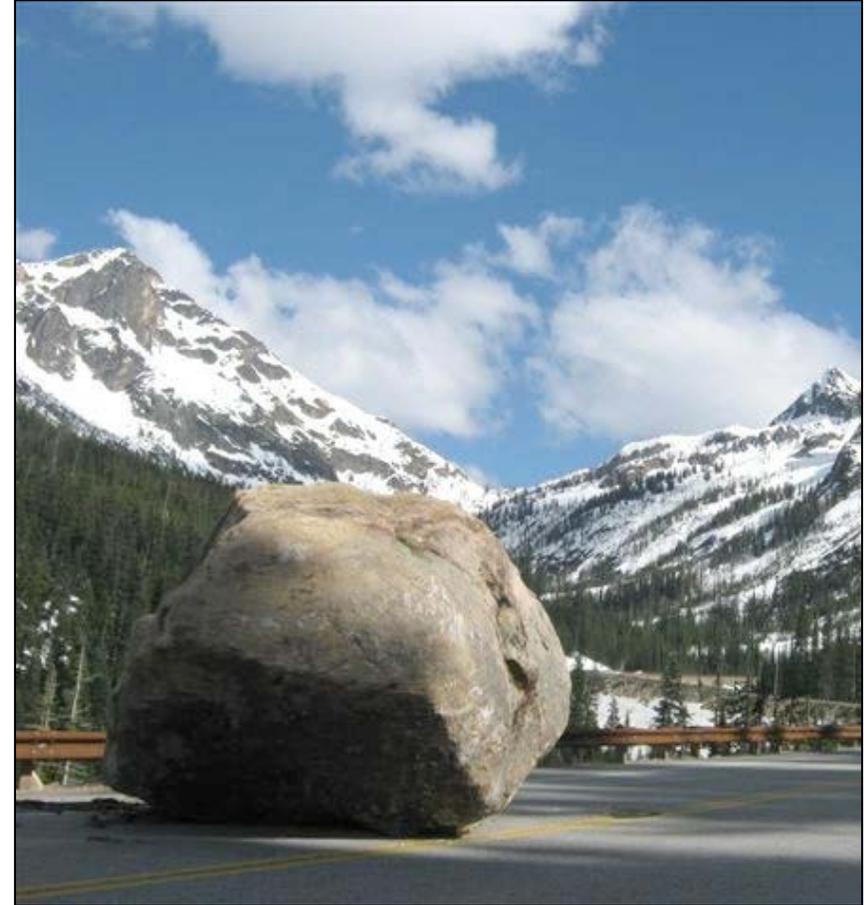
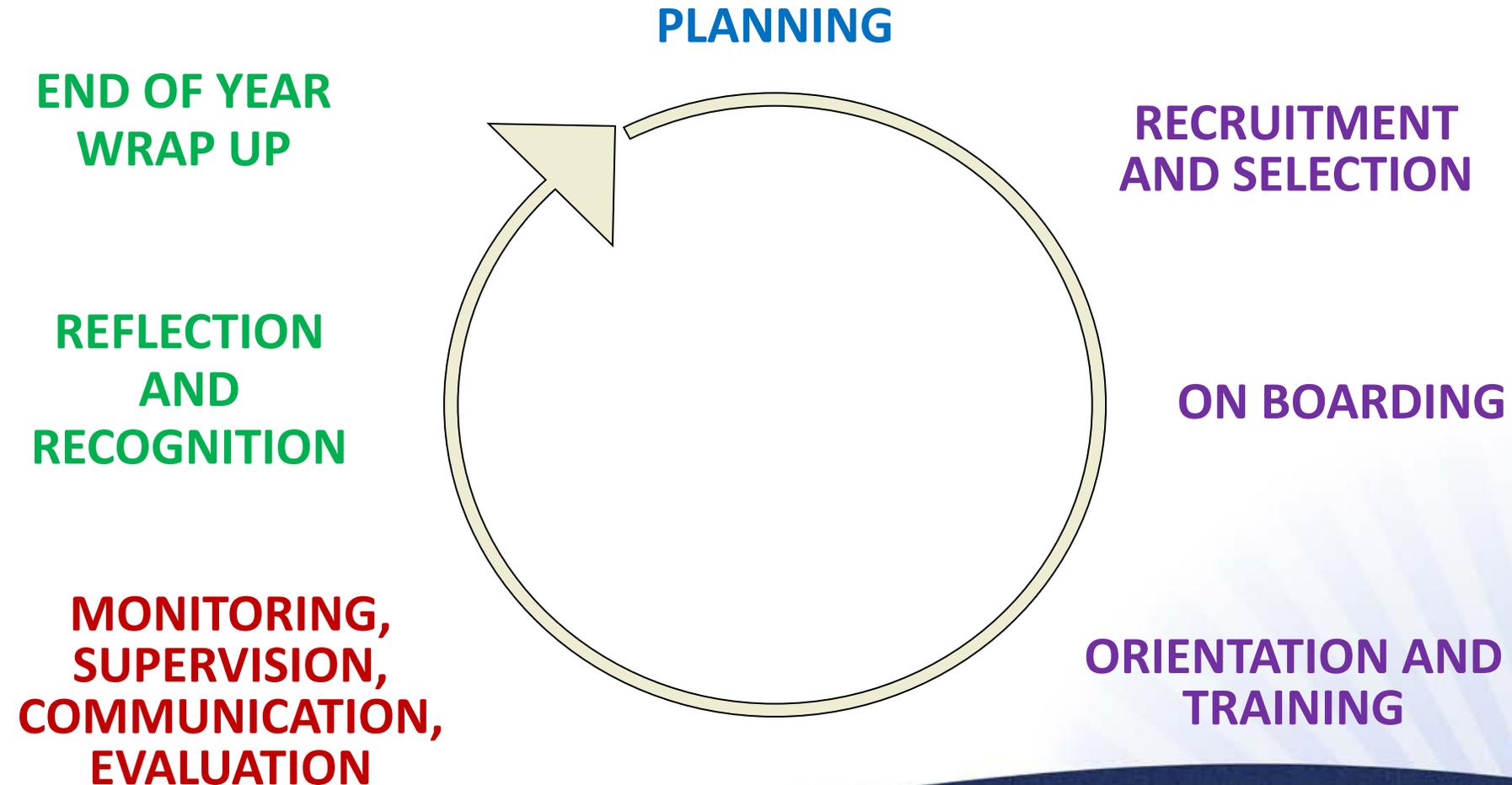


Photo courtesy of Washington State Dept. of Transportation

● Consistency Workaround – Process!

- Are my processes clear? Do I accept feedback?
- Do I offer timely reminders?
- Do my sites and VISTAs have a clear role?
- Do I respond in a timely way?
- Do I hold my sites and VISTAs accountable?
- Do I have an ongoing communication, training, support, and monitoring strategy?
- Am I consistent?

Site Management Cycle



Planning

Build and nourish through well planned and communicated processes:

- Site selection
- Memorandum of Understanding (MOU)
- VAD creation
- Sub-site supervisor training
- On-site Orientation and Training (OSOT)
- Ongoing Communication
- Equal treatment across sites

● Consistent Systems for VISTAs Across Sites

- Recruitment, selection, on-boarding and support
- Data and information requests
- Capacity building activities are equally emphasized
- VISTAs are engaged in appropriate, important and poverty focused activities
- Written year-long training calendar

● Consistency in Practice



- Hire VISTA members who can work independently are self-starters
- Provide overview of important dates and deadlines
- Hold VISTA members accountable



Ben Rasmus

Rotary First Harvest
Seattle, WA

Online Communication & Collaboration

The screenshot shows the home page of the Southwest Washington VISTA website. The header features the title "Southwest Washington VISTA" in a teal gradient, a search bar with the text "Search this site", and a navigation menu with links for "Home", "Professional Development Calendar", "Announcements", "Resources", "Documents", and "Conversation". The main content area is titled "Home" and includes a welcome message: "Welcome to the website for the group of Southwest Washington VISTA members who serve under the intermediary Human Services Council." Below this, there are four featured sections: "Professional Development Calendar" (with a calendar icon and a "Go Now" button), "Announcements" (with a megaphone icon and a "Go Now" button), "Directory" (with a phone icon), and "Conversation" (with a speech bubble icon).

Google Site for Southwest Washington VISTA

Poll:

Which online communication & collaboration tool are you using?

- Facebook
- Twitter
- YouTube
- Blogging
- Tumblr
- Slideshare
- Online Meeting Platforms
- Scheduling Tools
- Other (share in Chat)

Communication Tools in Practice



Ben Rasmus
Rotary First Harvest
Seattle, WA



- Email w/ chat function
- Social media
- Videoconference
- Blogs

VISTA Connections



www.vistacampus.gov

- Forums
- VISTA Map
- Events Calendar
- VISTA Meetups
- Member webinars
 - December 16th [Writing Winning Proposals: Advice from an Experienced Grant Reviewer](#)

Tools & Resources

VISTA Campus Resources

- Leading from a Distance
- Toolkit for Effective Collaboration Among VISTAs

Book

- Virtual Leadership by Jaclyn Kostner, Ph.D.

Tools

- VISTA Program Overview Customizable PowerPoint
- Site Management Self Assessment

Magic Wand?

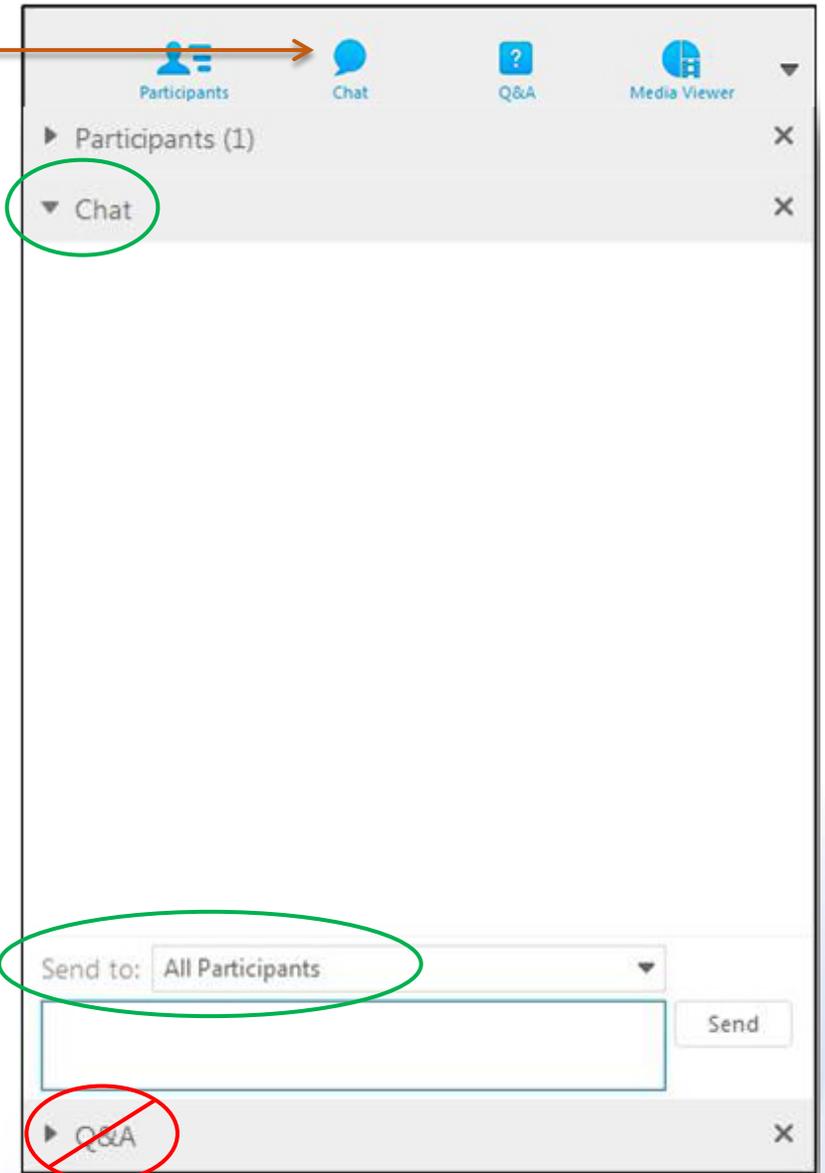


- The magic is not in 1 thing
 - What you create with people
 - What you do with intentionality
 - What you do with creativity
 - To ultimately create a high quality and supportive project.

Final Chat Question

- List one action or idea you are considering implementing from this webinar?

Click this button if you don't see the chat panel.

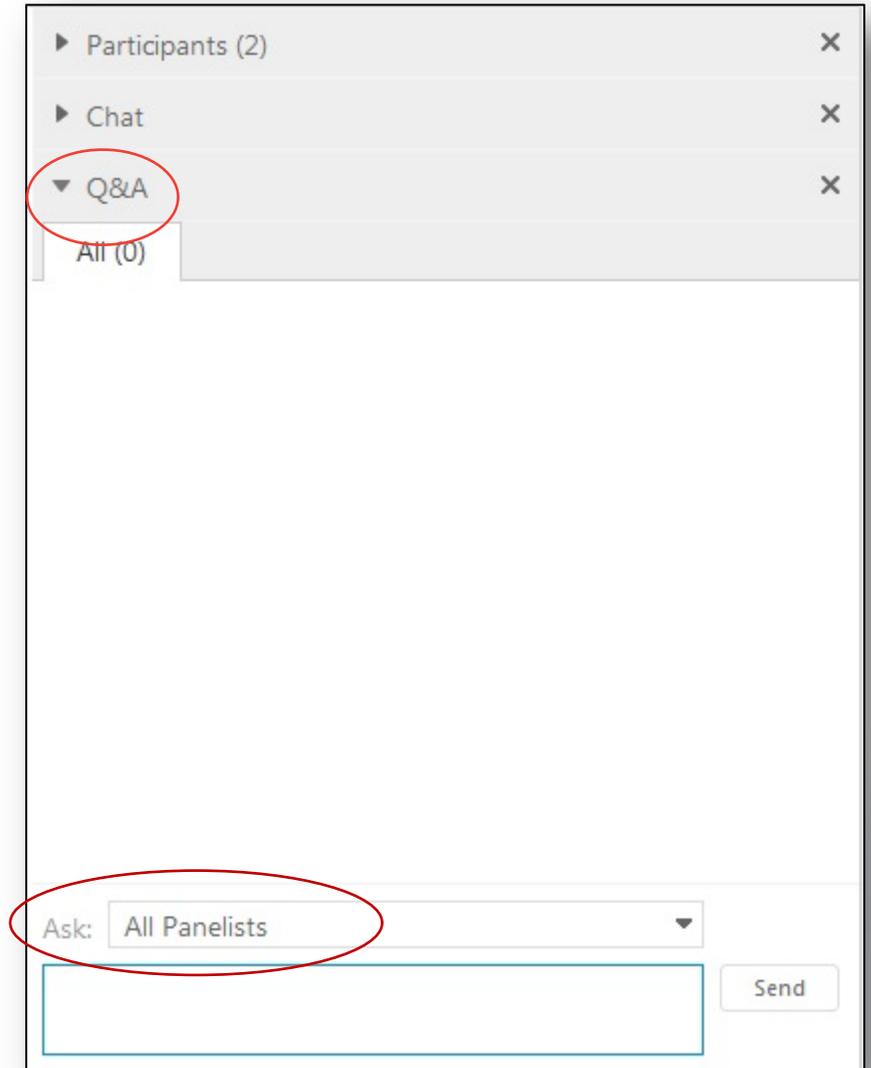


Evaluation

- Please take a few moments to share your feedback through the quick poll on the right side of the screen.
- How can we improve these sessions? What topics should we include in future webinars?
- Thank you very much for your time and participation!

Questions

- To ask a question verbally, call in using the number on this slide and press *1
- To ask a question electronically, use the Q&A feature located in the bottom right corner of the screen. Please ask “All Panelists”



Participants (2) x

Chat x

Q&A x

All (0)

Ask: All Panelists

Send

Thank You for Your Participation!

If you have further questions or for more information, contact us: VISTAwebinars@cns.gov

Our next webinar:

Elements of a Recruitment Plan

January 19th

2:00pm Eastern

Visit the Supervisor Webinars page on the VISTA Campus for a schedule of upcoming webinars and recordings of past webinars