

Unlocking collaboration in a globally distributed workforce

Key takeaways, resources, and practical tips





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Couldn't join us live?


Watch the full webinar recording [here](#).

Connect with the speakers 🙌



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Resources round-up

-  [The Reef: Oyster's Open-Source Employee Guide](#)
-  [LifeLabs Learning's DEI Playbook](#) (full of tools and templates!)
-  [LifeLabs Learning's Hybrid & Remote Playbook](#)
-  [Ted Talk Video: Cultural Humility by Juliana Mosley, Ph.D](#)
-  [Oyster's Public 'How We Work' Documentation](#)
-  ['Why Oyster is a Distributed Company' Public Documentation](#)
-  [High-Impact Collaboration Training for Teams](#)
-  [Free Remote Ready Training Courses](#)

 **Pro-tip:** Don't miss tons of additional resources and articles linked throughout.



Key themes

Collaborating in a distributed world of work

Unlocking trust and better communication on your globally distributed teams

**Building trust and
connection from afar**

**Collaboration unlocks for
distributed teams**

**Creating an equitable work
experience**

How do teams build **trust** in a distributed environment?

Task trust vs. relational trust

Task trust

“Task trust” is trust that is built over time by establishing an expectation and belief that work will be completed as expected



Relational trust

“Relational trust” is trust that is built through the sharing of emotions, vulnerability, and conversations that extend beyond the work

Both are essential for distributed teams to thrive and build connection.

💡 **Pro-tip:** Trust is an outcome of a process. Consider [training](#) your teams in how to talk about and build trust.

Key Takeaways: Building Trust and Connection From Afar

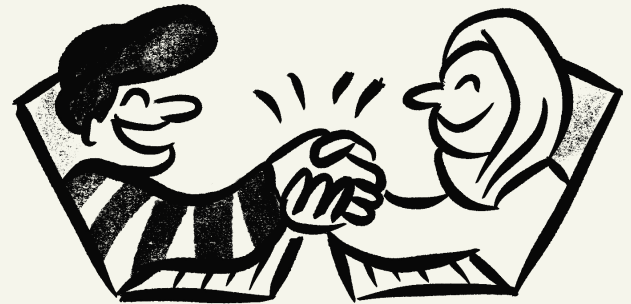
- ✓ Build connection to the mission
- ✓ Make the implicit *explicit*
- ✓ Treat socializing as part of your work



Trust is fostered when teams have a common mission

✓ **Connection to the mission**

Reinforcing connection to your company's mission attracts employees who are more likely to be aligned with the vision, practices, and priorities of the org.



Embrace communication that makes the implicit explicit

✓ **Make the implicit *explicit***

Be clear about what you need, how you work, and what outcomes you'd like to achieve. Try not to rely on the assumption that things will get done. Being clear on expectations and adding context can help strengthen trust at a task level.



Treat socializing as part of the work

✓ Socializing is part of the work

Checking in, social 1:1s, and encouraging vulnerability all help create and strengthen connections needed to better understand each other as people and as colleagues.

💡 **Pro-tip:** Connect at the start of each meeting with a conversation prompt like “on a scale of 1-10, how are you feeling today?” or “share one recent win and one insight.”

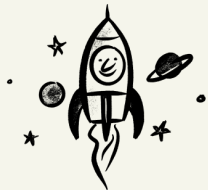


Collaboration **unlocks** for your distributed team

Unlocking stronger collaboration on your distributed team



**Remember your ABCs —
always be capturing.
Whether that's meeting
notes or async updates**



**Create “How we work”
documentation to
establish buy-in and
communicate norms**



**Celebrate the wins and
milestones — big and
small — by building them
into your team's rituals**

How we make it work at Oyster



We default to async

We're async first. This allows us to work with people in other time zones with whom there is little overlap.



We Follow the Sun

We challenge the idea that global teams mean global hours. We made “following the sun” a part of our internal “brand” and culture.



We share information transparently

We document everything. This increases visibility, reduces the need for live check-ins, and makes information easier for everyone to find.

Creating an equitable employee experience that supports stronger collaboration

Language, inclusion, and timezone tips for a more equitable employee experience

💡 Embrace the idea of cultural humility — acknowledge that it's impossible to grasp every cultural nuance you may encounter, but understand that you can still be curious, inclusive, and respectful in your communication.

💡 Clarity is kindness. Practice language deburring by being as clear in your expectations and feedback as possible.

💡 Do an inclusion check for employees whose work is less visible. Highlight their good work explicitly, and perhaps publicly, to let them know their contributions are seen and valued.



Language, inclusion, and timezone tips for a more equitable employee experience

💡 Make meetings more inclusive by orchestrating opportunities for everyone to share their perspectives — not just those who are the most confident or senior in the group.

💡 Be mindful that not everyone's first or primary language is English (it may even be English but perhaps not the English *you're* used to). Be considerate and empathetic.

💡 Alternate meeting times for all hands or department syncs and make recordings available for those who cannot attend live.





Session Q&As

What are some tips for being explicit about what you are asking for without sounding “bossy”?

Context statements are so important. There's a real difference between an email that says “can you get this done by tomorrow?” versus one that gives appropriate context like “hey, sounds like we're moving the launch date up by a week. Would it be possible to get this done by tomorrow?” If you can be clear about the context of the ask, it's easier to come across as making a request without being “bossy”.

Read: [Be a more inclusive leader by using these statement types](#)

Do you have any tips for a new employee joining an established team? It feels like I haven't built up the trust yet with my boss.

Take time to observe the new team that you're part of. You'll more than likely see some things being done differently from what you're used to. You can either adopt those new ways of doing things, or suggest alternatives — especially if you're coming from a different industry and can offer transferable learnings. When it comes to trust with your boss, there's no quick fix. It takes time to learn how the other thinks and how you like to work together. Because there are power dynamics at play, one good trait for a manager of a distributed team is someone who is willing to be vulnerable first and proactive in relationship building.

What are some of the ways besides taking a few minutes at the start of a call to implement this “relationship before task” approach?

One thing you can try is booking separate social calls that aren't a part of your work calls. This may look like a social call where team members take turns bringing a topic or a activity to engage the group. You can also bring those social elements into the way you operate. We have lots of different Slack channels where people can meet each other based on common interests — whether that's gardening, crafting, or games. This allows people to build those important social connections.

Have questions? Get in touch



Oyster is a global employment platform that helps fast-growing companies manage remote work and international hiring seamlessly. Hire compliantly, pay instantly, and provide localized benefits to your team in 180+ countries.

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