FREE GUIDE · REMOTE TEAMS

Remote tensions

The 5 conflict traps of hybrid teams, the question to understand, and the team rule for each one.

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Working remotely, one curt message is enough. You reread it three times, you think about it at night, and the unease settles in.

It's not that your team argues more. It's that everything that usually repairs things is missing: the tone of voice, the face, the coffee after the meeting.

I appreciate that you want to protect your team from this. Now, I invite you to replace what's missing with a few simple rules that everyone knows.

Ayoub

Remotely too: understand first

In writing, we read the tone we fear, not the one the other person meant. What you think you're reading is only an interpretation.

Before reacting, ask a question. And as soon as things get stuck, switch to voice.

1. Spot the trap your team falls into most often.
2. Present the rule to your team, and ask what they think of it.
3. Try it for a month, then review it together.

1 The written misunderstanding

A curt message, a misread emoji, and the tension rises.

TO UNDERSTAND	**"I think we're misreading each other in writing. Can we hop on a call for ten minutes?"**
THE TEAM RULE	**As soon as a written message creates tension, we switch to a video call within 24 hours. We never settle a disagreement in writing.**
WHY IT HELPS	A voice and a face clear up most misunderstandings in a few minutes.

2 Radio silence

Someone answers later and later, then disappears from informal exchanges.

TO UNDERSTAND	**"I haven't heard much from you this week. How are things on your side?"**
THE TEAM RULE	**A silence never lasts more than two business days. First a direct, caring message, then a call if nothing comes back within 24 hours.**
WHY IT HELPS	Remotely, everyone reads silence their own way. You treat it as a question to clear up, not as a fault.

3 The meeting where nobody says anything

Cameras off, polite silence, "does everyone agree?".

TO UNDERSTAND	**"What's making you hesitate?" rather than "Any objections?"**
THE TEAM RULE	**Before every important decision, a round-table: each person gives their view in 30 seconds, one at a time.**
WHY IT HELPS	On video, silence is almost never agreement. The round-table gives every voice a place.

4 Decisions made in private

Two people decide in a private chat. The rest of the team finds out afterwards.

TO UNDERSTAND	**"How did you feel about the way this decision was made?"**
THE TEAM RULE	**A decision that affects the team is shared in the team channel, within 24 hours, with the reasoning.**
WHY IT HELPS	People care as much about how a decision is made as about the decision itself. They feel included, and resist less.

5 The feedback that never comes

"We'll talk about it at our next one-on-one", which never happens.

TO UNDERSTAND	**"On your side, what would help you work better with me?"**
THE TEAM RULE	**A monthly one-on-one on video, protected in the calendar, with time for feedback both ways. Never difficult feedback in writing.**
WHY IT HELPS	Expected feedback can be prepared. Postponed feedback piles up, and comes out at the worst moment.

Your team rule this week

Have you ever asked yourself how much energy your team loses rereading messages and guessing intentions? I invite you to choose just one rule, and launch it this week.

1. **The trap that comes up most for us:**

2. **The rule I'm proposing:**

3. **How I'll present it, and the question I'll ask the team:**

4. **The date of our first review:**

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