

Leveraging Hybrid Teams in the Modern Certification Environment

Melissa Barber
Erika Busbee
Maddy Anderson

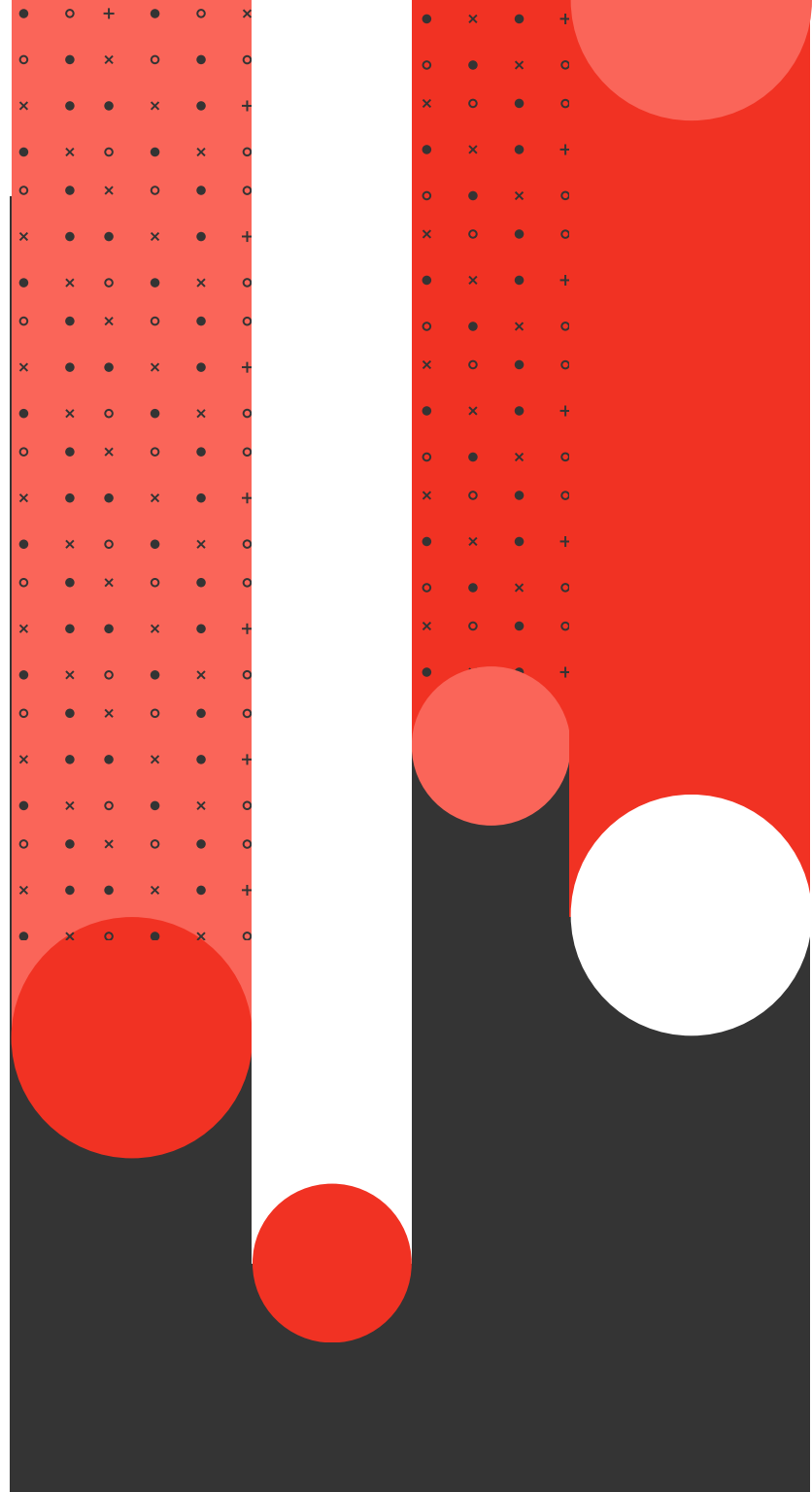


Welcome & thanks for being here!!



Melissa Barber

- SCO since June 2015
- Undergraduate - Defiance College,
Graduate - Central Michigan University
- USMC (Retired) Spouse
- Red Cross Dental Volunteer -->
NMCRS/L.I.N.K.S. Volunteer --> TRS
Facilitator/Advisor --> UNLV



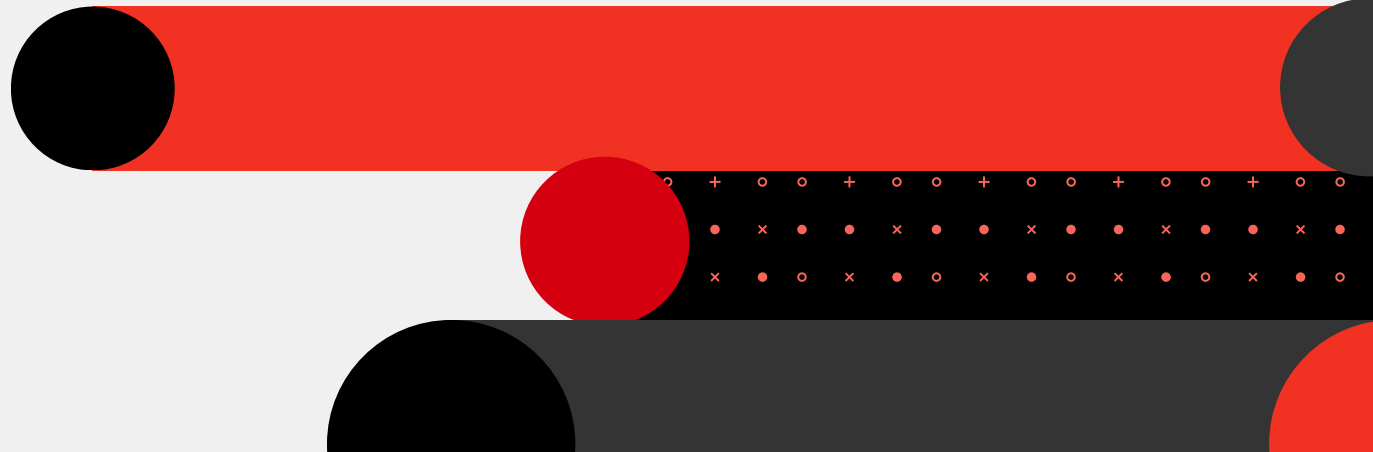
Erika Busbee

- SCO from 2015-2017 & 2021-present
- Undergraduate at UNLV
 - Part of Rebel Vets student group
- Air Force Veteran 2000-2011



Maddy Anderson

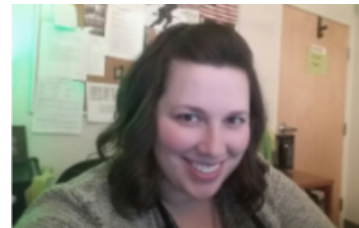
- Began attending UNLV in Fall 2018
- Tri Sigma, PAVE, ASC Peer Mentor, Lied Library
- Graduated with BSW Fall 2021
- SCO since May 2022
- Grad Student at UNLV for Higher Education



Meet the rest of the MVSC Team



Ross Bryant
Executive Director



Julie Kaeding
Operations Coordinator/SCO
& VR&E Specialist

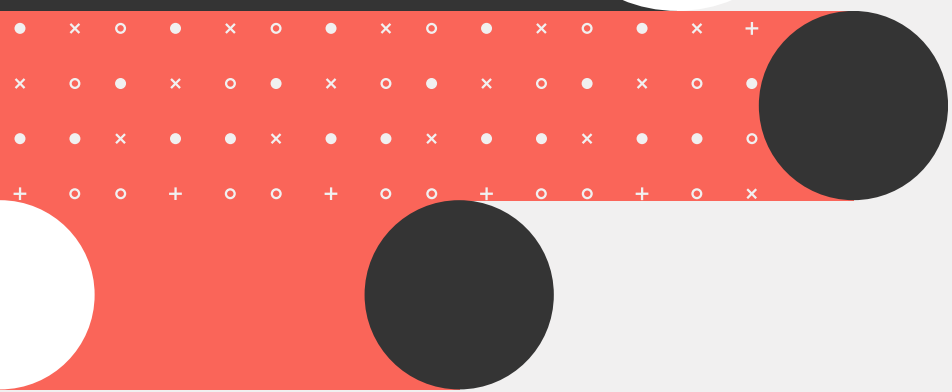


Dwanye Gordon
Associate Director
of
Veteran Outreach



James Koch
SCO

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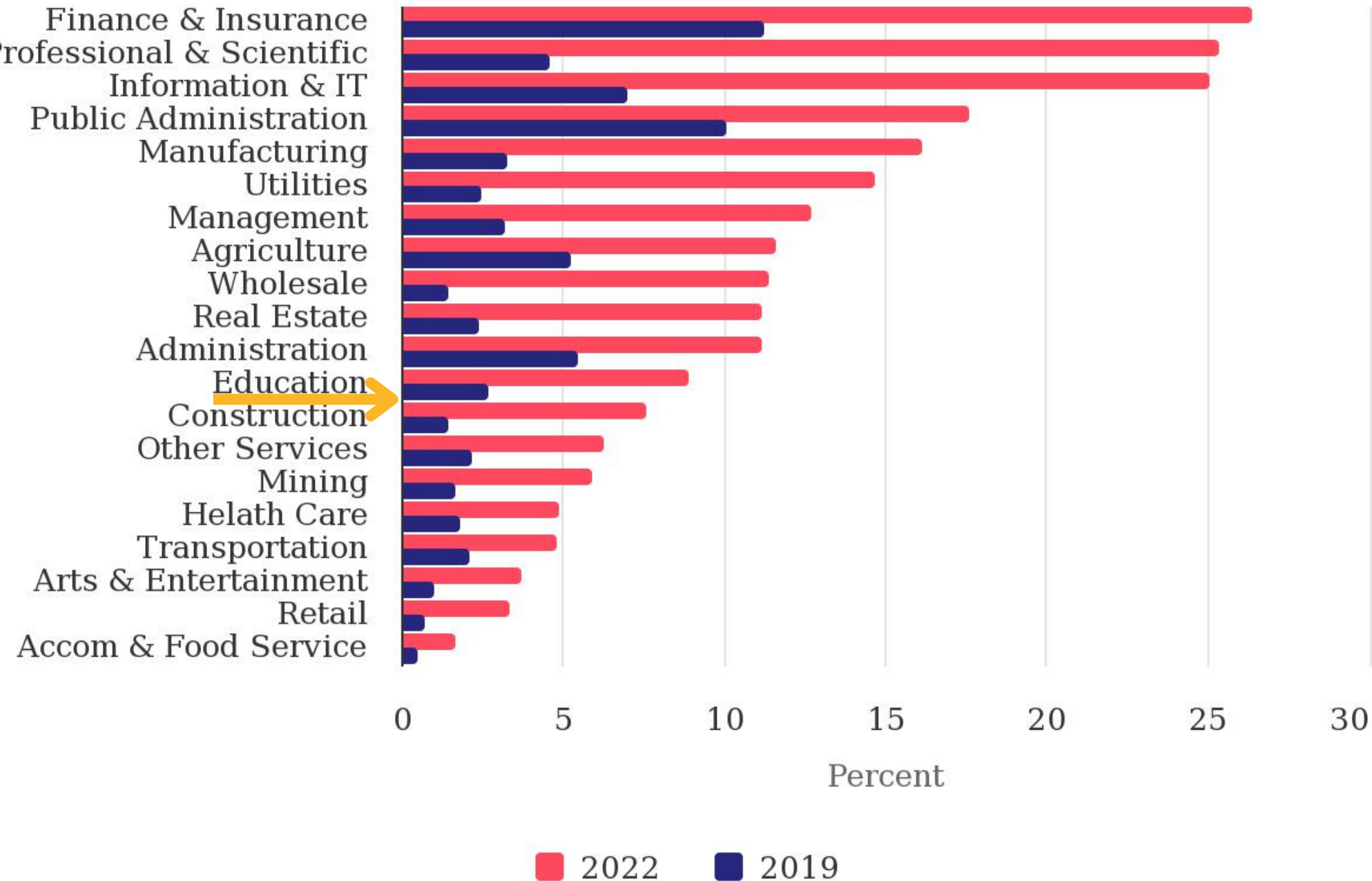


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Figure 3: Offers of remote/hybrid work vary widely by Industry




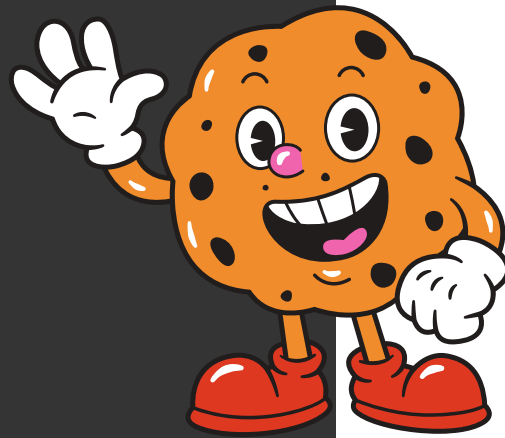
Cookie Conversations

"Three Cs"

ommunication

ollaboration

onnection





Communication

"The State of Workplace Communication In 2023" - Forbes

Key Takeaways

- Workers are spending an average of 20 hours a week using digital communication tools.
- Forty-five percent of workers feel more connected to their team as a result of using digital communication.
- Digital communication makes 58% of workers feel like they need to be available more often.
- Sixty percent of workers feel increased burnout as a result of communicating digitally.
- Nearly half of workers report their productivity being affected by ineffective communication.
- Forty-two percent of workers experience stress trying to form responses that convey the right tone of voice.

Our evolution

Pre-pandemic:

- Everyone in-person
- 'Irregular' meetings
- Primarily verbal communication

Early/mid-pandemic:

Communication felt a bit
chaotic, like this slide

Are we..

Emailing?

Calling?

Texting?

IMing?

Video chatting?

Today:

Far more organized,
but still room to improve

- Hybrid members
- Regular meeting schedule
- 'Standardized' communication



Communication Platform Options

Phone

- Mobile (including text), Landline

Video Conferencing

- Zoom, Skype, Meet, Teams, etc.

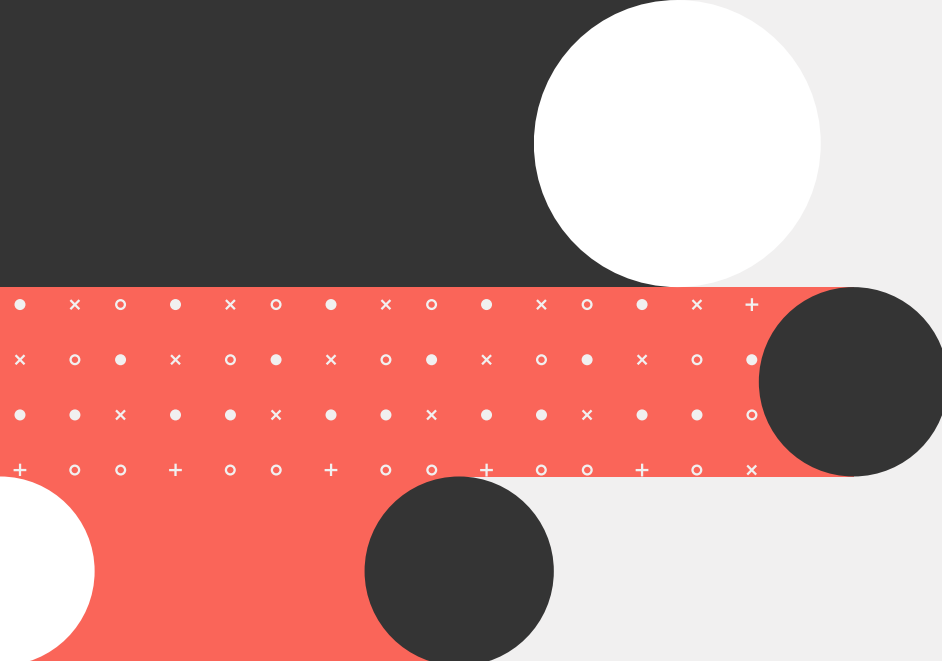
Instant Messaging/VoIP

- Discord, Slack, Chat/Spaces

Applications

- GroupMe, Messenger, Whatsapp, Keep, etc.

...each with pros and cons



Cautions of hybrid setup & communication methods

- "Always on" mindset = communicate expectations
- Digital communication burnout = change things up
- Poor communication = get to know your teammates

When in doubt, pick up the phone or send an email!

A decorative graphic on the left side of the slide. It features a vertical white bar with several red circles of varying sizes. To the left of the bar is a red background with a grid of small white symbols: dots, crosses, and plus signs. To the right of the bar is a dark grey background with a grid of small white symbols: dots, crosses, and plus signs.

Communication into the future

- Regularly revisit processes/methods
- Ensure choices are still optimal based on technology options and team needs
- Include multi-generational team preferences, work-life balance

The last 3 years have seen us breaking out of old boxes, spurring creativity that must be nurtured to last

**The pandemic
changed the way
offices and teams
communicate**



**Collaboration
became simpler
and connection
improved**





Collaboration

Standard Collaboration

**"The action of working
with someone to produce
or create something"**

~ Oxford Dictionary



Virtual Collaboration

**"Technologically-mediated
method of communication,
in which sharing info
is done entirely online"**

- Catherine Norris of Collato

Pre-Pandemic Collaboration



Students

Mostly paper and manual routing



Advisors

Email & manual routing

In-person check-ins



Co-workers

In-person interactions; shared ideas & documents manually; shared drive or email

Early Pandemic Collaboration



Students

- Calls/emails/scans/video appointments/PDFs (made fillable)



Advisors

- Calls/emails
- Starting to use IM



Co-workers

- Daily using GroupMe
- Calls/emails, starting to use IM & text more frequently

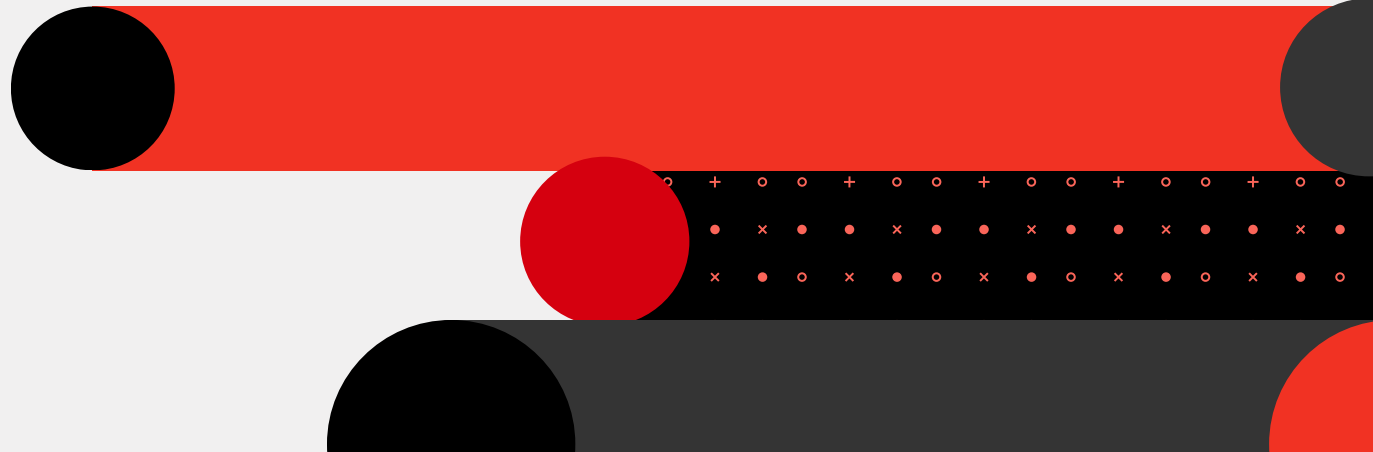
Today

- Students- in-person, phone calls, email, video appointments, expanded website services, virtual routing
- Advisors- virtual meetings to touch base, electric routing, IMs for student questions
- Co-workers- massive use of Google tools, IM, group messaging, 1:1, video meetings

Future



- Collaborate with other schools
- Streamline/automate our flow of certification requests
- Increased effort at WAVES to make connections
- Keep fresh and engaging video meetings/collaborations



Room for Improvement

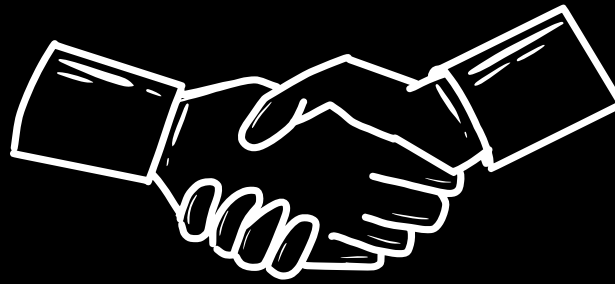
- Finding a balance for meeting/collaboration durations & socialization/creativity
- Pressing for system improvements (PeopleSoft)
- Being consistent when setting schedules & being active/available
- Communicating who is working on what & when



Tools & Tips

- 🍪 Take time to connect
- 🍪 Keep your camera 'on'
- 🍪 Sett an agenda for the meeting
- 🍪 Have video/call meetings available for students
- 🍪 Create group IMs to share pertinent info and also increase camaraderie within the office space
- 🍪 Have a shared document or 'white board' open in meetings
- 🍪 Employ diversity in VA Work Study

**Learning to
communicate
and collaborate
with others**

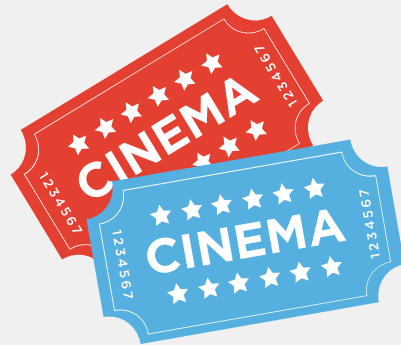
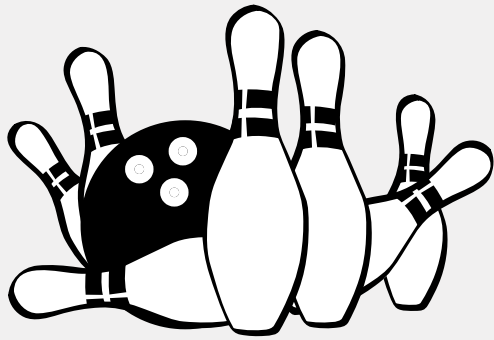


**Leads to
meaningful
Connections**



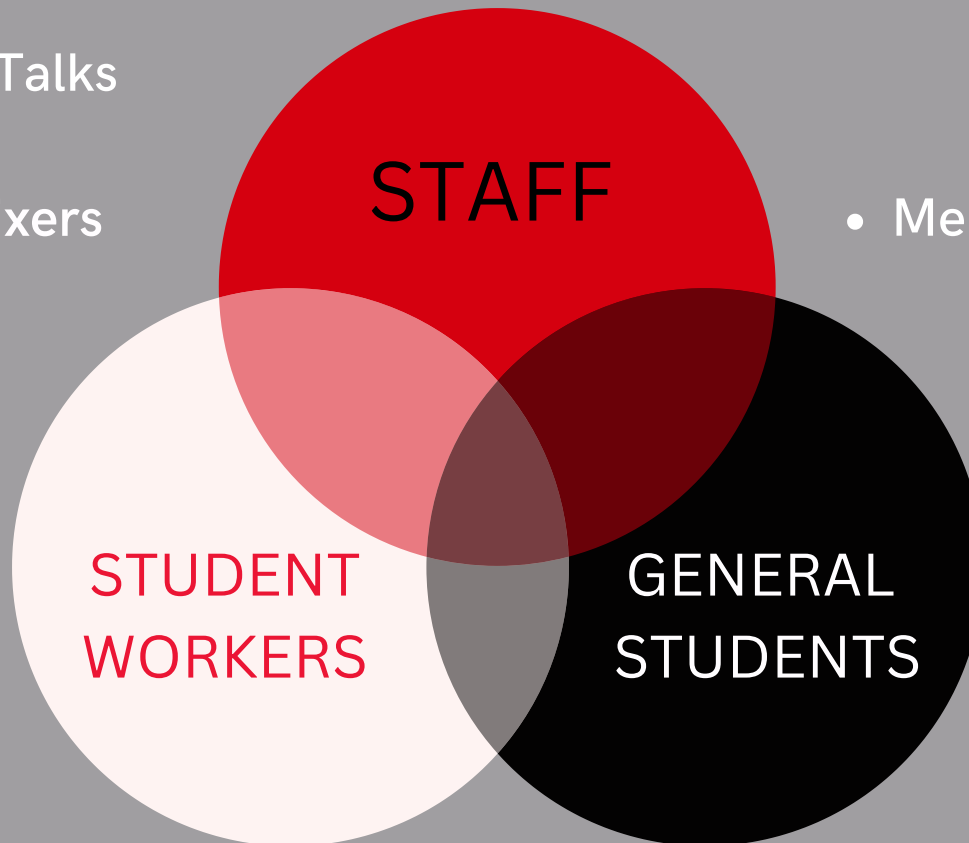
Connection

Activities



Rebel Vets

- Virtual Success Talks
- Alumni Club Mixers
- Hikes



- Volunteering
- Merging Vets and Players
- Family Events

Professional Development

Career Services

- Resumes
- Career Exploration
- Job Fairs



Life Planning

Financial Literacy



Campus Partners

- Advising Centers
- Academic Success
- Tutoring
- Financial Aid
- Cashiering
- President
- Student Government
- VA VITAL
- VetSuccess

Recognition



Staff, Student Workers,
Campus Partners

- Plaques
- Shadowboxes
- Special Occasions
- Notes (Physical + Virtual)
- Certificates
- Gift Cards

References

A decorative graphic on the right side of the slide. It features a large red circle at the top, a smaller red circle below it, and a grey circle at the bottom. A horizontal bar with a dark grey background and a pattern of small red 'x' and 'o' symbols is positioned between the top two red circles.

"Enhancing Workplace Communication during the Pandemic and Beyond" - 10/16/20 (Cornell)

"The State of Workplace Communication In 2023" - 3/8/23 (Forbes)

"Why connection in the workplace matters" - Corey Moseley

"Hybrid work: Making it fit with your diversity, equity, and inclusion strategy" 3/20/22 (McKinsey Quarterly)

"The Advantages and Challenges of Hybrid Work" 9/14/22 (Gallup Workplace)

"Tips and Tools for Successful Virtual Collaboration"-Catherine Norris (Collato)

*Thank
you!*

TALK TO US

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<https://www.unlv.edu/veterans>

GIVE US FEEDBACK

