

*Caleb (Audio "3 The Tools" Transcript)*

One of the more challenging aspects of leading a team remotely is the silence on the line that can follow an agenda item. I learned to trust the silence and the strengths of the team. Items that required discussion were well discussed, and the silence was usually one of encouraging me to move on to items that would require some discussion. Indeed, this for me, was a new way of understanding communication. In a face-to-face meeting the Chairperson can use body language cues to move from topic to topic, but in a remote conversation, one must learn to understand the meaning contained in the absence of sound.