



GOAL: Engage More!

Increasing confidence in ITM to promote more engagement, communication, and sharing of ideas.

ONE

Start With Why

While we are one company we do have multiple different cultures represented here. What's most important is that we find common ground. SMP is not a micromanaging style company, but rather a company of synergy, happiness, and dedication. Collaboration is very important in the success of our team members being happy, feeling respected, and able to learn and grow. Together, we are better. Our clients will feel the success when we adapt our beliefs in a way that fosters open communication.

We believe every person here has valuable opinions, skills, and ideas. We want, we NEED to hear from you.

- During our meetings, is a great time for you to open up and share.
- Breeze gives you a chance to share links, videos, and resources.
- Slack offers you a chance to have fun, share a quick message, and engage with anyone on the team.

We have the resources, all we need is your voice! Find the courage and confidence to speak up and engage. We need you!

TWO

Monday Morning Standup

Every Monday morning, we start the week together as a team. Arrive on time (early), be ready with your gratitude and top priority for the day.

- Rearrange tiles so you know who has already gone and who has not.
- Tag the next person.
- Engage, have fun, enjoy this time together.

THREE

Virtual Coffee Chats

Set up casual virtual meetings where team members from both sides can informally chat. This can help break down barriers and create a more relaxed atmosphere for communication. It's a chance for everyone to share more about themselves beyond work-related topics.

- When you take your breaks, take them together.
- A few minutes to just come together and chat. 10 mins max. Once a week. These are quick, but effective and enjoyable.



- We may need to experiment with these to ensure they are authentic and not forced.

FOUR

Suggestions

It is our goal for ALL team members to be engaged, involved, and contributing. You are not just a “VA” on the other side of the world. No. You are an honored, appreciated, and important part of our team.

If you have any ideas, suggestions, or thoughts - please share them! We want your ideas. Don't be afraid to come to us yourself. Respectfully, pull together some courage, be bold, and just reach out.

FIVE

Feedback Pairing

Pair ITMs with stateside team members for constructive feedback exchanges. This creates a supportive environment for mutual learning and helps break down communication barriers in a more personalized setting.

- Weekly EOS L10 Department Meetings
- Quarterly Conversations
- Annual Reviews
- Monthly Team Health Check-Ins

Remember that every ITM already has a Stateside member (or two) that you can reach out to. Always feel free to spend a few moments with some team members you do not know well. But, most specifically those you work with most often is most important.