

As news about COVID-19 continues to unfold, we want to provide current, helpful information that allows you to prepare for any changes your department might be facing. As some of our employees are adapting to working from home for the first time we wanted to offer the following guide with helpful tips and tricks on managing remote employees.

Guide to Managing Remote Employees

Communicate Regularly

- **Communicate information consistently** - During change, it's important to communicate consistently and frequently. Here are a few ideas:
 - Host regular (daily, twice-weekly, etc.) information updates - think of these as "standing" team calls
 - Increase frequency of 1:1 meetings
 - When appropriate, encourage the use of video when chatting over Zoom when appropriate
 - If possible, never cancel 1:1s with employees (reschedule if necessary)
- **Be present** - When talking with employees, focus only on the conversation with them rather than trying to multitask. This is their chance to connect with you, so let it be undivided.

Manage Performance, Not Time

- **Set expectations** - Clarifying performance expectations is a great way to avoid the trap of micro-management. It's not about managing their time, it's about ensuring the work gets done in a timely manner. Here are a few ideas:
 - **Emphasize key deliverables** - Given the frequency and uncertainty of change, consider emphasizing key deliverables with a weekly cadence.
 - **EXAMPLE:** *"Given this is a new change for all of us to work fully remote, how about we re-align at the beginning of each week and re-assess the work we need to tackle for the week?"*
 - **Be clear about what needs to be done and by when**
 - **EXAMPLE:** *"This week, I need you to complete [insert key deliverables] by [insert date]."*

- Clarify priorities - Help employees clearly understand what needs to happen 1st, 2nd, 3rd.
- Trust your employees - Treat them like adults and you'll get adult results.

Provide Support

- Tools & tech - Do your employees have what they need to be successful in a remote work environment? In a temporary remote setting, employees will need a laptop, reliable Wi-Fi and a quiet place to work.
- Recognize accomplishments - Consider sending a recognition email or acknowledging your employee's milestones and successes during 1:1 and team meetings.
- Check-in on them personally - We've been through a lot of change and now we're changing how we work. How are they doing? Consider regular personal check-ins during 1on1s during this time.

Reach out to HR - If you have any concerns about the mental well-being of an employee during this time, please reach out to Jasmine Lastery at 216-397-4962.