

Managing and Supporting a Remote Team During Uncertain Times

I'm attending this session because I'd like to learn...

What is telework?

Shift your thinking

- You already have the skillset
- Consider ways to cultivate a positive team culture
- Evaluate the results, not “time in the seat”

What are some examples on how you can cultivate relationship building between remote and non-remote team members?

Evaluate strengths and weaknesses

What qualities are necessary to succeed as a teleworker?

Assessing performance

How do I measure performance when I can't directly observe?

Co-create goals (SMART goals)

Specific

Measurable

Achievable

Realistic

Time-limited

Vague goal: As a teleworker, Marcus will be required to submit a summary report.

SMART goal: As a teleworker, Marcus will be required to submit a weekly summary report. This report will include a list of completed and on-going tasks, as well as a status update on each. It should be e-mailed directly to Lynn Jones no later than 5 pm on the Friday ending each week.

What makes this a SMART goal?

- Set clear lines of accountability
- Evaluate the results
- Provide feedback

Teleworking Readiness Assessment: Manager Version

Ask the employee the following questions to assess his/her readiness to work remotely. If the answer is “yes” for 8 out of the 10 questions, the employee probably has the skills to effectively telework. If the answer is “no” for 3 or more questions this candidate may need assistance to develop the skills necessary to be a successful teleworker. Discuss your areas of concern with the candidate.

1. Yes No I am comfortable working with no direct oversight.

2. Yes No I am a self-starter.

3. Yes No I enjoy working alone.

4. Yes No I can set boundaries with family.

5. Yes No I can structure my own day.

6. Yes No I can effectively communicate.

7. Yes No I have adequate resources to do my job from home.

8. Yes No I am highly motivated.

9. Yes No I have child care as needed.

10. Yes No I am comfortable asking for assistance.

Teleworking Readiness Employee Self-Assessment

Please answer the questions below and return to your manager/supervisor.

1. Yes No I am comfortable working with no direct oversight.

2. Yes No I am a self-starter.

3. Yes No I enjoy working alone.

4. Yes No I can set boundaries with family.

5. Yes No I can structure my own day.

6. Yes No I can effectively communicate.

7. Yes No I have adequate resources to do my job from home.

8. Yes No I am highly motivated.

9. Yes No I have child care as needed.

10. Yes No I am comfortable asking for assistance.

If you answer more than 2 “no” you will want to talk to your manager to discuss solutions to help you with the transition to working remotely. Addressing these issues early can help you to become a successful teleworker.