

# Teleworking for Managers



Successfully enabling a team to be productive and successful in a virtual environment requires nuanced approaches, and a continued emphasis on communications and support.

## Create a Team Culture



*Intentionally develop and maintain a positive team culture.*

- Create a virtual team space through chat or instant message where your team can check in with each other, tell jokes, share pictures, and build the comradery that we develop when we are physically in the same space.
- Use video conference whenever possible for meetings.
- Encourage your team to remain open and responsive to communications—whether by instant messenger, phone call, or video chat.
- Establish “virtual walk-in hours,” if needed, so that peers and co-workers know when you are available.

## Encourage Productivity



*Help your team define what virtual productivity looks like. This definition may change over time but should be tied to impact rather than time spent online.*

- Set clear expectations. Where possible, establish concrete performance metrics so that your team knows what success looks like.
- Set clear communication guidelines. Provide your team with standard procedures on when and how they should communicate regarding their progress. This can be through team meetings, emails, or other mechanisms that fit your team.
- Over communicate. Set up frequent checkpoints with your employees to ensure they have an open channel to share their successes and challenges. Some teams use a daily, 15-minute check-in in addition to one-on-one meetings. Find what works best for your team.
- Provide frequent, positive feedback so that your team remains engaged and motivated.

## Promote Physical + Emotional Health



*Support employees in managing their health by modeling behavior that promotes, prioritizes, and provides flexibility that meets each employee’s needs.*

- Develop, communicate, and maintain a schedule for when you log-on and log-off. Encourage your team to do the same.
- Take time off when you need it. Encourage your team to do the same.
- Encourage your team to develop simple but critical habits like remaining hydrated and taking frequent breaks.
- Work with your team to identify specific challenges they are experiencing related to teleworking. As much as possible, be flexible and develop a solution that allows them to remain productive.

### *Proven Performance. Forward Thinking.*

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# Teleworking for Employees



Remain successful and productive while teleworking.

## Engage in Your Team's Culture



*Work to remain active in your coworkers' worlds to develop and maintain a positive team culture.*

- Engage in your team's virtual team space. Check in with your co-workers, congratulate them on their successes, and share pictures.
- Use the video function whenever you can during conference calls. This encourages engagement and reinforces your relationships.
- Remain open to your peers' communications—whether by instant messenger, phone call, or video chat. Change your perspective to view these as "just stopping by your cube" interactions.
- Make time for deep work, if needed, and work with your manager to establish "virtual walk-in hours" so that peers and co-workers know when you are available.

## Leverage your Time Management Skills



*Utilize time management and organization skills more than ever to ensure success while teleworking.*

- Start and end each day by reviewing your priorities and deadlines. Whether you use an online tool such as Slack or Teamwork, or a good, old-fashioned paper notebook, pausing to review where you are can be critical to helping you prioritize.
- Close out each week by reviewing everything you accomplished and itemizing your goals for the coming week.
- Ask for help. If you are feeling overwhelmed or not sure how to start a task, reach out to your peers or manager.

## Maintain your Physical + Emotional Health



*Make sure you create the structure you need to continue to perform while managing your physical and emotional health.*

- Create a specific and protected workspace. Develop a communication system so that family members know when they can interrupt.
- Develop and maintain a schedule for when you log-on and log-off.
- Get up, stretch, and walk around at least once an hour. If you need a reminder, there are numerous apps and browser extensions that can help.
- Stay hydrated and snack wisely.

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