

REMOTE WORKING TIPS FOR MANAGERS



IN RELATION TO THE CORONA VIRUS OUTBREAK

Work is not a place you go. It is something you do!

Flexible working arrangements can add great value to the lives of employees and to the Organization.

Find below some tips on how to best manage employees working remotely.



HELP THE TEAM MAINTAIN FOCUS

- Keep up regular meetings via tele-conferencing and add more touchpoints with key stakeholders
- Use meeting agendas to focus on priorities
- Summarize findings at the end of meetings and share action items and respective owners
- Ask team members to prioritize documentation of tasks and steps and to increase communication



ENCOURAGE VISIBILITY



- Request employees to remain visible as required balancing the need for focused work w/o interruption on Skype for Business and/or via frequent calls
- Set up checkpoints throughout the week so everyone can update you and others on their current tasks and progress
- If bandwidth allows, leverage video calls instead of phone to maintain employees engaged during meetings

LEVERAGE TECHNOLOGY

- Encourage team members to work using virtual collaborative tools such as Teams.
- Ask employees to use Skype for Business, Teams, via phone to avoid email overload
- Liaise with ICT to ensure employees are able to properly set up their workspace at home



ENHANCE TRUST AND ACCOUNTABILITY



- Define your and your team members' responsibilities during frequent touchpoints
- Encourage employees to "timebox" certain tasks so they keep similar levels of output without under/overworking
- Ask team to be prompt in answering requests from clients or to let clients know when to expect a response

WELL-BEING

- Inform team members of the importance of finding a comfortable spot at home where they can work (e.g: temperature, type of chair, light)
- Encourage employees to consider their regular work rhythms and take frequent breaks
- Emphasize that working from home does not mean overworking

