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 daily information updates - think of these like “stand-up” team calls
  - Increase frequency of 1:1s
  - Encourage the use of video whenever available for chatting, such as over Zoom
  - NEVER cancel 1:1s with employees (reschedule if necessary)
- **Be present** - When talking with employees, focus only on a conversation with them rather than trying to multitask. This is their chance to connect with you, so let it be undivided (those emails and Team messages can wait).

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 remotely, 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, do employees need a laptop (their desktop), a comfortable chair, reliable Wi-Fi and a quiet place to work. If not, can they get these things?
- Recognize accomplishments - In 1:1s and in team meetings, consider sending recognition messages to employees for accomplishments, milestones and other successes that should be recognized. Keep a record of these to refer to for performance review and check-in period(s).
- Check-in on them personally - We’ve been through a lot of change recently, and now we’re changing how we work. How are they doing? Consider regular personal check-ins during 1:1s during this time.

As always, remember to reach out to HR if you have any concerns about an employee during this time.