

Tips for Managing a Remote Team

Below are some helpful tips on how to manage your team from a distance as we continue to work remotely in response to the COVID-19 crisis. Be sure to remember –A supervisor’s ability to set boundaries and maintain their availability is key to helping staff stay focused, engaged and productive. Managing a remote team effectively is not about monitoring the amount of time your team spends online. Be patient with staff and expect a few mistakes as we all learn to work remotely.



Create a sense of structure

Help create personalized plans for the goals and tasks each team member hopes to complete while working remotely.

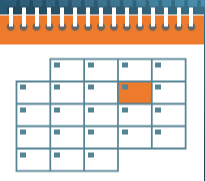
Create a team communication strategy that works for your team and stick to it. For example, hash out logistics via email or face-to-face chat. Hold daily team check-ins via Microsoft Teams or phone calls. Face to face interaction is important. Email and Microsoft teams chat lack personal elements like body language and tone that are also important, especially when trying to problem solve quickly.



Trust your team to do the work, but check in from time to time

Focus on goals and if they are being accomplished. If they are not; determine what needs to be adjusted.

Schedule regular Teams meetings with those on your team to check in on goals.



Set clear expectations

Make sure everyone knows what your expectations as a supervisor are.

Are you asking staff to participate in “check-in” meetings? Share their calendars?

Have you shared your communication expectations? For example, let’s say, you expect your team members to respond to emails within one business day. Has that been clearly communicated to them?

Does your team know how to reach you concerning urgent matters? Should they call or text you?



Be responsive and supportive

People working remotely may feel like they do not have access to you as their supervisor. Let staff know how to reach you and respond to them as soon as you can. Let them know when you are available during the day.

Encourage random or impromptu calls or chats.

Make it clear that you trust your staff.



Watch for burnout

Most people think the biggest worry with remote workers is that they will slack off. **Actually, the opposite is true. Many will work longer hours.**

Be sure to stress that it is healthy to take breaks and that breaks are expected. That goes for you too, supervisors!

As a supervisor, block time on your calendar, build in time for yourself to focus on projects and tasks that YOU need to complete.

Everyone needs to create a sense of balance with managing their multiple work tasks within this new normal of working remotely.



Dealing with red flag issues

Be prepared to address challenges in a straightforward manner.

Watch for a lack of communication, attendance in remote meetings, progress on work, follow-through on deliverables, and a lack of improvement after an issue is addressed.