

Working Remotely

In the New Normal

1



Connect with collaboration tools.

Utilize audio, chat and video technology. Seeing facial expressions and allowing employees to connect in multiple ways boosts engagement.

2



Communicate frequently.

Share fact-based information and include a personal element. Don't assume employees have all the facts. Share updates frequently. Managers should set expectations clearly and early - what work needs to be done, how success will be measured and when it is due. Be intentional about the conversations - maintain positive emotions.

3



Meet efficiently.

Keep calendars updated and allow employees to block time for personal situations so others know when they are available. Mute audio when on group calls.

4



Manage the work, not the time.

Balance team meetings with 1x1 catch-ups. Check in with employees personally and professionally. Include socializing time in meetings. Encourage employees to share what's working and wins for the week. Manage for productivity and not a set schedule. Provide resources and points of contact for support. Review upcoming work to determine priorities and needed changes.

5



Interact with colleagues.

Ask about preferred times and methods to communicate and collaborate. Maintain personal connections by starting each day checking in with a colleague.