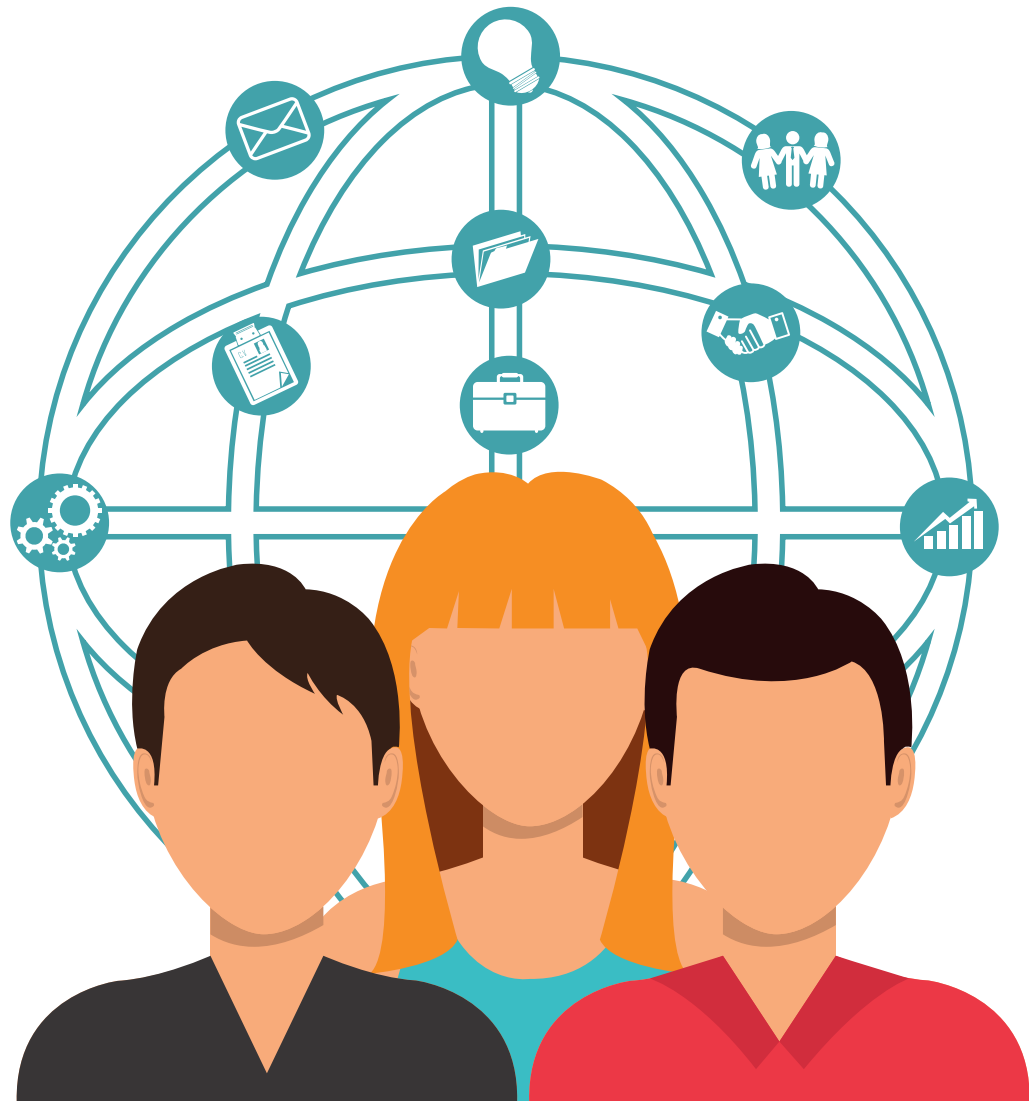


Managing remote workers

Tips for getting the best out of your team



Communication

Avoid staff feeling isolated while working remotely by:

- Checking in with each team member daily via video call if you can
- Scheduling regular team virtual get-togethers, either for formal updates or just to hang out
- Considering an ongoing open video conference that people can dip in and out of
- Encouraging personal or light-hearted chat to maintain that personal connection
- Using messaging apps but not for difficult conversations or disagreements

Performance

Use a 'managing by objectives' approach to give staff flexibility:

- Communicate clear expected outcomes and timeframes
- Make sure team members know how to deliver and how to get support
- Regularly check-in to make sure they are ok and to ask if they are facing barriers or need help
- Allow them to prioritise and manage their own workload as far as possible
- Give feedback regularly, to reinforce the right behaviour and to pick up anything that needs changing quickly.



Wellbeing

While they're at home encourage your team members to:

- Follow a daily routine
- Get properly dressed and prioritise self-care
- Get some fresh air and exercise
- Keep to a healthy diet
- Take regular breaks away from the screen
- Have their work in a separate room where possible
- Communicate regularly with others

