

Managing remote workers

A quick guide for managers, supervisors and team leaders



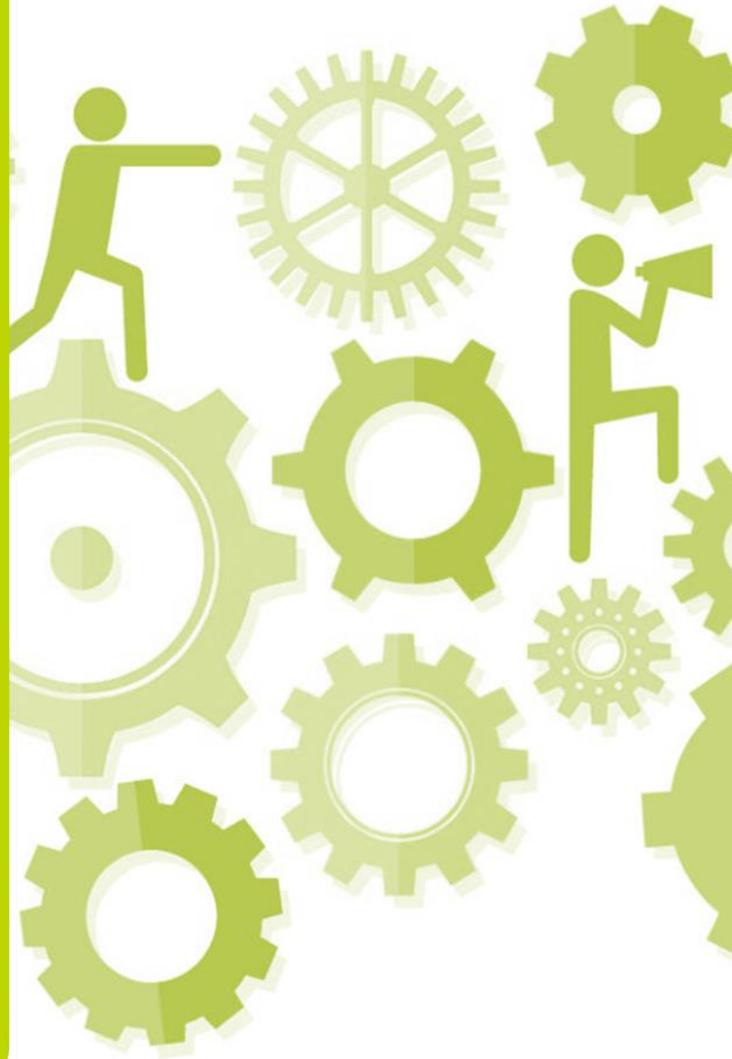
This presentation is aimed at managers who are working remotely from their teams due to the social distancing measures now in place to respond to the Coronavirus guidance.

The challenge

While some managers are used to managing teams who work away from a traditional workstation, we now face a situation where many more people are being encouraged to work at home.

Some roles less naturally lend themselves to this approach, and for some, it is a significant culture change.

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- **Trust**

- Build the culture within your team where everyone trusts each other to play their part, do their work, and achieve what is required

- **Transparency**

- Simple steps like keeping calendars up to date and accurate, and Skype for Business logged in during the working day showing location and availability

- **Set your ground rules**

- Don't assume that in the new 'virtual' team, everyone is clear on what is expected. Communications take a little more effort

- **Bring structure to an unstructured world;**

- the tools are available to support you in maintaining your team cohesion and avoid anyone feeling isolated (see links at the end of this presentation)
- e.g. Skype for Business video or audio can be used for group meetings and one to one meetings

- **Avoid email dialogue**
 - Use email sparingly for team communication. You wouldn't email if you were sat next to someone and just needed a quick chat. Ensure you and your team familiarise yourselves with Skype for Business instant messaging. Use the phone!
- **Be accessible, to support and reassure your team;**
 - but be very clear when you are not to be disturbed. Your health and wellbeing is important too.
- **Consider creating 'virtual' social engagements to compensate for the lack of the social aspects of the office – some team already set aside a 20 minute calendar appointment and all make tea and have a catch up!**

- **Consider how well you know your team members individually and how each person is responding to the new situation, the uncertainty and the anxiety**
 - In the context of remote working what affects their performance and enjoyment of work?
 - What challenges are they experiencing balancing work with being at home? Caring responsibilities? Technical difficulties?
 - Personality type? Working preferences?
 - Issues affecting work/visibility/accessibility

- **Be clear about objectives and outcomes**
 - MyReview – longer term, personal development
 - Allocated work – daily/weekly/monthly timeframes as appropriate

- **Agree regular scheduled catch ups commensurate with experience, capability, capacity and nature of the role**

- How structured are you? How structured is your staff member? Are your preferred styles complimentary or conflicting?
- Mutual agreement about expectations of each other, degrees of support and preferences for contact



- [University of Bristol Coronavirus advice for students and staff](#)
- [IT advice for working from home](#)
- [How to make virtual meetings work](#)
- [Skype for Business Quick Guide](#)
- [Yammer](#)

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Thank you for taking the time to listen to this short presentation.

Please refer to the links on the previous slide for further guidance.

