

Best Practices for Supervisors for Remote Work & Staying Connected to Your Team

Communication

- Encourage the use of Zoom and Teams whenever possible. Face-to-face communication helps us all stay connected. But, be cautious of scheduling back to back meetings as being on the computer for extended periods of time can be quite challenging.
- Use team or project management tools (e.g. SharePoint, Google Drive, Teams) so team members have access to shared files and information.
- Continue regular meetings, both individual and team.
 - Never cancel a meeting, always try to reschedule – the more you cancel, the less connected your employees/team may feel.
- Encourage informal check-ins with you and the team.
- Respond to emails promptly.
- Be engaged during check-ins and meetings - Don't multi-task.
- Provide as many updates to employees and the team as often as possible.
- Encourage team members to check-in with each other.
- Encourage employees to talk about their challenges and ask how can I help?

Work Expectations

- Discuss/clarify if processes need to be adjusted or changed given the remote work environment.
- Set and communicate timelines for tasks and/or progress reports.
- Communicate core times when an employee should be available, with the understanding that many of our colleagues are being challenged now more than ever before with multiple priorities.

Flexibility

- Allow for schedule flexibility when possible.
 - With COVID-19, many schools have moved to distant learning and are asking parents to act as educators during the day. Flexibility to the greatest extent possible is needed during this challenging time.
- Allow for autonomy - Don't micro-manage or feel the need to track every minute.

Motivation

- Continue to provide feedback, acknowledge and celebrate accomplishments.
- Continue performance development conversations.

Team Development

- Celebrate/announce accomplishments.
- Celebrate birthdays or milestones.
- Schedule time for virtual, informal gatherings such as virtual coffee, lunches or happy hours.
- Play a quick game or ice breaker at the start of a meeting or check-in (e.g. Show & Tell, Two Truths & a Lie, Scattogories or ask fun questions to get to know each other.)

Work/Life balance

- Encourage employees to take their lunch breaks or mini-breaks throughout the day, log off at a reasonable hour, go for walks or jogs, etc. Be intentional about asking your team about their scheduling of breaks to ensure that this time is taken.