

Remote Working - Tips for Managers

Create a plan for communicating with all team members

- - Agree ways of working - how you will keep each other updated, and how frequently.
- - Remind your team about the big picture and how their work fits into it.
- - Review short-term goals regularly and adjust as needed.

Set expectations and trust your team

- - Be clear about mutual expectations and trust your team to get on without micromanaging.
- - Focus on results rather than activity.

Maintain a routine

- - Keep the rhythm of regular one-to-ones and team meetings. This maintains a sense of structure and continuity for all.

Tailor your feedback & communications

- - People can be more sensitive if they're feeling isolated or anxious, so take this into account when talking or writing.
- - Communicate regularly, not just when things go wrong, whether it is information, praise or criticism.

Listen closely & read between the lines

- - Not being in the same room means you don't have extra information from body language or tone to get the sense of what people are thinking or feeling, particularly in more difficult conversations. Home in on what's not being said and ask questions to clarify your interpretation.

Help foster relationships & wellbeing

- - Make time for social conversations. This increases rapport and eases communication between people who may not meet often. It also reduces feelings of isolation.

Practise and encourage information sharing

- - Without physical 'water-cooler conversations', opportunities to pick up information in passing are more limited. Share appropriate updates or learnings from other meetings and projects and invite your team to do the same.

Source: www.cipd.co.uk