



TIPS

for MANAGING a Remote Team during COVID-19

STRESS OVER-COMMUNICATION

There is no such thing as over-communicating when you are in a job that requires collaboration on at least some level. When you are in an office setting, it is easy to stop by a colleague's office to ask a question or address a concern. Working remotely may require even more communication. It is essential to let your remote team know you are always available, whether it be by phone, e-mail, skype, or chat.

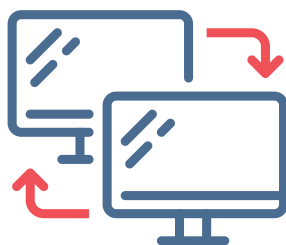


KEEP EXPECTATIONS CRYSTAL CLEAR

Use those daily meetings to make sure team members know what is expected of them as they work remotely. Discussing projects and expectations is not the same as micromanaging. Create realistic expectations with deadlines and expected outcomes. And these expectations go for you as a manager as well. Then, let the team members take the reins and do what they need to do to be successful at their tasks. The worst thing you can do as a manager is to have remote workers feel in the dark.

SCHEDULE A RECURRING CHECK-IN TIME

Set a schedule every day at the same time to meet with your remote teams. Segmenting your remote teams into small groups works best for these daily check-ins. Every participant should be given time to speak, but be sure there are clear limits for anyone who is taking up too much time. These conversations help employees feel connected while keeping everyone on track with goals and objectives for the day or the week.



CHOOSE THE BEST COLLABORATION SOFTWARE FOR YOUR NEEDS

Trello, Teams, Slack, Dropbox, and Google Docs are just a few ways to keep your teams connected. Each one has slightly different features, but they all check the box for basic communal communication. Trello is a project management tool and is often used for keeping team members on the same page, even when not working remotely. Slack also can be used remotely or in the office. It uses "channels" for communication that can be organized by topics, projects, teams, or whatever works for your business. No matter which platform you choose for your business, make sure you provide one.

KEEP GOALS TOP OF MIND

Even in an office situation, no manager should try to manage every part of a team's daily work. Remote groups are no different. Don't focus on what they are doing or not doing, but instead assess what they've produced in a week's time. Talk about goals often and focus on the team's and individual's success. You don't want them to feel like they need to do busy work just to prove they are productive.



PROVIDE WHAT'S NEEDED

Obviously, if a team is asked to work remotely, they need the hardware and software to make it happen. That means high-speed Internet, laptops or desktops, mobile devices, or whatever it takes to maintain communication and productivity. Not all people have these things and as their manager, it does fall under your list of responsibilities to make sure your teams have access.

BE LIKE A YOGA TEACHER – FLEXIBLE

Being a flexible manager for people who are asked to work remotely is one of the most appreciated and valued aspects of managing a remote team successfully. It is important to understand that this is a new situation for most, and juggling others at home, their schedules, and workspaces is not an easy task for some. Trust your team and let them figure out the best way for each of them to be their most productive in a new environment.

