



# TELEWORK & HYBRID WORK TIPS

## GUIDELINES FOR TELEWORKERS

### COMMUNICATION

- Confer with your supervisor on organizing work for the telework days
- Make sure team members and supervisors have a clear idea of the day(s) you will telework
- Keep your supervisor informed of the progress you are making
- Attend onsite or virtual essential department and group meetings
- Respond to communications such as calls, emails, and texts
- Before attending meetings think about your role in the meeting and team collaborations

### ERGONOMICS AND SAFETY

- Have a dedicated workspace at home
- Set up your workspace in an area that is safe and free from hazards
- Pay attention to the ergonomics of your dedicated workspace at home to avoid injury
- Items to consider are desk height, chair, lighting, safety, electrical support, noise

### HEALTH AND WELLNESS

- Exercise often
- Limit media consumption
- Set boundaries on your work schedule
- Take on a new hobby
- Take breaks throughout the day
- Have lunch away from your desk

### PRODUCTIVITY

- Develop tasks and deliverables
- Stick to all deadlines and keep your work organized
- Develop a routine for your telework days:
  - Try to adhere to a consistent schedule; start and end your workday at about the same time each day
  - Get dressed in work clothes - it helps you get, and stay - in the mindset of work. Avoid working in your pjs
- Be careful not to fill up your days with synchronous meetings; it takes away from time to work on projects
- Telework is not a substitute for childcare or elderly care. Make sure your working hours are uninterrupted
- Stay focused on work tasks. Keep personal calls and emails, household chores, and browsing social media outside of work hours. They are distracting and sidetrack productivity
- Treat your telework day as you would a regular day in the office
- Talk to your manager right away if telework if it is not working for you

### AVOID VIDEO CONFERENCING FATIGUE

- Resist the urge to multitask
- If possible, take the time to truly greet whoever is in the physical or virtual setting
- Try to take measured breaks between sessions. Build in breaks



## RECOMMENDATIONS FOR MANAGERS

### COMMUNICATION

- ✓ Develop good communication and access procedures for your employees
- ✓ Utilize asynchronous communication
- ✓ Communicate regularly with the teleworker to ensure deadlines are being met
- ✓ Avoid scheduling back-to-back meetings
- ✓ Send emails within working hours
- ✓ Communicate with your team to set norms and expectations for remote work
- ✓ Set quarterly check-ins with individual employees
- ✓ Address problems as they arise

### TRAINING

- ✓ Make sure employees are well versed and trained in the company's collaborative platform tools
- ✓ Ensure that employees and managers both read the Telework/Hybrid policy, sign the agreement, and attend the telework training

### PRODUCTIVITY

- ✓ Build trust through troubleshooting
- ✓ Manage by deliverables and measuring results
- ✓ Use consistent methods for measuring productivity for those who telework and those who are working onsite
- ✓ Don't select employees that are not productive in the office to telework

### MANAGING

- ✓ Lead with empathy
- ✓ Address problems as they arise
- ✓ Trust your teleworkers
- ✓ Build trust through interaction so that teleworkers will tell you about problems and involve you in solutions
- ✓ Telework does not work for everyone. Be prepared if telework doesn't work well and allow the employee to terminate participation
- ✓ You are not obligated to continue the arrangement if it's not a fit for the teleworker or the company

### MANAGING IN A HYBRID ENVIRONMENT

- ✓ Encourage visibility and openness in your team culture
- ✓ Train team leads and managers on hybrid best practices

### EMPLOYEE ENGAGEMENT

- ✓ Consider conducting virtual coffee breaks or a team-building event

### EMPLOYEE WELL-BEING

- ✓ Check in with your Employee Assistance Program or HR to coordinate support for employees, like needing child or elderly care or mental health resources

