



TWIN CITIES

Telework

by

Commuter Services



22 Tips for Manager Success

Want to more effectively manage your teleworkers?

Many employers find managing teleworkers more challenging than onsite employees, often wondering how it's possible to manage workers they can't see (will employees be sending check-in emails while watching Netflix?). Yet when planned and managed effectively, telework is a great way for an organization to

build trust and teamwork.

Fortunately, there are some proven research-based steps that employers can take to improve the communication and results of their remote teams.

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22 Tips for Manager Success

- 1. Select proven performers** that meet or exceed expectations. Keep in mind, employees who are not productive in the office will not make good teleworkers.
- 2. Indicate the expected response time** for calls and emails.
- 3. Set attainable goals** and realistic deadlines.
- 4. Notify the teleworker** when you need something urgently.
- 5. Develop good communication** and access procedures for your remote employees.
- 6. Make it clear** when an in-person meeting is required.
- 7. Suggest remote employees email the team** when they are starting their telework day and when they are ending their telework day (use the Daily Telework Log).
- 8. Manage by deliverables** and measurable results.
- 9. Clearly state telework is not a substitute** for child care or dependent care. Be flexible if employees must have children at home (i.e. school closure) so they remain productive while also meeting the needs of their family.
- 10. Help your remote workers troubleshoot** any issues they experience.
- 11. Provide feedback** in a timely manner.
- 12. Encourage goal setting** (use the Daily Telework Log).
- 13. Be patient** - don't expect perfection; adjustments may be necessary.
- 14. Communicate** with the remote worker like you would in the office.
- 15. Delegate assignments** equitably among your teleworkers and in-office workers.
- 16. Think creatively about work that can be done remotely**, perhaps someone who wouldn't normally be eligible for telework could take defined projects that require reading or writing procedures home for a defined period where remote VPN access is not required.
- 17. Make sure teleworkers have IT support** contact information.
- 18. Be prepared that telework will not work for everyone** who tries it, allow employees who do not like the experience to terminate participation in telework.
- 19. Extend trust** to your teleworkers.
- 20. Bring a poor performer back to the office.** Don't feel obligated to continue the arrangement if it is not working. Not everyone will do well in a telework environment.
- 21. Use telework as an opportunity to improve your management skills**, managing by deliverables and measurable results is an elevated skill.
- 22. Remember, telework is all about work.** Period.