

Managing Remote Teams

With many of us now working from home, the skill of managing remotely is crucial to an organisations success. Employees can often see the benefits of remote working - no commute, flexible working patterns and a better work life balance. However, as face-to-face interaction becomes less frequent, greater efforts are needed to maintain an effective team culture. Managers need to lead by example - here are some top tips to help...

BARRIERS TO COMMUNICATING AT A DISTANCE

Source: GoTo by LogMeIn global survey of office workers

BIGGEST concerns or challenges encountered remote working - UK:

42% Typical Household distractions

41% Lack of Human Interaction

Poor Team communication and decreased camaradeie **35%**

Losing motivation **30%**

Tech problems (issues with wi-fi, phone service, etc.) **25%**

3 Helpful Hints:



1. Communicate regularly
How regularly depends on the situation, but the team should agree on this.



2. People are doubly sensitive at distance
Communicate clearly and empathise with your team's needs and domestic responsibilities.



3. Avoid micromanaging timetables
and only communicating when something has gone wrong. Develop trust with your team.

3 POWERFUL POSITIVE MOTIVATORS

1. Play

The positive feeling of solving a problem with a colleague(s) or making team decisions.

KEEPING UP MOTIVATION

2. Purpose

The visibility into the impact a person's work has on clients or other colleagues.

3. Potential

The access people have to colleagues that teach and develop them.

Source: Primed to perform, by Lindsey McGregor and Neel Doshi

REMOTE COMMUNICATIONS

Top 10 Tips

1. Agree ways of working.

Source: CIPD

2. Show the big picture but prepare to flex.

3. Set expectations and trust your team.

4. Make sure team members have the support and equipment they need

5. Have a daily virtual huddle.

6. Keep the rhythm of regular one-to-ones and team meetings.

7. Share information and encourage your team to do the same.

8. Tailor your feedback and communications.

9. Listen closely and read between the lines.

10. Help foster relationships and well-being.



Being a Remote Worker

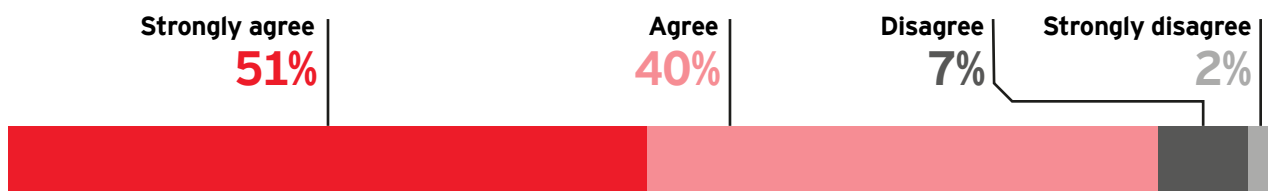
Communicating at a distance is more challenging than face-to-face communication because it misses facial expressions and body language in many cases. It's even more important to communicate regularly and clearly if you are a remote worker otherwise you and others can start to feel isolated and left out, and misunderstandings can arise.

COMMUNICATING AS A REMOTE WORKER

EMPLOYEES WANT GUIDELINES ON REMOTE COMMUNICATION

How workers surveyed feel about the statement:

“ I would feel more comfortable working remotely if my employer set clear expectations for general guidelines around responsiveness and communication. ” Source: Hired Inc 2020



Helpful Hints:

Don't disappear
be involved in email, conversations and chat.

Focus on your own wellbeing

Check in frequently
to check you're doing the correct work.

TIME MANAGEMENT FOR REMOTE WORKERS

“ Most of us spend too much time on what is urgent, and not enough time on what is important. ”

Steven Covey

Helpful Hints:



1 Get organized and set boundaries - know when your working day ends.



2 Be upfront about your availability - but be flexible with time when working across time zones.



3 Keep to a schedule and don't be afraid to ask for managerial support.

THE RULES OF VIRTUAL MEETING ETIQUETTE

