



Managing Remotely

Participant Workbook



enhance the experience.

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Agenda

- Introduction
- Ten tips to engage remote employees
- Recognizing and dealing with stress
- Close

Advantages of Working Remotely

- Able to get more done in less time
- No commute
- Creates greater employee loyalty
- Saves money for the company and the employee
- Can lower levels of stress

Challenges in Working Remotely

- Lack of face-to-face time
- Lack of access to information
- Interpersonal communication challenges
- Social Isolation
- Feeling left out
- Distractions
- Craving work-life balance and physical well-being
- Taking vacation time
- Finding reliable wi-fi
- Cognitive overload

In your opinion, do the advantages of working remotely outweigh the challenges?

Ten Tips for Engaging Remote Employees

❶ Focus on outcomes, not activity

❷ Use cameras wisely

- Cameras on for one-on-one meetings
- Share the screen sometimes
- Call people rather than video conference all the time
- When possible, meet in person annually

❸ Make yourself accessible

- Share your calendar
- Do weekly recurring one-on-one meetings, and never cancel
- Talk, not write, about important topics
- When in doubt, over-communicate
- Establish regular times when you are available
- Brush up on your own online communication skills
- Avoid multi-tasking

④ Proactively build TRUST

- Trust your team
- Clarify expectations
- Provide materials, equipment, and information
- Talk about employees' talents
- Follow through
- Meet their ongoing needs
- Ensure employees contribute in meaningful ways
- Connect employees to colleagues, customers, and organizational information
- Share and discuss cultural norms

⑤ Make it personal

- Value the person first
- Chit chat during beginnings of meetings
- Chat channels for sports, books, movies, or photos of pets, vacations, or family
- Recognize effort and achievements
- Offer encouragement and emotional support
- Be flexible
- Be vulnerable, authentic, and patient
- Assume positive intent

⑥ Encourage connections among team members

- Overlap team schedules
- Pair up people
- Do “virtual teambuilding” activities
- Create a mini-book of team members
- Ask team to create a team charter
- Recognize, reward, and celebrate
- Use memes
- Encourage empathy
- Ask for their opinions

⑦ Get agreement on basics

- Normal working hours
- How long to take in responding to each other
- How will notify the team if going to be unavailable
- When to use email, IM, phone, video, etc.
- Best way and time to reach each other
- Ground rules for team interactions

⑧ Communicate

- Weekly one-on-ones
- May be longer for remote employees
- Consistently held
- Ask questions such as:
 - What's your favorite part about working remotely?
 - What's your daily routine like for work?
 - Do you feel included in our team decisions? Why/why not?
 - How is your workspace set up so you can focus and get things done during the day?
 - How could I better support you?
- Weekly Action Reviews
- Conduct team huddles
- Make brainstorming remote friendly

⑨ Intentionally connect to the organization

- Mission, vision, and values
- Talk about how employees contribute to goals and objectives
- Make sure the team has meaningful shared goals
- Talk about progress
- Share organizational news
- Share industry news

⑩ Remember their career development

Recognizing and Dealing with Stress

3 Warning Signs of Stress

① Decreased resilience

- Compared to 4 months ago:
- More difficulty concentrating
- Loss of interest in things I used to enjoy
- Feeling hopeless about my future
- Feeling distant or cut off from others
- Feeling irritable or angry

② Making mistakes

Usually preceded by:

- Forgetting little things
- Being distracted
- Spaciness

③ Negative and emotional language

- Black and white thinking
- Catastrophizing

Examples:

- There's nothing I can do
- There are no options
- I can't do anything
- This is impossible

Small Group Discussion

- Share an example of one of the warning signs of stress you have seen in yourself or a team member
- Brainstorm some ways you can help team members experiencing stress
- Be prepared to share your best idea with the rest of the class

Stress Remedies

- Set boundaries
- Set work expectations early and clearly
- Give them help when they need it
- Make sure they have the right knowledge, goals, and motivations
- Don't stop engaging with them
- Respect routine, but experiment with change
- Roll with the changes
- Watch out for your own stress

3 – 2 – 1 Action Plan

③ Things I learned or was reminded about in the workshop:

② Things I want to do to better manage my team

① Thing I am going to do right away
