

Remote working

Guidance and advice for managers

1 LEADING DURING TIMES OF UNCERTAINTY

Be honest about the expected unpredictability with your team

Focus on what you can control rather than what is outside of your influence

Be accessible and visible to team members

Avoid using email in conflict situations; use video calling instead

2 MANAGING WELLBEING

Hold daily team check-ins using the 'video calling' function in MS Teams

Have weekly individual check-ins using the 'video calling' function in MS Teams

Emphasise appreciation and celebrate successes

Ask individuals how they are

3 MANAGING EXPECTATIONS



Discuss a set of remote working guidelines with your team.

Be clear about the outcomes you want individuals within your team to achieve



Agree deadlines and measures of success

Be aware that there are likely to be temporary dips in performance



4 MANAGING WORKLOAD

Agree a work plan with individuals and capture this formally in a daily/weekly progress update call

Have shared tools, action plans and deadlines

Book check-ins using video calling at the beginning and end of each working day



5

MANAGING COMMUNICATION AND COLLABORATION

Use platforms such as MS Teams to collaborate



Be deliberate and structured in your communication

Regularly update your team



Over-communicate rather than under-communicate

