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WELL  
PREPARED  
TRAINING

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# WORKING FROM HOME

## MANAGING A REMOTE TEAM



**WORKING FROM  
HOME TAKES  
SOME GETTING  
USED TO**

**MANAGING  
REMOTELY  
BRINGS NEW  
CHALLENGES**

**5 TIPS TO MAKE IT EASIER**

## BE CLEAR.

A remote manager needs to over-communicate to set clear expectations and allow the team to ask questions and express concerns.

It is very easy for the team to feel disjointed, off message and a little lost. A good remote manager nips this in the bud with clear, concise messaging and lots of follow up.

Every person must know the part they are to play, and how that feeds into the team goals.

There's no room for misinformation with remote working. Clarity is key.

Explain to the team that you'll be checking more than normal as everyone adjusts to new ways of working.

### Consider these tips:



- Keep messages shorter
- Follow up with emails
- Pick and choose the medium to match the message
- Read back your communications – is there any ambiguity?
- Sense check sensitive comms with a buddy
- Less is more. Challenge yourself to remove words and simplify sentences.
- Check the messages are landing correctly

# COMMUNICATION IS KEY.

Create a rhythm around the new ways your team communicates. Getting people into the flow of two-way communication is key.

It's easy to forget that most of the things you used to measure success of your teams has been taken away. You can't see them, watch them, talk as easily and observe results.

Your team will be feeling the same. They need you around and to lead the team.

Don't underestimate the power of eye contact, a verbal pat on the back or the ability to ask their boss a question.

In this case, more is definitely more.



## **Consider creating clear communication routines**

- Daily Group Check In Call  
Keep it short and align the team for the day
- Weekly Meeting for progress updates, task feedback and allocation
- 121's to check wellbeing
- Praise and reward achievements
- Try a group social like a coffee break or quiz to keep the team smiling

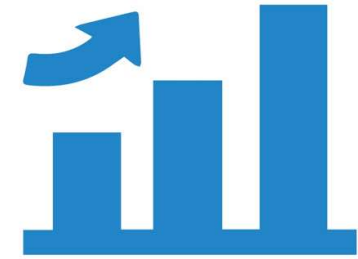
# TRACK PERFORMANCE.

It's about measuring outputs and being crystal clear on expectations, quality and timelines.

You learn fast that tracking performance of a remote team is different. The goalposts have moved and you're now managing by task completion (outputs) not how its completed (inputs).

Focus on the quality of the work you get, whether it's on time and to the standard you expect. If it's the same (or better) as normal, then this should be congratulated.

If performance drops or falters then check in and see if they need help with how to work from home.



## Consider:

- Set some rules
- Be crystal clear
- Offer 121 support & guidance
- Buddy the team up
- Reward and recognise achievements
- Employ your coaching skills
- Provide resource or training if needed
- Have some set times that everyone must be available to catch up
- Be flexible with the teams home arrangements

## DEVELOP TRUST.

Give a little more benefit of the doubt than normal, share your own story and beware the gut feelings.

You can no longer 'see' the things you previously used to measure trust.

You need to hold back as people adjust and remember that they'll all work differently, with their own challenges.

Could they be watching Netflix? Yes. Are they? Probably not.

Working from home is a different beast and if work is being completed, on time, to the standard this should help you develop trust in the new way.



### Consider:

- Do not micro-manage as a default
- Use it only as a last resort
- Check your levels of clarity
- Set check in's at different times
- Communication is key
- Feedback if you're not getting what you need
- Provide support
- Allow trust to develop over time
- Be mindful that your gut feelings might be influenced by the fact your world is different too

# GET THE RIGHT MINDSET.

Focus on what is important now, not how things used to be done.

A new situation needs a fresh mindset.

Managing remotely is a skill that will set you up for the future. It encourages you to find out more about the people on your team too.

Acknowledge that you might feel like your control has gone. It hasn't, it's just different. You need to focus on what is need right now, and how do I support the team.

Instead decide what you need to control, and how to do it in a new way.



## Consider:

- Learn more about the people on your team
- Understand their world and how it impacts work now
- Change your timelines – you might not be able to plan as far ahead right now
- Develop trust – change what you normally look for
- Let the team have a say in what's happening
- Celebrate successes
- Bring the team together in as many ways as possible



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