

So you have team members working remote – what now??



Be available:

Did we mention availability? This is key. Make sure you are available to your employees as much as possible. Keep your online calendar up to date, reflecting your schedule accurately. Ensure your status is correct so employees know when you may be tied up vs. when you are free to communicate.

Use communication tools:

Consider all the tools you can use to keep in contact with your employees and ensure you utilize the most effective ones for each situation—chatting platform, email, phone calls, etc. There is no one-size-fits-all here, and that's OK. Use what's most effective for each person and each circumstance. Consider using video as much as you can—this will help to keep a 'personal touch', read the non-verbal cues and overall, maintain a feeling of staying connected.



Set expectations:

What methods were you using while someone was in the office? Think about how you can use the same ones when remote. In the instance you may lack any definitive methods right now, just set basic expectations and goals with your team so they are clear on what's expected. Stay focused on goals and outcomes rather than activity.

Stay engaged:

You may not have your team sitting right next to you, but you are all still part of the same group, driving business the same as if you were in the office. Encourage your team to keep in touch: Check in with each other, continue to bounce ideas off each other, and help each other where needed.



Touch base:

Think about what's practical for your team. A 15-minute daily touch base? Every other day? Are you keeping 1:1s on the schedule? This is up to you as a leader, but don't underestimate the importance of keeping everyone connected and in sync.

Be mindful of time zones:

For those of you that manage employees in other time zones, be mindful of the clock where they are, especially when setting a communication cadence.



Keep in mind you likely will have varying levels of remote work experience on your team, from those that have done it, to those who have not. So be patient and flexible based on each person's needs.