Remote Control: Managing Remote Employees Successfully

Presented to WI FACETS

September 2016

➢ Over 18 years diversified Human Resources experience

➢ Managed remote teams domestically and internationally

➢Instructor for various HR programs

➢ Organizational culture development

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Instructor Bio

Agenda

WI FACETS Session

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➤ Principles for Managing Remote Employees

➤ Putting Principles into Practice

➤ What To Do If It Isn't Going Well

➤ Wrap-up

➤ Resources

3.9 Million

Principles

➢ Select the right people to work at home

➢ Clear goals (30-45 days at a time)

➢ Clear expectations for communication

➢ Regular check ins one on one

➢ Regular team check ins

➢ Opportunities to contribute to decision making activities

Hiring the right people

➢ Competencies required maybe different

➢ Interview processes should be thorough

➢ Clear about what the expectations will be for the position

➢ Employees may or may not have worked remotely before

Clear Goals

➢ Short Term
   30-45 Days at a time for project milestones

➢ Be SMART

➢ Same measures for everyone

➢ Help employees see how what they are doing fits into the bigger picture
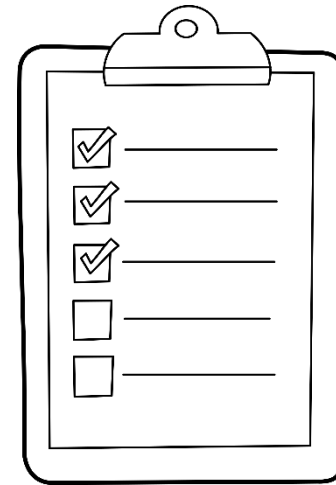
Clear Expectations Regarding Communication

➤ Be transparent about what is coming

➤ Consider weekly e-mail updates or shared task lists

➤ Leverage technology (video calls, instant messaging, etc.)

➤ Core work hours when everyone is going to be available

➤ Explain what you expect when there is a problem

Talk about it before something happens

How should employee reach you? What if you're not available?

Regular One on One Check Ins

➢ Spend extra time "shooting the breeze"

➢ Be sure to acknowledge good work – even if you said thank you already via e-mail

➢ Don't be late regularly or reschedule

➢ Use an agenda

Regular Team Check Ins

➤ Opportunity to understand what is happening on the rest of the team

➤ Is there an chance to have remote workers touch base with other team members outside of regular team meetings?

➤ Have good conference call etiquette

➤ Office visits

Participating in Decision Making

➢ Regularly ask for input and ideas from all team members

➢ Leverage remote employees to share what isn't working well for them so that things can be improved

➢ Use technology (voting buttons, video brainstorming, etc.)

➢ Compile remote employees' ideas into agendas and plans

What to do when it's not going well

➢ Have a conversation as soon as possible

➢Don't evaluate the job performance of remote workers differently from the way you assess co-located colleagues — apply the same metrics across your team

➢ Revisit agreed upon goals and metrics regularly

Terminations

➢ Face to face is best

➢ Be prepared to answer any questions – if you don't know the answer write it down and get back to them. Do not guess.

➢ Be clear about expectations regarding returning equipment or materials

➢ Share the communication plan – who will notify clients and co-workers

Various Topic

➢ FMLA

➢ Technology issues

➢ Co-workers relationships

➢ Team building activities

➢ Take time to set up employees for success

➢ Be clear and consistent with communication and expectations

➢ Build a relationship

➢ Use the same skills you have developed in managing employees in your office

Wrap up

Resources & Tools

https://redbooth.com/blog/remote-teams

➢ Treelo

➢ Basecamp

➢ Mural.ly

➢ Hipchat

➢ Slack

➢ Dapulse

➢Beesy.me

➢ Hivedesk