

# 10 tips to manage your team remotely ©

## Maintaining social Connection

&

## Facilitating productivity



### #1 Establishing communication channels to keep in touch

- Check with your team that everyone has access to the same communication tools and agrees to use them (e.g. WhatsApp, Messenger, Slack, Skype, Yammer, etc.)
- Make sure to use the appropriate communication channels to exchange information with your team, avoiding posting the same message over multiple channels (e.g. email and instant messaging)



### #2 Maintaining a convivial social contact

- Say hello to your team every day ! Remember to ask about their family and friends
- Allow time for the expression of feelings. This is more important than ever
- If your management style is rather control-based, try to give your team some space. Restrain your need to micromanage
- Reflect on the team values : it's the right time to put them into action !



### #3 Fostering a special bond with and between my employees

- Schedule remote team Visio and one-to-one
- Have you thought about creating a WhatsApp or Messenger group to share lighter & more fun info like the one you share at the coffee machine?
- Call a staff member directly to discuss rather than exchanging numerous messages
- Immediately get at the bottom of any issue you see appearing. Maintaining a healthy, open and respectful climate is essential for effective teleworking



### #4 Clarifying the situation with your family & friends, your boss & your staff

- The place changes but not the habits. Being at home does not mean being available at all times for your loved ones. Clarify with them when and how you can be available to them. This is even more important if your children are also at home
- Conversely, your work should not prevent you from having a private life outside of working hours. At the end of the day, act as if you were leaving your office, turn off your computer and do something else



### #5 Be positive !

- Celebrate success! Be generous in giving deserved compliments
- Use as much as possible a positive tone in the formulation and realistic in the substance
- Encourage your team regularly, remind them the course and their commitments
- Share the good news and ask your team to do the same
- Keep track and communicate progress
- In the same logic, collectively thank your colleagues at the end of the day for the work accomplished

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### #6 Setting a rhythm for myself

- Alternate your time between office presence and teleworking. It's important to lead by example
- Respect "fixed" availability schedules for your employees and your boss. This will promote optimal organisation
- Be transparent on your calendar : make sure blocked time slots are clearly defined



### #7 Collectively set individual and collective objectives

- Spend more time, as telework becomes more intensive, to fine-tune the operational mode
- Review the progress of the objectives at least once a week, collectively if possible
- Clarify reporting: what should be monitored as an indicator ? How should the information be reported ?
- Clarify timelines and priorities. Be flexible & caring but exigent on the output



### #8 Manage problems

- Clarify the process to be followed in case of problem : how to reach you?
- First, clarify the problem with the person(s) concerned (not in plenary session)
- Use collective intelligence to find pragmatic solutions
- Remote brainstorming app exist (applet, ...). Make good use of them !
- Deal with abuse without delay! Be firm and vigilant in the days following the discovery of an abuse



### #9 Encourage learning from mistake

- Clarify the difference between an error (unintentional) and a fault (intentional, e.g. abuse) and how each of them will be dealt with
- Agree with the team on how to communicate this to you
- Avoid looking for the culprit and concentrate as quickly as possible on finding and treating what went wrong
- Communicate, even beyond the team, on the solutions found and the actions implemented
- Set up a monitoring system, ideally managed by the colleagues who have encountered the problem



### #10 Franchise, transparency & trust

- Give your employees the opportunity to ask you any questions they may have. Answer directly if you can. Give a deadline for a reply if you need a reflexion time !
- There's no harm in admitting that you don't know. Don't make it up if it is the case...
- The situation is exceptional. It requires frank communication, as much transparency as possible, in order to cultivate trust and confidence
- Communicate as you would like others to communicate with you