MANAGING REMOTE EMPLOYEES
COVID-19 Telework for DOA

Many supervisors are managing their employees remotely for the first time. Remote management for can be challenging, even in the best of circumstances. This document, created by the DOA Office of HR, provides tips and resources for managers to use while managing their employees remotely.

Trust

- If you already have a high level of trust with your staff in the office, it is very likely they will be fine working from home. Try not to micromanage your employees who are consistently productive and perform at a high level.
- Employees who are already performance concerns may need additional follow-up. If you have specific expectations of all your staff, you may need to consider adding additional touchpoints and check-ins with any employees who do are inconsistent in their productivity and work product.

Hold Employees Accountable

- Create timelines with goals and benchmarks for success for projects. Work with your employees to create timelines you both agree to. Then, check in regularly to determine how they are performing compared to the goals and timeline.
- Ask for regular highlights on what your employee is accomplishing. Weekly email updates will be helpful to evaluate productivity and will also be helpful in writing performance evaluations at the end of the calendar year!

Set Clear Expectations

- Set clear expectations for your staff, including but not limited to:
  - How often you expect them to communicate with you and provide updates on their current projects and progress.
  - When and how you expect them to be accessible for yourself, co-workers and customers. Set timeframes for returning messages.
  - Be clear about expectations for being logged into instant-messaging tools and when/why your staff should mark themselves as "busy" or "away."

Create Regular Times to Talk

- Ask your employees how they prefer to communicate with you. Then, set up regular times to talk – daily, weekly, etc.
- Use your 1:1 time to really dig into details – ask questions that probe more than you may if you were working together on-site.

Additional Information
These links were used as references for the information on this document.

- [How to Manage Off-Site Employees](#) on Ask A Manager
- [How to Oversee a Remote Team's Work](#) on Ask a Manager
- [How to Manage Remote Employees](#) on Intuit QuickBase
- [Managing Remote Workers](#) on NASPO Pulse