SUCCESSFULLY MANAGING A REMOTE WORK TEAM

Since March 2020, more Purdue staff are working remotely than ever before. Managers are working hard to find new, more effective ways to ensure accountability, productivity and a sense of belonging with their staff. It is up to managers to create the conditions that allow a team to do their best work, especially in times of transition and uncertainty.

KEY CHARACTERISTICS TO LEAD A REMOTE WORK TEAM

When employees describe their favorite manager, they usually talk about who that person is, not necessarily what that person does.

1 MAINTAIN COMMUNICATION

Share information, answer questions and facilitate employee interaction at all levels using multiple communication channels

2 BUILD TRUST

Do what you say you will do ▪ Model the behaviors you seek ▪ Admit what you do not know ▪ Be transparent ▪ Don't let false information fill the void

3 SET CLEAR EXPECTATIONS

Keep everyone focused and working toward the same goal by establishing team and individual expectations for performance and daily operations

4 MANAGE PERFORMANCE

Create results-based goals with clear performance measurements ▪ Hold yourself and your staff members accountable to identified objectives

5 LEAD WITH EMPATHY

Have a listening ear ▪ Observe without judgment ▪ Be present and understanding

6 BE FLEXIBLE

Respond to changing conditions and individual circumstances ▪ Be open to new a normal

7 BE A COACH

Empower your team to solve problems with your support ▪ Enable your employees to do their best work and develop professionally by giving positive and constructive feedback

8 MOTIVATE AND ENGAGE

Show appreciation through rewards and recognition ▪ Say thank you ▪ Share positive stories ▪ Create a sense of belonging ▪ Seek input and ask for feedback

9 HAVE PERSONAL PROFICIENCY

Take care of yourself so you are well positioned to lead others ▪ Set workload limits and have designated offline time to maintain a balance of work and home life

TIPS AND IDEAS

- Communicate health and wellness resources to employees
- Create a shared document where everyone can track weekly progress, roadblocks and achievements
- Celebrate successes, no matter how big or small
- Assign different team members to lead weekly staff meetings
- Form 'buddy' relationships by pairing up team members to support each other
- Reach out to individual staff more often just to check in
- Create informal and optional opportunities for you and your team to connect, like virtual coffee chats, water cooler talk, playing games or lunch-and-learn sessions
- Identify a single tool for online collaboration efforts
- Allow non-traditional work hours

SHAREABLE RESOURCES

Protect Purdue: Updates, Campus Status

Managing your Career at Purdue: Online Learning and Development

ITaP Customer Service and Remote Work Tools

Flexible Work Guidelines

Benefits/Wellness at Purdue

Workplace Environment

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