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