

## COVID 19 – Tips for Managing Teleworkers

Minnesota State is continuously reviewing a range of strategies to limit the spread of COVID-19 and its impact on our campuses and the communities in which we live and serve. One of those strategies is to consider authorizing employees to telework on an ad hoc, short-term basis as an alternative to working in the office. Below is a set of tips for managers to help them effectively lead teleworkers.

### **Talk about Teleworking as a Team**

- Facilitate a conversation to identify your team norms and protocols for teleworking.
- Reinforce office work and telework are the same thing...it's just work!
- Reach consensus on what "teleworking as a team" means.
- Invite and encourage consistent feedback from teammates, including you – the manager.

### **Build Trustworthy Relationships**

- Use mobility as an opportunity to foster trust among employees and managers, and between fellow team members.
- Modern employees are mobile. Trust them to perform.

### **Monitor Performance**

- Host check-in opportunities for feedback amongst mobile and in-office team members.
- Hold employees accountable fairly and promptly.
- Squash the notion of a telework schedule.
- Encourage employees and teams to be mobile when it makes business sense.
- Give equality of treatment for in-office and mobile workers.

### **Stay Connected**

- Ensure all team members know the expected vehicle(s) for communications.
- Commit with each other to an acceptable communications timeframe.

### **Manage by Results; Not Physical Presence**

- Give clear definitions of objectives and performance indicators.
- Monitor deliverables closely and provide ongoing training.
- Don't confuse activity with results.
- Allow employees to focus on the work to be completed.
- Consider the needs of the business and your team while teleworking.
- Emphasize your continued dedication to achieving results and meeting or exceeding expectations.

### **Collaborate**

- Use technology to share documents, calendars, data, and memos.
- Design meetings for both in-office and virtual employees by establishing a phone bridge and using online meeting tools.

### **Be Transparent**

- Use email, voicemail away messages, desk signage, shared calendaring, and instant messaging status to inform your community of your team's presence or work status.
- Discuss with employees how they can enhance their performance in a mobile environment through modern work practices.