

Supporting a remote team - hints and tips



Managing homeworkers presents its own challenges and colleagues that are being asked to work from home may have never done so before and find it unfamiliar. This guidance offer some hints and tips for supporting and managing a remote team.

Consider how your team or an individual could be feeling

They may:

- Feel anxious or uncertain about the change
- Be worried about job security even if this is unfounded
- Feel change has been enforced upon them and they disagree with the change
- Not be equipped emotionally and physically to work from home
- Be concerned about losing their 'usual' level of communication
- Feel conflicted personally – pleased about own personal safety but a feeling of abandoning residents
- Struggle with boundaries between home and work

Hints and tips

Here are some steps you can take as a manager to support colleagues while working remotely;

- Involve colleagues in discussions about how things are working
- Encourage ideas, problem sharing, and collaborative solutions
- Encourage colleagues to express their fears and concerns
- Keep communicating about further changes and developments
- Keep checking people's workloads and stress levels, with offers of support e.g. increased 1-1 meetings, using the Colleague Advice Line, giving them a buddy
- Ensure colleagues have the correct equipment to enable them to work from home
- Establish clear protocols and expectations i.e. working from home etiquette/boundaries between work and home
- Continuity helps to reduce anxiety and reassure colleagues. So consider how 'normal' meetings and processes can be replicated in a home working situation.

Team engagement

In a period of significant change, team meetings are essential to ensure that colleagues do not feel isolated, especially in the early stages of the change to home working. You can easily hold team meetings over Skype or Zoom. For example:

- Daily briefings
- Regular 1-2-1 meetings with your direct reports
- Weekly team meetings to keep workflow on track and provide the opportunity for home workers to raise concerns and discuss problems; and for managers to check motivation, workloads, and stress levels.
- Consider allocating part of the meeting to a "fun activity" as a team building exercise and to increase morale and engagement - you'll find some ideas on the [Being Well tip sheet](#) on the Bridge.
- Monthly team meetings to not lose sight of the 'normal' approach to managing team performance.
- Skype team chats