

Supporting a remote team - hints and tips

Managing homeworkers presents its own challenges and colleagues working from home may have never done so before and find it unfamiliar. This guidance offers 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 working with limited supervision
- Not have worked remotely before
- Not feel equipped emotionally and physically to work from home
- Be concerned about not having the level of communication they expect or prefer
- Struggle with boundaries or creating a comfortable balance between home and work when they're working from home

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 and do it regularly, arranging face-to-face meetings where possible
- 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

Team engagement

Team meetings are essential to help colleagues feel included rather than isolated. Virtual meetings provide a good way to see and interact with colleagues where face-to-face meetings are less practical or possible. Useful ways to keep your team feeling connected and engaged include:

- 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 or lone 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' or social activity as a team building exercise and to increase morale and engagement
- An informal chat with your team using Teams