

Teleworker Do's

COMMUNICATION

- Confer with your supervisor on organizing work for the telework days
- Make sure team members and supervisors have a clear idea of the day(s) you will telework
- Keep your supervisor informed of the progress you are making as needed
- Attend on site or virtual essential department and group meetings
- Respond to communications such as calls, emails and texts
- Inform family members and neighbors about when you may be interrupted
- Talk with your supervisor if you are feeling isolated, fatigued, or are experiencing low morale
- Try to keep meetings to 30 minutes instead of an hour
- Before attending meetings think about your role in the meeting and team collaborations
- Make an effort to communicate with others in the organization using Teams, Zoom, Webex, etc., however, if communicating with those outside the organization, consider using the phone first in order to get to know them
- Make time to confer with coworkers
- Investigate hybrid work options with your supervisor

PRODUCTIVITY

- Do select assignments and deliverables that can be performed remotely
- Develop tasks and deliverables
- Make sure you develop a routine for the telework days
- Stick to all deadlines and keep you work organized
- Do treat your telework day as you would a regular day in the office

ERGONOMICS AND SAFETY

- Have a dedicated work space at home
- Set up your workspace in an area that is safe and free from hazards
- Pay attention to the ergonomics of your dedicated workspace at home
- Items to consider are desk height, chair, lighting, safety, electrical support, noise
- Take breaks throughout the day
- Have lunch away from your desk

HEALTH AND WELLNESS

- Exercise often
- Limit media consumption
- Connect with family and friends

- Set boundaries on your work schedule
- Take on a new hobby

AVOID VIDEO CONFERENCING FATIGUE

- Resist the urge to multitask
- Maintain physical and social boundaries
- Be clear about office vs. personal hours
- Focus on your most important work
- Take a few moments before clicking "Start" to settle and ground your attention
- Take the time to truly greet whoever is in the room with your full attention
- Reduce onscreen stimuli
- Try to take measured breaks between sessions. Build in breaks.
- Make virtual social events opt-in

Teleworker Don'ts

HABITS

- Don't develop bad habits at home
- Don't start sleeping late on telework days
- Don't stay in your bed clothes all day
- Don't let pet or other noise impair your professional image, especially when you are talking on the phone

PRODUCTIVITY

- Don't forget that your employer is paying you to do your work during the agreed upon hours
- Don't run errands for everybody in the neighborhood just because you are home
- Don't telework if you have an infant or an elderly person who requires your constant attention
- Don't answer personal calls during telework day
- Don't do household chores during telework day
- Don't visit personal social media sites or apps such as Facebook and Instagram, they are distracting
- Don't telework if it is not working for you
- Don't fill up your days with synchronous meetings that take away from your time to work on projects

Manager Do's for Teleworking

COMMUNICATION

- Develop good communication and access procedures for your employees so they are clear about meeting times and availability when teleworking, for example, suggest that teleworkers email their team when starting and ending their telework day
- Establish channels for different kinds of communication with employees
- Use asynchronous communication
- Integrate teleworkers in innovation exchange such as brainstorming with the use of technology
- Communicate with the teleworkers in the same way you would in the office
- Plan meetings when your teleworkers can participate
- Allow for transition time in between meetings
- Communicate with your team to set norms and expectations for remote work
- Set video-conferencing guidelines, such as indicating when or if camera on or off is appropriate or necessary
- Create clear and concise agendas for meetings
- Record meetings and document work
- Consider short team huddles, or online meetings
- Encourage good communication skills, such as responding to emails and voicemails in a timely manner
- Engage in weekly video calls with teleworkers, especially during the period that on-site meetings are not a possibility
- Set quarterly check-ins with individual employees
- Address problems as they arise

TRAINING

- Make sure employees are well versed and trained in the company's collaborative platform tools
- Ensure that employees and managers both read the organization's policy, sign the agreement, and attend the telework training

PRODUCTIVITY

- Manage by measuring results
- Build trust through troubleshooting with the teleworkers
- Encourage goal setting - use the a telework task schedule or daily log
- Delegate assignments equitably among your teleworkers and non-teleworkers. Think creatively of how work can be re-organized for the purposes of teleworking
- Provide feedback in timely manner

- Ensure that you have a performance evaluation process in place for both teleworkers and non-teleworkers
- Encourage team members to be vocal about their workload
- Support a healthy work-life balance

MANAGING

- Lead with empathy
- Be prepared if telework doesn't work well and allow the employee to terminate participation
- Use telework as an opportunity to strengthen your management skills
- Make sure teleworker has IT contact information
- Ask for feedback on the teleworking program
- Trust your teleworkers
- Build trust through interaction so that teleworkers will tell you about problems, and involve you in solutions

MANAGING IN A HYBRID ENVIRONMENT

- Always include remote workers - Even though they're not present in the office, you should let remote workers feel like part of the team
- Have flexible working arrangements for different types of workers
- Encourage visibility and openness in your team culture
- Train team leads and managers

EMPLOYEE ENGAGEMENT

- Build employees' morale through implementing either work-related or non-work-related activities
- Consider conducting virtual coffee breaks, or share personal information during company time

EMPLOYEE WELL-BEING

- Recognize the impact of isolation and loneliness
- Encourage online training: This is a great time to encourage employees to sharpen their skills with online training
- Check in with your Employee Assistance Program or HR to confirm their availability and to coordinate support for employees

Manager Don'ts for Teleworking

COMMUNICATION

- Don't call teleworker every hour to check on progress
- Don't ask that employees participate in meetings all day
- Don't send emails outside of working hours
- Don't schedule back-to-back meetings

PRODUCTIVITY

- Don't set unattainable goals
- Don't expect perfection; there will be adjustments needed
- Don't set unrealistic deadlines for projects
- Don't select employees that are not productive in the office to telework

MANAGING

- Don't neglect problems
- Don't expect everyone to be a successful teleworker
- Don't require face to face or team meetings during the telework period unless necessary
- Don't feel obligated to continue the arrangement if it's not working