CHECKLIST FOR MANAGING REMOTE WORK

Compiled by Balance at Work. For more information and resources, visit our website https://balanceatwork.com.au/ . For help developing your strategy and skills for managing remote workers, contact Susan Rochester directly at susanr@balanceatwork.com.au or call +61 448 306 180.

1. Be transparent

- ☐ Develop and share your remote work policy with guidelines on all aspects of remote/hybrid work
- ☐ Include guidance on workplace set-up and safety
- ☐ Set rules for the confidentiality and security of personal data, client information, etc
- ☐ Know what your insurances cover and don't cover
- ☐ Set a working rhythm that includes core hours of availability for meetings and collaboration

2. Be purpose-driven in your actions

- ☐ Be clear about your organisation's purpose and values, and promote them
- ☐ Celebrate members of your team who live the purpose and values
- ☐ Set out your team's overarching strategic objectives and weave this into everything you do

3. Communicate, communicate, communicate

- ☐ Increase the time and frequency you would ordinarily spend communicating with your team
- ☐ Keep meetings efficient and effective by setting standards for punctuality, preparation, and follow-up
- ☐ Share the bigger picture, including company news and announcements, as transparently as possible
- ☐ Have frequent one-to-ones
- ☐ Communicate with each member of the team in the way they prefer, whether that is via phone, video, instant messenger or email
- ☐ Be consistent
- ☐ Be proactive about potential misunderstandings or conflict where perceptions of unfairness may arise due to the nature of individual working arrangements

4. Measure outcomes, not activity

- ☐ Be clear about expectations, including who is responsible for what, and when you expect work to be delivered
- ☐ Give your team the autonomy to set their own interim daily/weekly goals and priorities, then sense-check and tweak if needed
- ☐ Share daily progress and data on key projects to ensure motivation and focus
- ☐ Ask team members to block out time in their calendars to focus on specific tasks, then share those calendars with other team members
- ☐ Encourage your team to think about three things they've accomplished at the end of each day. This creates a sense of achievement and positivity

5. Get your technology right

- ☐ Ensure each remote worker has access to the technology they need to do their job
- ☐ Train and support them to make good use of these tools
- ☐ Define the technology you use as a team, and for which purposes
- ☐ Proactively manage cyber security

6. Be accessible and inclusive

- ☐ Agree on a working rhythm that considers the business and team needs
- ☐ Be flexible and tolerant
- ☐ Acknowledge requests, communicate response times and encourage others to do the same
- ☐ Invite feedback and ideas on how remote working and projects are going
- ☐ Be thoughtful about your communications and the language you use
- ☐ Be mindful of time zone differences when scheduling remote meetings

7. Be compassionate and trusting

- ☐ Appreciate the unique challenges each team member is contending with that might require tailored working arrangements
- ☐ Let them know you are there for them if they want to talk about any worries or anxieties
- ☐ Resist the urge to micro-manage and trust them unless they give you a reason not to

8. Encourage autonomy, regular upskilling and job crafting

- ☐ Empower your team to reflect on their career goals and skills gaps, and support their efforts to proactively upskill in the areas where they may feel they are lacking
- ☐ Provide regular feedback to each team member on their performance

9. Maintain your team culture remotely

- ☐ Use collaboration platforms to initiate casual discussion and inject moments of fun
- ☐ Set up a WhatsApp group or similar chat for non-work conversations
- ☐ Celebrate successes – such as great client feedback or raising money for good causes – virtually, and share across social channels
- ☐ Use any opportunity to help your team to get to know each other better when working remotely
- ☐ Make collaboration easier by encouraging team members to share their strengths and skills, interests and hobbies, and what they'd like to learn next

10. Role model a strong work-life balance

- ☐ Give your team the autonomy to set their own schedules, as far as this is possible
- ☐ Talk about the importance of personal wellbeing
- ☐ Let them know when you are taking a break during the day for whatever reason – sharing your own flexible approach will help them feel they can do the same
- ☐ Make it clear that you're keen for them to keep up any newly established healthy habits

Sources: Hays Recruitment (https://www.hays.com.au/blog/insights/a-quick-checklist-to-help-you-manage-your-remote-team-more-easily), with additional material from Forbes (https://www.forbes.com/sites/aaroncolby/2020/08/26/checklist-for-remote-work/?sh=54bd261f731e) and Gartner (https://www.gartner.com/smarterwithgartner/the-leader-checklist-to-foster-trust-on-remote-teams)