6 Tips to Effectively Manage Teleworkers (Telecommuters)

1. Set clear expectations:
   - Establish measurable outcomes and deliverables.
   - Provide context for projects assigned.

2. Monitor performance:
   - Determine how performance will be monitored and reported (see link to 5 Minute Report Tool).
   - Establish mutually agreeable goals.
   - Provide timely feedback and coaching.

3. Stay connected:
   - Agree on methods for communication.
   - Commit to acceptable response times.
   - Establish regular check-in times.
   - Use shared calendars, instant messenger, Microsoft Teams, etc.
   - Connect with each remote worker at least once a day.

4. Build a trusting environment:
   - Use telework as an opportunity to foster trust between employees and management.
   - Be transparent about expectations and goals.
   - Avoid micromanaging by checking in based on mutual needs.

5. Manage by results, not activity:
   - Manage expectations, focusing on goals and accomplishments.
   - Establish clear objectives and performance metrics and ensure consistent monitoring of those metrics.

6. Promote team cohesion:
   - Schedule regular team meetings and discuss individual and team goals and accomplishments
   - Use collaborative technology tools (i.e. Microsoft Teams, Chat, Instant Messaging, etc.)