

## 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.)