

Commonwealth of Pennsylvania

Office of Administration

Best Practices in Managing/Supervising Teleworkers in a Temporary Arrangement

1. Make communication a top priority.

If your employees work at various locations, you need to make sure pertinent information is easily — and frequently — communicated.

Managers/Supervisors need to:

- Take time to communicate expectations
- Set up processes and tools for documenting and sharing information
- Provide context for every project and ensure responsibilities are clearly communicated
- Use Office 365 to provide common access to necessary documents

2. Keep in daily contact.

Set times for when everyone will meet (virtually) and when you will check in with employees or outside contractors individually. Also, let your staff know how and when they can reach you throughout the workday.

Managers/Supervisors need to:

- Schedule department and individual meetings
- Connect with every employee or outside contractor regularly
- If you need to bring your team (including outside contractors) together, you can do so by videoconferencing via Skype

3. Set specific goals.

Employees working remotely still need to be reminded of goals and objectives.

Managers/Supervisors need to:

- Include all your remote workers (including outside contractors) in planning meetings and recurring meetings to make sure that they are aware of updates
- Encourage your employees to practice good time management, prioritize work and communicate with you regularly
- Post goals or priorities on Office 365 or via group email

4. Be clear about your expectations.

To avoid any misconceptions, make sure every remote worker knows what you expect.

Managers/Supervisors need to:

- Be transparent about success criteria so all employees have an opportunity to meet your expectations
- Emphasize with your employees the need to be punctual and always available during work hours
- Ensure employees know how you want them to provide you with updates and their progress on assigned tasks

5. Remove roadblocks for your employees.

You are the primary point of contact for employees when they have questions, so being accessible to them will improve the quality of their telework.

Managers/Supervisors need to:

- Let your team know the times you will be unavailable and create and communicate a plan to provide coverage in these events
- Make sure your team knows how to reach you in case of emergency
- Respond to emails or messages in a timely manner

6. Practice good performance feedback.

Work with your employees to help them stay connected and on track.

Managers/Supervisors need to:

- Provide your employees with constant feedback on their progress, both via phone and email
- Communicate changes in direction or expectations early so employees can pivot to meet them
- Offer praise, as well as constructive feedback
- Use regular checkpoints to discuss employee performance