

Manager checklist to support your team working remotely through COVID-19

Working parents are a large proportion of a company's employee group – it's imperative that we support and invest in them so that they can feel empowered to manage their careers and caring responsibilities.

- Understand each team member's planned work schedule.
- Do your employees have the necessary resources and equipment to get the job done?
- Understand how you can best support each team member, depending on their situation.
- Have a conversation with your employees who will now have children at home. Confirm your support and understanding during this challenging time.
- Does the work schedule need to change in your team? Do you need core hours?
- Clarify expectations with each team member by setting up a 1:1 to ensure they are clear on expectations and ways of working. Remember to set tasks with deadlines.
- Re-confirm their role and objectives. Remember... measuring outcomes - not hours or visible presence - is your new normal.
- Know what policies are on offer for employees who need to refrain from work altogether.
- Establish multiple communication tools and ensure your team is aware of how each will be used.
- Set up protocols for using communication tools.
- Agree on methods and frequency of formal and informal communication.
- Do you need to schedule a daily check-in with the team?
- Could you consider an end-of-day note to your team?
- What meetings, events and activities will have to be done remotely and how?
- Continue to celebrate achievements. Just because you are not in the office, it doesn't mean that it's no longer important.
- Could you put in place a feedback system, to make sure your employees are happy and there are no issues or frustrations?
- Can you set up an informal communication channel? This is a great opportunity to maintain your culture and also discuss things outside of work.

Key considerations for managers:

1. Remove any bias or preconceived ideas of WFH
2. Show empathy for your team and their needs
3. You need to balance flexibility with structure
4. Your trust levels need to be higher than ever before
5. Measure outcomes and not hours
6. You need to set expectations
7. Support your working parents