Tips for Successful Team Teleworking

Maintain Connection: Ensure that you and your leadership team:

- Check in with each direct report every day or two, even if via instant message or a quick email.
- Encourage employees to ask questions and share concerns.
- Hold at least one team meeting per week; check in about work and how people are feeling.
- Hold at least one division meeting every two weeks; celebrate birthdays, share information, etc.
- Ensure that every employee has a one-on-one personal check in once a week. This might be just a check email for some people but for others might be more extensive.
- Encourage the use of the camera function as bandwidth permits.

Set Boundaries: Encourage your organization to:

- Set work boundaries: take a lunch, have a defined start and end time.
- If people have to work weekends—set boundaries and/or take time off during the week.
- Share expectations around response time for emails and other messages.
- Refrain from sending messages in the late evening or over the weekend unless you have to.

Self-Care and Resilience: Encourage and ask how people are doing with the following:

- Get up and move every 30 minutes-small movements or walk around the home.
- Exercise at least 30 minutes a day-walking, jogging, etc.
- Drink 8-10 ounces of water every two hours.
- Do something just for you at least once a day—a walk, a cup of tea, etc.
- Don't schedule virtual sessions for over 90 minutes without a break. You can go 75; break 15, etc. if you need to be on longer. You can take a stretch break together.

Active Listening: Maintain engagement through listening:

- Create opportunities for informal conversation. Maintain connection with employees by reaching out frequently to ask how they are doing.
- Focus on listening and don't feel that you need to jump in with solutions. Remember that employees often want you to be a sounding board for their concerns. Be that sounding board.
- After someone finishes speaking, ask questions. This shows your interest and allows you to probe for more specific information or clarification.
- Confirm expectations if someone asks for assistance and be clear about how and when you will follow up. Be sure to follow up.
- If employees ask questions that you can't answer right away, commit to following up after you have gathered more information.
- Utilize video conferencing tools such as Microsoft Teams to enable more personal connections.
- Create a 'virtual water cooler' by scheduling virtual team meetings, and encourage all participants to share how they are feeling and coping with changes to family and work routines.