Tips for the New Work Environment: Remote & In-Office

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What are we going to talk about?

- Accountability
- Communication: Remote & In-office
- Output v. Time
- Stop-Start-Continue
- Rescuing & Enabling Staff
- Self-Care

Accountability

Tips for Building Accountability

Set Clear Expectations

Communicate

communicate,

communicate

- "**Meet**" with your employee or team to discuss expectations, goals and desired outcomes
- Ask for questions to **clarify** anything you have laid out
- Have employee and/or team of employees **summarize** what they have heard as to what you expect of them
- Express **confidence** that you know that it can be achieved
- **Acknowledge** that these are different and difficult times but our goals remain the same

Set Priorities

Measure output not time

Trust

- Manage the outcome NOT the activity
- Tendency to over communicate
- Expect the deliverables
  - Be prompt if expectations are not met
- Allow them to do their job
- Different hours is ok too

…….or is it?

We v. Them

What are some of the challenges you face between remote and in-office workers?

In-office workers sometimes feel like “admins” for remote

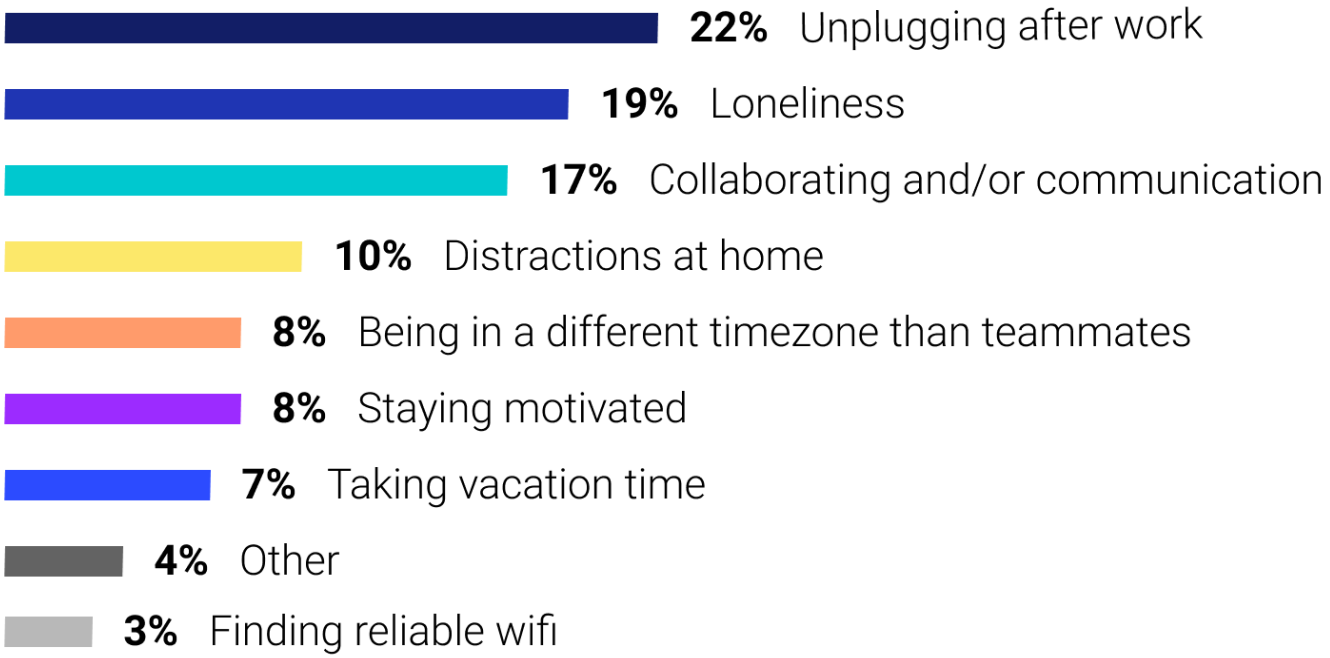
Remote workers don’t feel “in the loop”

In-office workers become “territorial” of their space if a remote worker comes into the office

Remote workers feel “guilty” if they leave their computer

In-office workers wonder if the remote workers are “really working”

What's your biggest struggle with working remotely?



Acknowledge Their Work

Transparency

Conduct a “Stop, Start, Continue”

START… STOP… CONTINUE

- What should I **start** doing?
- What should I **stop** doing?
- What should I **continue** to do?

Rescuing

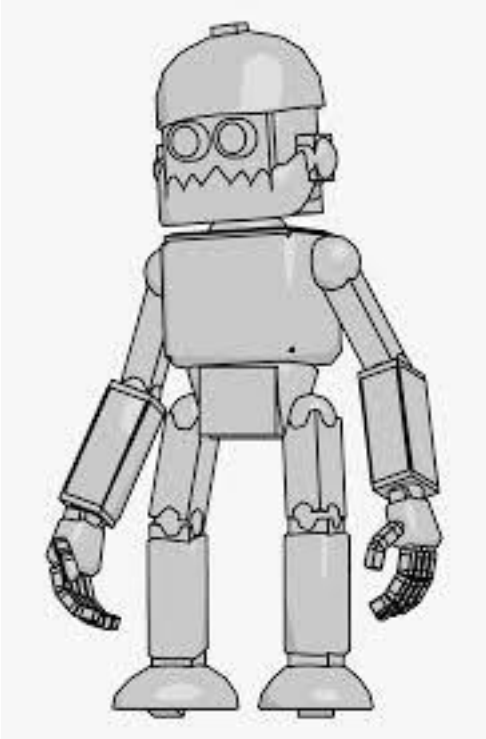
“Letting others experience the consequences of their own behavior is a sign of leadership.”

“We have an obligation to take responsibility for the consequences of our behavior.”

Enabling

- Not holding employees accountable
- Protecting employees from consequences

Acknowledge Uncertainty – Be Human



Take Care of Yourself

THANK YOU!