Manager Tips for Maintaining Accountability and Communication in Hybrid Work Environment

Some of you may be new to working remotely and asking yourself, "How can I manage a remote team and gauge the work status of my staff?" Here are some quick easy tips to strengthen your management skills and grow the trust with your remote team:

- Work with your team to determine realistic work goals as needed. Be flexible with each other in accomplishing these goals and check-in with each other regularly.
- Determine in advance how you and your team will communicate while working (phone, teleconference with or without cameras, in-person, frequency, etc.)
- Be certain everyone on your team knows each other's work schedule. Stay in touch if work hours need to be adjusted for work or personal reasons. Understand that some staff will have personal responsibilities that interfere with work at times, necessitating them to complete work during non-traditional work hours (evenings and weekends).
- Utilize Outlook Calendar amongst your team so you all can keep track of work status and availability for scheduling meetings.
- Utilize tools such as Zoom or Microsoft Teams to continue to participate in hold meetings and stay in touch with your team. Test out and practice these technologies with your team if they are new to anyone using them. These technologies will enable you to be more productive and flexible with your team and others working at Emory.
- Continue to develop as a team in using today's technology to enhance collaboration and effectiveness in your work. Training is available to help you do this at Emory.
- Try your best respond to email and voice mail as you would as if you were in the office.
- Provide your team with a back-up telephone number should something urgent arise and they cannot reach you on your office number.
- Stay in touch with colleagues throughout the week and check-in with them to see how they are doing. Send them note to say Hi or share something they may enjoy. Demonstrate virtual presence and engage with them when working whether together or apart.
- Recognize that telecommuting during a pandemic is not the same as telecommuting in general and we have reached more stable and safe times. While you want to support your team need to manage personal responsibilities, they are still working. Help staff prioritize workloads and clarify your expectations to avoid misunderstandings.
- Avoid sitting on performance concerns. Addressing them with staff and reminding them of agreed upon work expectations prevents problems from escalating or morale issues later.
- Provide learning opportunities and development for staff to take on something new. Help them network in person and virtually. This requires being creative and intentional.
- Check-in with your team regularly and re-prioritize as needed.
- Find creative and fun ways to engage with your team to maintain engagement and morale in person and virtually.