Supervisory Responsibilities For Telecommuting

BEST PRACTICES FOR MANAGING VIRTUAL EMPLOYEES

REVIEW TECHNOLOGY NEEDS AND RESOURCES

- Ensure employees know how to obtain technical support as needed and have access to the tools they need to conduct remote work.
- Confirm that employees know how to use, and have access to, WebEx, Cisco Jabber and/or set up call forwarding and/or how to access their voicemail remotely.
- Determine methods of communication with your team and clarify expectations for online availability.

DEVELOP A WORK PLAN

- Identify in conjunction with staff, the expectations and work through details together.
- Identify the mission critical and routine work responsibilities/tasks that can and cannot be fulfilled while working remotely and how it will impact operations or other people.
- Identify the mission critical and responsibilities/tasks that require regular communication and collaboration with others. Proactively contact each other to confirm how you will communicate while everyone is working remotely.

REVIEW WORK SCHEDULES

- Telework can be confused with flex work. Be clear about your expectations with employees for maintaining their current work schedule.
- Encourage them to track their tasks/completions/projects in their calendar.
- Encourage them to set daily goals, track them and share their progress.

EXPECTATIONS

- Set expectations with your team and make yourself available via Jabber, phone and email, as well as, video-conferencing, when you are working from home just as you would in the office.
- Express to staff they are to work when they are scheduled to work and report any time they are taking leave.

MAKE A COMMUNICATION AND ACCOUNTABILITY PLAN

- Conduct regular check-ins and communicate how quickly they are expected to respond while telecommuting.
- Identify how staff should send updates on work plan progress and what those updates include.
- When video conferencing, wear appropriate attire.

DEBRIEF AFTER NORMAL OPERATIONS RESUME

- Employees and supervisors should review work plans when work returns to normal, assess progress on the employee’s work plan and prioritize any unresolved or new work that resulted from temporary operational disruption.

For additional questions or directions, please reach out to the Office of Human Resources at ohr@bgsu.edu
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