10 Tips for managers on how to manage remote staff.

Being given the flexibility and trust to work from home should be met with extra motivation to maintain and, if possible, raise the levels of productivity and quality. Here's how to make the most of working from home.

Set Clear Expectations
With remote working leaving the employee more in control of their work-day structure, it is down to you as the employer to make your expectations extremely clear in terms of urgent tasks, objectives and work schedule.

Monitor Progress Regularly
It's good management practice to regularly monitor progress of any projects being completed by remote workers so you can foresee any issues that staff are facing and organise extra support.

Organise Workflow and Information
Employees new to working from home are often surprised by the time and effort needed to get information from co-workers. Even what seems simple can feel like a bigger obstacle.

Interact Efficiently
By interacting with the remote workers via chat or videocalls, keeping them updated and paying interest in their projects will boost productivity and continue to make them feel part of the team.

Trust in the Worker
Rather than micromanage your remote workers, you need to trust that your staff will complete the tasks they have been assigned to the best of their ability within the time needed.

Keep in Touch
Your team need leadership more than ever, so make sure to reach out to them regularly to check up on their progress. Daily and weekly check ups can help to resolve doubts and define objectives.

Communication is a 2-Way Street
Fluid communication between managers and remote employees is key in terms of maintaining high morale, transparency and setting goals.

Ask for Feedback
To make sure that your remote staff are conducive to co-workers, projects and the company's objectives, 360 degree feedback is crucial.

Be Transparent
Being transparent in case any problems arise gives workers the opportunity to solve the issue or request more support.

Employee Recognition
While remote working gives a certain level of freedom, it can also create negativity and loneliness. It is important to keep up positive recognition. Employee recognition is one of the more important tools at a manager's disposal.

A Time To Be Agile

To help maintain high levels of productivity and quality, adopt an agile work approach and:

+ Create a workspace on Jira for your team
+ Dial in via Webex every morning and align with your team members on the work commitment for the day

+ Define the work sprints over a weekly/two week period
+ Track progress the next day by moving tasks from "In progress" to "Completed"

+ Catch up with the team on the sprint call and align vectors

Implementing a chat environment, in alignment with our company protocol and policy also helps ensure live, up-to-date contact, notifications and conversations - either within a group or with individual persons.