

Do's and Don'ts for Supervising Teleworkers

DO:

- Trust your teleworker.
- Encourage good organizational skills.
- Continue developing skills in your entire team.
- Set goals and project timelines with your teleworker.
- Give appropriate and timely feedback.
- Take the time to plan.
- Manage by measuring results (objectives).
- Communicate regularly.
- Use remote working as an opportunity to strengthen your management skills.
- Be flexible; use your creativity to achieve optimum results from your team.
- Expect the program to evolve and change.
- Delegate assignments equitably among your remote and your non-remote employees.
- Plan meetings when your remote workers can participate.
- Include your remote workers in day-to-day activities.
- Schedule regular status reports.
- Understand and use the Compressed Work Week and Telework Agreement as a guide and contract.
- Be prepared if teleworking doesn't work well to allow the employee to terminate participation in the program.

DON'T:

- Conduct time checks.
- Call your teleworker every hour to check on progress.
- Expect non-teleworkers to pick up the slack if teleworkers are under-performing.
- Ask for constant status reports.
- Expect unrealistic deadlines for projects.
- Neglect problems. Handle issues promptly.
- Ignore your teleworker.
- Set unattainable goals.
- Manage by micromanaging.
- Expect perfection; there will be adjustments.
- Expect everyone to be a successful teleworker.

If your teleworker is struggling or not performing well, have the appropriate conversations with them and bring them back to campus if the problems aren't resolved in a reasonable amount of time.