

Four Simple Actions

WORKING REMOTELY

In a remote work environment, use the Four Simple Actions to ensure your team stays focused, connected, and supported.

1 Action One: **Ask me what I think.**

As your employees adjust to remote work and changes to their work environment and routine, make it a priority to **ASK** what they need and how you can support them.

Ask specifically about working remotely: Have an open dialogue about the support, resources, and environment each employee needs to perform their best. Work together to make improvements and adjustments.

- *Example: "How is working remotely going for you? What's working? What is not working? How could our team do this better?"*

Check on each employee's well-being: Changes in work environment can be stressful. Show you care about them as a person, not just as an employee.

- *Example: "How are you doing? What else can I do to support you during this time?"*

2 Action Two: **Tell me what you expect of me.**

Working remotely might mean that work tasks and interactions look and feel different. Take the time to **TELL** or reinforce to each employee what is expected of them individually and as a work team.

Clarify work tasks and responsibilities: Discuss with your employees what they should be focusing on now. Has anything changed? If so, share why. Ensure you allow time for them to ask questions and clarify.

- *Example: "Here's where you should be focusing your efforts now...Does that align with your understanding?"*

Re-set team expectations: Your team may now need to communicate and connect differently. This can lead to misunderstanding and miscommunication. Discuss how you and your team will communicate while working remotely, and how to ensure it is effective and positive for all. Discuss the need for patience, positivity, and understanding.

- *Example: "During this time, I can best be reached...Virtual meetings can be difficult—let's set some basic guidelines..."*

3 Action Three: **Say something positive about my work.**

Positive recognition makes people feel valued and seen. When not in the office together, find even more opportunities to **SAY** something positive about your employee's work.

Make recognition a priority: In a virtual work environment, ensure you set aside time on your calendar to send thank you emails and connect with colleagues to show your appreciation.

Say thank you: A remote work environment has its challenges. Show that you see your employees doing their best.

- *Example: "Thank you for your work on...It makes a difference because..."*

4 Action Four: **Share information that will help me.**

Employees may feel disconnected or out of the loop when working remotely, **SHARE** information in order to reduce concern and confusion within your team.

Choose transparency: When you don't see your employees physically, it can be easy to forget to share information. Be transparent with your virtual team. Communicate what you know and also what you don't know.

- *Example: "Here's what I know.... Here's what I don't know....Here is how we can work together to figure it out...."*

Take advantage of technology: As a manager, your job is to keep your team connected and sharing information. Take advantage of IU's communication and collaboration resources including [Zoom](#), [Skype for Business](#), [Box](#), [Microsoft Teams](#), and [more](#).