

COVID-19 Temporary Remote Work Guidelines Managers & Teammates

For Managers

Support active communication – Work with teammates to agree on a regular communication plan and cadence for formal meetings, informal check-ins, quick replies, 1:1 reviews, and collaborative work. This plan should include things like expected response times based on urgency, deciding which communication channels are appropriate for a given situation, and the type of work that can be done out of sync from the team versus needing to be collaborated on in real-time.

Support a culture of productivity and accountability - Working from home does not mean getting less done. In fact, it can often mean being more productive. If teammates know what is expected of them from a performance and time management perspective, then holding them accountable for those office hours and performance metrics should be business as usual.

Support wellbeing - There are opportunities for things like stretch breaks, quick walks around the block, eating healthy and overall reduced stress. Take this opportunity to acknowledge and support these things which can yield a healthier, happier, more productive team. Encourage teammates to check out the Wellbeing Insights for more wellbeing ideas during this time.

Support your team - Every team is different and working at home can throw some unexpected curveballs. So ask this question often: “Do you have what you need to be successful?” This will flush out anything that your teammates might be missing from their toolbox that you or the organization might not have yet considered.

Be flexible - Things come up at home that might not come up in an office. Make sure your team has some wiggle room to be flexible with their schedules. As long as everyone knows what they are accountable for, then having some flexibility will not matter. In fact, it can help re-enforce accountability and trust.

For All Teammates

Set up a solid home office - Make sure you have a dedicated space to get work done and you have access to a room with a closed-door if you need to make phone calls. You also want to consider a comfortable chair or an option for a standing desk (could be a laptop on some stacked books) to help you stay healthy while you work from your computer.

Be a proactive communicator - In the office, it is easy to tap someone on the shoulder if you have a quick question or be brought into an impromptu meeting. Not when you are working at home. Make sure you are proactively reaching out to people if you have questions, ideas or want further clarification on a task.

Be accountable - Commit to getting your work done. Try to avoid distractions and keep your manager and other teammates informed.

Support security - Phishing scams and cyber-attacks targeting coronavirus fears are on the rise. Be cautious of clickable links and attachments.