

Are you ready to work remotely?

Tips for Supervisors Supporting Remote Work*

Working remotely works best when employees and supervisors communicate clearly about expectations. The following checklist can help supervisors establish a foundation for effective teamwork and continued productivity.



UNDERSTAND RELEVANT POLICIES

OCU has provided guidelines to assist units in providing flexibility to their employees. Supervisors should verify that their employees have read and understood this information.



REVIEW TECHNOLOGY NEEDS AND RESOURCES

Identify technology tools employees use in their daily work and determine whether the resources will be accessible when working from home. It is also a good idea to ensure employees know how to access your team's local technical support should they need assistance.

- Ensure employees know how to set up call forwarding and how to access their voicemail from home.
- Determine which platform(s) your team will be using to communicate and clarify expectations for online availability. Confirm everyone has access to the technology tool(s) and support resources.
- CTS resources on working remotely can be found [HERE](#).



REVIEW WORK SCHEDULES

Working remotely sometimes may get confused with flex work. Be clear about your expectations regarding whether employees maintain their current work schedule or if you are open to flexible scheduling based on employee needs. The COVID-19 situation has presented many factors that will require flexibility with employees, such as school closings and affected family members.



DRAFT A WORK PLAN

Review the following questions with your employees and work through the answers together:

- What routine responsibilities/tasks cannot be fulfilled while working remotely and how will it impact operations or other people? What are ways to reduce the impacts?
- What routine responsibilities/tasks require regular communication and collaboration with others? Proactively contact each person to confirm how you will communicate while everyone is working remotely.
- With fewer meeting and interruptions, more time may be freed up during the day. Are there any special projects or tasks that can be advanced while working remotely?
- What events or meetings are scheduled during the time in which the temporary arrangement is in place? Will they be postponed or canceled, or will they take place-using technology? What follow-up needs to occur due to postponements or cancellations?

*Elements of this document were derived from the University of Florida



MAKE A COMMUNICATION AND ACCOUNTABILITY PLAN

Supervisors should tell employees how often they should send updates on work plan progress and what those updates should include. Supervisors should also communicate how quickly they expect the employee to respond and the best ways for the employee to contact the supervisor while working remotely.

- If you have normal check-in times, calls can be arranged during this period. Maintain team meetings and one-to-one check-ins, altering the schedule if needed to accommodate any alternative schedules that have been approved.
- Conduct regular check-ins. Your employees will be eager for connection and information during the disruption and the structure will help everyone create a positive routine. Weekly may be fine, so long as you are in contact frequently enough that your employees are in sync with you and/or with one another.



BE POSITIVE

A positive attitude and a willingness to trust employees to work remotely effectively is key to making such arrangements successful and productive. Working remotely presents an opportunity for managers to become better supervisors. Instead of focusing on how many hours your employees are working, re-emphasize a focus on measuring results and reaching objectives—regardless of work arrangement. By focusing on employees successfully completing their work, supervisors will improve their organizational abilities and their own skill in managing through goal-setting and objectives.



DEBRIEF AFTER NORMAL OPERATIONS RESUME

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

Remember, even though you are working remotely, you are not alone.

If you need help, contact the CTS Help Desk
<https://Help.okcu.edu> or call 405-208-5555

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