massDOT University

WORKING REMOTELY

COVID-19

Almost overnight many U.S. employees have seen their way of working dramatically shifted due to the Covid-19 virus pandemic. Instead of hallway conversations and cooler talk, most employees are working from home for the foreseeable future.

Thrust into a totally new way of working, here are a few tips for leaders:

TIPS FOR LEADERS

1. **Be Intentional** – in preparing and orienting employees for working remotely. Make each team meeting count with intentional purpose and opportunities to engage.
2. **Have a daily check-in**—whenever possible, face-to-face, via video. Your team needs to see you and you need to see them. Set the agenda and provide the feedback and resources your team members need.
3. **Set expectations early and clearly –** Managers must make expectations crystal clear – X is the work you should do, Y is the quality standard, Z is the deadline.
4. **Plan more conference calls** to help employees accustomed to working in-house. Ok to pad socializing into the timeframe—vital for people who need a lot of interaction to keep their energy up.

5. **Focus on Outcomes, not Activity –** Trust your team and give them flexibility to get work done on the schedule that helps them be most productive. Measure your team accordingly.
6. **Provide remote workers positive feedback** when warranted. Remote workers can often feel that their work isn't seen, recognized or praised.
7. **Resource Your Team –** Make sure your team has the technology to get work done. They'll need laptops, software, mobile devices, and a high-speed internet connection. Train and coach your team to use tools such as Microsoft Teams and Dropbox, more suited for collaboration and communication than e-mail and text.

8. **For Directors and Managers of Supervisors** Support your Managers. A sudden change in the practice of management can be hard on managers. They may worry about disruptions to the workflow they're accountable for, not sure they can engage employees from a distance.
9. **Provide remote workers positive feedback** when warranted. Remote workers can often feel that their work isn't seen, recognized or praised.

10. **Gallup finds that 43%** of U.S. employees work remotely some or all of the time and studies show remote workers are more productive and profitable than in house employees.

TELEWORK CAN SUCCEED SPECTACULARLY!

- Your people may perform at levels that surprise you.
- What you learn about leading a remote workforce now will likely become best practices for MassDOT and MBTA in the future.

References:
Forbes, WeWork, Gallup, Inc., Inc. Magazine

Video Links

21 Essential Rules for Managing Remote Teams, Liam Martin
https://www.youtube.com/watch?v=KLDSokWCbFY 21:07 ⭐⭐⭐⭐

7 Strategies for Virtual Teams & Remote Workers, Vanessa Van Edwards
https://www.youtube.com/watch?v=AcxeMU0I1b4 13:00 ⭐⭐⭐

FOR MORE INFORMATION:

Contact **MassDOT University** for more information on training and professional development opportunities.

massdotuniversity@dot.state.ma.us

Other helpful links

HRCMS – to complete time sheets https://hrcms-prod.mass.gov/

Remote Outlook access - http://outlook.com/owa/dot.state.ma.us

HR Portal - https://massdot.service-now.com/dot_hr

IT Portal - https://massdot.service-now.com/dot_it

Learning Hub –https://massdot.csod.com/

PACE – to access required Mass.gov training https://www.pace.state.ma.us/