



Remote or Hybrid Teams: A Guide for Managers

Does some of your team work in-office while others work remotely? If your team is in disparate locations, keep these tips in mind:

- **Communicate.** Email, chat, and video conferencing are all helpful ways to stay connected with both remote team members and those who work from the office. Create a consistent system that helps everyone stay informed and on track.
- **Be mindful of time zones when scheduling meetings.** Determine windows of time that will work best for staff in each of the time zones represented. If there is no way to work around all time zones, vary the schedule so that the same people aren't always starting early or staying late.
- **Create opportunities.** Working remotely may decrease opportunities to develop workplace relationships or receive mentoring. Look for ways to increase each team member's knowledge of their role and develop new skills. Spend one-on-one time with each of your direct reports, either in person or via phone call or video conference.
- **Keep an open "door."** Remind your team that they can ask questions or talk to you about concerns. Schedule time for individuals who work remotely to have "drop in" virtual chats or spontaneous phone calls.
- **Provide regular feedback.** Everyone on your team needs clear, consistent feedback that is focused on their skills and the quality of their work. Stay on schedule with performance reviews and status meetings.
- **Foster trust.** Measure success by how well a person is meeting performance expectations and hitting targets for completion of projects, regardless of where they work.
- **Encourage work-life balance.** Remind those who work remotely that it is important to set boundaries between work and home life. Encourage your team to use available benefits, including LifeMatters, to manage stress and address personal needs. It's important that you lead by example as well.
- **Allow flexibility (within reason).** Giving a team member some latitude to address personal or caregiving needs (if allowed by your organization's policies) may lead to greater productivity and decreased stress. Stay focused on meeting team goals.
- **Make time for team building.** Virtual games or monthly online get-togethers will help to maintain morale and build rapport between remote and in-office staff.

The LifeMatters Management Consultation Service can help you address the challenges of managing both in-office and remote workers. Call 24/7/365.

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