

## Tips for Managing Remotely

As the Coronavirus (COVID-19) spreads, organizations are faced with the decision to require some or all of their employees to work from home.

For some organizations and their employees, this is unfamiliar territory. Unlike snowstorms and other events that occasionally shut down offices for several days, a quarantine could require most employees to work from home for a few weeks or more. Following are suggestions on how managers can help employees work effectively in this ever-changing environment:

### Create structure and processes

- Initiate or continue standard weekly and/or daily meetings, as a predictable schedule facilitates collaboration.
- Keep scheduled workdays and work hours consistent with current expectations.
- Reserve two to three hours per day for your team's meetings, phone calls or virtual drop-ins.
- Determine how the remaining working hours will be used with each team member. Consider early morning or later hours for employees who need flexibility.
- Establish a communication protocol for urgent messages.
- Build organizational alignment: set clear goals and deadlines, provide consistent feedback and communicate often.
- Offer virtual "office hours" for team member support.

### Keep employees engaged and productive

Suggest to your employees that they:

- Keep normal schedules and routines, such as waking up early and getting dressed.
- Create goals for the day, establish and maintain a work routine and reward themselves with breaks. Basic self-care is critical – everyone needs to hydrate and refresh.
- Maintain focus by finding a quiet, comfortable place with adequate lighting.
- Use available technology to personalize the experience. If someone is unsure of the communication's intent, coach them to ask direct questions and get clarification. Picking up the phone may be wiser than making assumptions.
- Make an effort to connect socially with work colleagues, family and friends on a regular basis. Social connections can boost morale and foster positive emotional health.
- Unplug from work. It's tempting to stay logged in from morning until bedtime, but it is important to maintain boundaries. As a manager, model a reasonable workday for your employees, even when working remotely. They will follow your lead.

### Are you ready?

Choose information sources wisely. It's important to keep abreast of the latest Coronavirus developments through reputable sources such as the Centers for Disease Control (CDC) and the World Health Organization (WHO). Take information from sources like these directly, not from feeds on social media platforms.

Creating a remote-ready organization is essential when dealing with a crisis like the Coronavirus. Know your organization's HR policies and processes and reach out to KGA's Employee Assistance Program for support. KGA helps managers navigate stressful situations every day. Nobody needs to be alone during a time of crisis.

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