TELECOMMUTING – A BEST PRACTICE GUIDE

Be Transparent
- Managers should have a detailed conversation with your members about everyone's expectations regarding work hours, scheduling, and deliverables.
- Confirming those expectations upfront ensures everyone understand the metrics by which staff members will be evaluated.

Consider Your Workspace
- It is essential that you have a regular workspace with a reliable internet connection.
- If you don't have a home office with a door you can close off, clear a dedicated desk or corner free of domestic distractions: Entering your "office" each day allows you to set mental boundaries between home and work.

Communication Is Key
- Managers should set up daily check-ins with your team and encourage these discussions to be over videoconference whenever possible.
- Keep a shared agenda open throughout the week so you can drop in items to address in one on one meetings as they surface.
- Provide a way to check-in on deliverables and work daily – this can be as easy as posting, "What did you work on today" in group chat on Teams or through email.
- Follow up meetings with emailed takeaways, To Dos added to Teams, or posts on a shared platform like Teams or SharePoint, so that everyone knows next steps.
- Keep your calendar and/or status updates in Teams current to prevent any confusion on when you can't be reached. Decide ahead of time what platform you will use for this.

Keep Your Relationships Alive
- Take extra effort to build relationships and encourage each other to practice self-care without the daily banter of office interactions.
- One of the biggest potential downsides to remote work is isolation. If the majority of your "office" interactions are happening over instant messaging or e-mail make sure that you're building an equivalent amount of human face time elsewhere in your day. This includes videoconferencing at least once a day with members of your team.

Establish a Routine
- Regular telecommuting is different than occasional work from home; it is important to establish a sense of a professional work environment, as much as is possible.
- Working from home does not have to (and should not) mean "always working." Set (and keep) to regular working hours just as you would at the office.
- Get dressed for work every day.
- Be clear as well with people in your personal life so they don't unintentionally intrude on your professional obligations.