



Tips to Manage Teleworkers

Remember that communication is the key!

1. Read and understand CHPRC's Temporary Alternative Work Locations Management Directive (PRC-MD-HR-54502).
2. Communicate expectations in regards to working hours (standard hours are 6:00 a.m. to 4:30 p.m.), who and how to notify management if the employee needs to step away, standards of conduct, the requirement to be available and fit for duty during working hours, and the possibility that employees will need to report to site for certain tasks/issues.
3. Communicate expectations for time charging, specifically:
 - a. How to notify management of start and stop times (e-mail, text, performing a save in TIS, etc.)
 - b. All time worked via telecommuting needs to be entered into TIS with an attendance code of "TRW"
 - c. Pre-planned vacations, appointments, or other such personal absences need to be charged to PTB or CTP
4. Communicate expectations in regards to key deliverables, work load, required meetings that need to be attended, and where information should be stored. It is suggested that employees submit accomplishments to their manager on a frequent basis (daily or weekly) of the work that has been completed. This could be done via e-mail, group metrics, or any other method that works for the team.
5. Practice 3-way communication. When telecommuting, face-to-face interaction decreases which increases the opportunity for miscommunication. When you provide direction to staff, ensure they have understood your expectations, who they will be working with, due dates, and any other relevant information.
6. Take the time to have regular check-in's with your employees. These check-in's should be at least weekly, but may be daily. The regularity of check-in's will vary based on the complexity of the job scope, the employee's experience level, time in position, etc. Actively look for signs that the employee needs guidance, is ready for more tasks, or has exhausted their ability to do productive work via telecommuting.
7. Encourage your staff to practice good ergonomics. Stretch and walk around periodically; set up home office so that wrists remain straight when using the keyboard and the top of the monitor is at eye level; and reduce eye fatigue by looking away from the monitor every 10 to 20 minutes.
8. Recognize successes and accomplishments of the group, to both those in the office and those telecommuting.
9. Use available software/tools to maximize communication. Tools such as Skype and Microsoft Teams can help keep those working remotely feel connected with the rest of the team. If you need assistance with Skype or Microsoft Teams, contact MSA at 376-1234.
10. Additional guidance can be found at <https://www.telework.gov/>
11. Be flexible! While teleworking agreements are not new, they are new for CHPRC. Everyone is learning together.