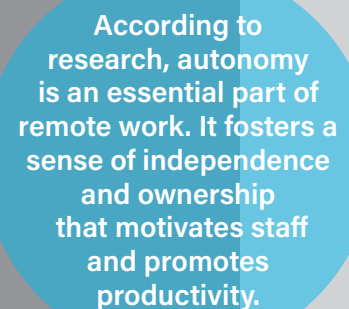# TIPS To Supervise Employees Working From Home

In response to the COVID-19 pandemic, DCF developed and implemented a temporary work from home policy. This policy initiated remote working, leaving many supervisors and their employees working away from the office and experiencing an extended period of long distance collaboration for the first time. This creates a challenge of learning how to supervise, maintain contact with and elicit performance from employees despite having no face-to-face contact. However, there are specific research based steps that supervisors can take to help support employees to thrive and be productive in their new work arrangements.

1

Demonstrate Trust to Foster Performance

- Ongoing communication can help establish an environment of mutual trust and connection while still giving employees working from home a sense of independence.

- Build trust by focusing on sharing information and feedback regarding goals rather than close monitoring of work schedules.

- Allow flexibility in the timing and completion of tasks to enhance employees control over their work.

According to research, autonomy is an essential part of remote work. It fosters a sense of independence and ownership that motivates staff and promotes productivity.

2

Communicate:
Supervision Should Be Frequent and Focused

- Know each employees preference regarding communication and touch base more frequently.

- Be open to new ways of communication, i.e., SKYPE, TEAMS.

- Focus on two way information sharing where agency updates and work issues are discussed, problems are solved and work is coordinated and scheduled.

According to research, the communication approaches and the frequency of supervisor communication influence job satisfaction.

Ask yourself "Do employees have what they need to perform their job"?

3

Stay Informed and Aware of Employee Needs

- Discuss needs to ensure optimal performance, such as working technology, physical location/space to perform duties (desk/chair, proper lighting), and uninterrupted time.

- Help plan for minimizing interruptions and frequently switching between work and home tasks.

- Promote interaction between co-workers and team members, including group check-ins, to combat social isolation.

- Encourage employees to manage illness or stress by taking time off, even when working from home.

4

Create Accountability and Manage by Results

- Collaborate to set goals, specific performance objectives, clear expectations, timelines and measures of success that are discussed routinely.

- Connect goals and measurable daily activities to the overall goals of the unit, office and organization.

- Help establish an individualized routine to influence work output and quality.

- Grant employees ownership over their work by giving regular feedback and partnering to create a development plan.

According to research, supervision is the most consistent factor linking working from home with job performance, well-being and productivity.

Additional Resources

Self-reflection is a good first step to understanding individual strengths and challenges related to working from home.

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