

## Tips for Managing Remote Workers

**Set clear expectations** for employees working remotely. Here are some recommendations:

- Use a goal centered approach for managing employees progress such as the SMART Goal approach (Specific, Measurable, Actionable, Relevant and Timely). You may use this approach for monitoring progress on daily work, weekly work, and projects.
- Another tool is the [Agreement for Working Together](#). This tool is a simple template to use when delegating work. It allows you to set expectations at any level of detail and has clear milestones defining where you need to review their work in order to proceed. Example below:
- Have a strategy for communication. Working remotely should have no interruption to communication. Examples of guidelines include:
  - Employees must be available during “core” business hours.
  - Employees must return communications within an agreed upon timeframe.
  - Employees complete same tasks as when in the office.
  - All meetings scheduled must be attended (virtually).
  - Determine communication method for urgent matters (Phone, text, etc)
  - Set boundaries. For example, set clear expectations that employees do not need to return email messages after regular business hours unless it is an urgent matter.
  - This communication plan should incorporate your ongoing coaching and feedback.
  - Set guidelines about daily needs for communications.
- Engage with your employees daily. For remote workers, there are multiple channels available to communicate. Have regularly scheduled meetings on your calendars. This consistent interaction and engagement will help employees feel included and is an important aspect of employee engagement and productivity.

Click here to [follow the instructions](#) that Tufts Technology Services has outlined to ensure that the employee’s work laptop or home PC is set up to allow them to work remotely.

*If you need technical assistance, please contact TTS at 617-627-3376 or [it@tufts.edu](mailto:it@tufts.edu).*