

Managing a remote team



For many of us, managing a team when we don't see them every day is a new experience. Below are a few hints and tips to help you and your team stay on track, get through the work successfully and maintain wellbeing.

As a basic rule, remember that we are all social beings and need some level of daily contact with each other. Some will struggle more than others with remote working and some may start to experience some level of isolation. It can also be harder to stay focused on priorities without a team around to maintain energy and direction. To mitigate these points:

1 Make time to check in with your team daily: ideally this will be one to one and via Bluejeans so that you and your colleagues can see each other, read body language and engage more fully than you can by phone. If you are not sure how to set up meetings with Bluejeans, please see the technical guide on the COVID-19 intranet zone or the Burgess Salmon Homeworking internet page.

2 Communicate regularly: give key messages more often than you might think necessary. People understand issues at a different rate and in different ways so use a few different formats (email, one to ones, WhatsApp if you use that) and don't be afraid to repeat yourself.

3 Be as clear as you can about priorities, roles within the team and required outcomes. People may show or feel confusion in situations that evolve quickly, so do your best to remain patient and explain things as often as necessary, including essential re-prioritising.

4 Trust your team: you won't be able to oversee every aspect of what each person is doing and trying to do that will exhaust you and probably impact your team negatively. Focus on the outcomes mentioned above instead: the 'what' people have to come through with, including quality, not the 'how'.

5 Use the technology: it will be the most effective way for you to maintain a sense of 'team' and direction with your people. Our Learning and Technology team have provided some helpful guides which can be found on the COVID-19 intranet zone or the Burgess Salmon Homeworking internet page. Please take a look and contact the Learning Technology Team if you have any problems: Learning.Technology@burgess-salmon.com