Maintaining a positive attitude toward remote working and showing a willingness to trust employees will be key to ensuring a successful and productive arrangement. Rather than focusing on how many hours staff are working, **focus on measuring results and reaching objectives—regardless of the work arrangement.** The employee’s completed work product will be the primary indicator of success.

**Tips for successfully setting up a remote work team**

1. Consider designating a remote work task force to implement remote work protocols and procedures for your department and to manage the work going forward.

2. Engage your team in determining new ways of working:
   - Schedule a conversation about what it looks like for your team to go remote.
   - Identify needs and tool preferences of team members for remote work.
   - Document and share remote work practices/plans.

3. Enable and encourage ongoing communication while working remotely as this is the most important part of effective remote teamwork.

**Checklist for implementing a remote work team**

1. Communicate with your team the decision to move to a remote work plan
   - Acknowledge the challenges of remote work while clearly conveying your support
   - Highlight remote work as an opportunity to be innovative with how your team works together and ways in which it may make your team and work product stronger in the future

2. Review technology needs and resources with your team
   - Become familiar with the technology tools available at the university, and make arrangements for your team to use these resources when working from home.
   - Ensure the team knows how to access technical support should they need assistance.
   - Test the technology to ensure it functions properly. Examples of tests include:
     - Forward your work phone to another number
     - Make sure you can check your voicemail remotely
     - Conduct a meeting with a vendor or colleague using Zoom
     - Chat with a work colleague using Google Hangouts
     - Collaborate on documents using Google Drive
     - Sign in to the VPN and confirm you can access all shared drives or software using Cisco Any Connect VPN

3. Create a work plan with your team’s input
A key to successful remote work is proactively identifying how working remotely will be different and how it will be the same as working from the office. Work through the following questions together with your team:

- Which work responsibilities/tasks/projects must continue?
  - Which cannot be fulfilled while working remotely and how will it impact operations or other people? What are ways to reduce the impacts?
  - Which can be fulfilled remotely?

- Which work responsibilities/tasks/projects can be delayed or stopped?

- Which responsibilities/tasks/projects can be advanced while working remotely?
  - Consider projects you often find yourself saying “I wish we had more time to do.....”

- What events or meetings are scheduled during the time in which the temporary remote work arrangement is in place?
  - Will they be postponed or canceled, or will they take place using technology? What follow-up needs to occur due to postponements or cancellations?

- Which routine responsibilities/tasks/projects require regular communication and collaboration with others?
  - Proactively contact each partner to confirm how you will communicate while everyone is working remotely.

4. Make a communication and accountability plan with your team

- Inform your team of the expectations regarding how often to send updates on work plan progress and what those updates should include.
- Communicate how quickly you expect your team to respond while remote working and the best ways for them to contact you while working remotely.
- Identify the ways you will communicate while working remotely.
  - If you normally make daily rounds to visit your team at their desks, you can call them or video chat during this period.
  - Maintain team meetings and one-on-one check-ins, altering the schedule if needed to accommodate any alternative schedules.
  - Conduct regular check-ins. Start each workday with a phone, video or instant message chat. Your employees will be eager for connection and information during the disruption and the structure will help everyone create a positive routine. Every other day or weekly may be fine, so long as you are in contact frequently enough that your employees are in sync with you and/or with one another.