LEADING IN A REMOTE ENVIRONMENT

Remote work can be helpful in urgent situations, allowing for continuity of operations. This guide outlines key considerations, best practices, and university guidance specific to COVID-19 workforce planning.

This is designed to assist managers in leading team members as they transition to working remotely. Below are tools and techniques on how to maintain a healthy, motivating, and productive team in a remote environment.

ESTABLISH A STRUCTURE AND GROUND RULES

- Set expectations regarding schedule and working hours.
- Determine how schedules and availability will be known and communicated to colleagues, customers, and others.
- Flexible work hours allow your team to be more effective.
- Expectations of responsiveness.
- Utilize Outlook or Teams calendar to make your schedule visible.

PRACTICE CONSTANT COMMUNICATION

- Communication in a remote environment needs to be more frequent than what is needed in a traditional setting.
- Determine mode of communication between you and your team (i.e.: email, phone, text, Skype, Zoom).
- Keep your communication regular and predictable.
- Establish structured daily check-ins.
- Establish a plan for team communication (e.g.: connect at beginning and end of work day/week).
- Be responsive and available.

USE PROPER TOOLS & TECHNOLOGY

- Identify and establish preferred tools and technology best for your team's overall productivity.
- Ensure your team has the permissions and access needed to work remotely.
- Utilize OneDrive or Microsoft Teams for information sharing and project management.
- Refer to the UND UIT site which is stocked with great information and tutorials.
- Utilize digital forms for efficiency (see included "How To Guide" for Adobe form guidance).

PRODUCTIVITY, ACCOUNTABILITY, & COLLABORATION

- Set deadlines and work goals. If helpful, utilize daily/weekly workload management tools. (see attached “Daily & Weekly Action Plan” for guidance)
- Ensure you are collecting Productivity Reports from all team members weekly.
- Ensure expectation on the prioritization of tasks are clearly communicated.
- Give team members creative work assignments to vary daily activity.
- Consider projects that require teamwork or team bonding virtually.
- Set aside time for project/task feedback to ensure deliverables are satisfactorily met.
- Maintain a growth mindset for your team by outlining and intentionally committing by assigning professional development opportunities.

FLEXIBILITY IS KEY

- Work with your employees to balance their personal obligations with work responsibilities.
- In general, focus on the output and the completion of deliverables when evaluating performance.
- Offer encouragement and emotional support. Especially in the context of an abrupt shift to remote work, it is important for you to acknowledge stress, listen to employees' anxieties and concerns, and empathize with their struggles.
- Rather than rigidly monitoring your employees, provide them with ownership over their work tasks and the flexibility to schedule their own time.
- If work hours were 8-4:30 in the office, that may not look exactly the same when working remotely while simultaneously balancing needs to care for kids at home, to do homeschooling, etc.
- Encourage employees to consider identifying productive hours that work best for them to get the work done, i.e. early morning or evening hours, or even weekends.
Helpful Resources

Online Learning/Professional Development

Hoonuit
This is a great time to take the opportunity to use our soft-skills online professional development platform that UND makes available for UND employees. Visit https://und.edu/academics/ttada/academic-technologies/hoonuit-training-student-success.html#d20e104-2 and browse through the endless training opportunities.

LinkedIn Learning Resources
LinkedIn Learning is offering FREE courses! A LinkedIn account is not needed to complete these courses, and we recommend using the Chrome browser when taking these courses. Simply click on the course you would like to take and you will be directed straight to the course on LinkedIn Learning.

Maximize Efficiency and Productivity of Remote Work
- Working Remotely - 7 hr
- Time Management: Working From Home - 1 hr 25 min
- Productivity Tips: Ridge Your Productive Mindset - 59 min
- Executive Presence on Video Conference Calls - 34 min

Remotely Manage and Lead Teams
- Lead at a Distance - 36 min
- Managing Virtual Teams - 66 min
- Leading Virtual Meetings - 32 min

Get to Know Your Remote Work Productivity Tools
- Microsoft Teams Tips & Tricks - 1 hr 1 min
- Learning Skype - 1 hr 4 min
- Learning Zoom - 45 min

Manage the Impact of Adjusting to Your New Work Environment
- Thrive at Work: The Connection between Well-Being and Productivity - 41 min
- Managing Stress for Positive Change - 57 min
- Build Resilience - 34 min
- Develop Resourcefulness - 18 min

Teaching Transformation and Development Academy (TTaDA)
- TTaDA offers a variety of resources for Academic Assistance (Blackboard, VoiceThread, Yuja, Zoom, Starfish).
- Visit https://und.edu/academics/ttada/ for additional information and resources available.

Forms, Templates, & Guides
Click on an item below to be directed to the form/guide.
- Productivity Report Form (Required)
  This form is required to be collected weekly from each team member.
- Productivity Productivity Report Example
- Productivity Daily Action Plan (Optional Resource)
- Productivity Weekly Action Plan (Optional Resource)
- How To: Signing New HR/Payroll forms using Adobe

Health & Wellbeing
Click on an item below to be directed to the online resource for further information.

Employee Wellness Program
Tips: Remote Work Activities & Desk Stretches
Tips: Ergonomics for Working at Home

Employee Assistance Program (EAP)
http://www.villageeap.com
Username: UND
(800) 627-8220