

## Telemanager Dos

### COMMUNICATION

- Develop good communication and access procedures so employees are clear about meeting times and availability
- Integrate teleworkers in an innovation exchange, such as brainstorming with the use of technology
- Communicate with the teleworker like you would in the office
- Plan meetings when your teleworkers can participate
- Consider short online team meetings

### PRODUCTIVITY

- Manage by measuring results
- Build trust through troubleshooting with the teleworkers
- Delegate assignments equitably among your teleworkers and non-teleworkers
- Think creatively about how work can be re-organized for teleworking
- Provide feedback in a timely manner

### MANAGING

- Be prepared if telework doesn't work well and allow the employee to terminate participation
- Make sure teleworker has IT contact information
- Ask for feedback on the teleworking program
- Trust your teleworkers

## Telemanager Don'ts

### COMMUNICATION

- Don't call teleworker every hour to check on progress

### PRODUCTIVITY

- Don't set unattainable goals
- Don't expect perfection; there will be adjustments needed
- Don't set unrealistic deadlines for projects
- Don't select employees that are not productive in the office to telework

### MANAGING

- Don't neglect problems
- Don't expect everyone to be a successful teleworker
- Don't require face-to-face or team meetings during the emergency period unless necessary - some alternatives are Skype or a conference call
- Don't feel obligated to continue the arrangement if it's not working

## Teleworker Dos

### COMMUNICATION

- Make sure that team members and supervisors have a clear idea of the day(s) you will be teleworking
- Forward your office phone to your home or mobile phone if possible
- Keep your boss informed of the progress you are making as needed
- Attend on site or virtual essential department and group meetings
- Respond to communications such as calls, emails and texts

### PRODUCTIVITY

- Treat your telework day as you would a regular day in the office
- Develop tasks and deliverables
- Select assignments and deliverables that can be performed remotely
- Develop a routine for the telework days
- Stick to all deadlines and keep your work organized

### ERGONOMICS AND SAFETY

- Have a dedicated workspace at home
- Set up the workspace in an area that is safe and free from hazards
- Pay attention to the ergonomics of your dedicated workspace at home. Items to consider: desk height, chair, lighting, safety, electrical support, noise
- Take breaks throughout the day

## Teleworker Don'ts

### HABITS

- Don't develop bad habits at home
- Don't sleep late on telework days
- Don't let pets or other noise impair your work environment when talking on the phone

### PRODUCTIVITY

- Don't forget that your employer is paying you to do your work during the agreed upon hours
- Don't telework if you have an infant or other dependent who requires your attention
- Don't do household chores during telework hours