

Manager Tips for Leading Remote Teams with a Work Life Lens

Consideration for Those We Manage and Their Needs

We need to **manage differently** these days and never has there been a better time for emotional intelligence to shine. As a leader, learn the needs of your team. Demonstrate compassion, empathy, trust, and connection.

Practice Flexibility

Some of your employees may be caregivers of children or adults or might be navigating tight co-working spaces. Be mindful that remote work during a crisis doesn't look exactly the same as working in the office or a regularly scheduled telecommuting day. Discuss expectations for work and consider your teams' personal needs during this time. Don't be afraid to shift expectations so you can see what works for you and your team.

Make Communication a Top Priority

Find a way to **walk down the hallway via Gchat or Zoom to stay connected** and set up regular check-in meetings. Don't underestimate the value of overcommunicating - check-ins work, both for connection and improving workflow!

Keep in Contact, But Don't Micromanage

Set times for team meetings and individual check-ins, but allow space for your employees to do their work. Let your staff know how and when they can reach you. After all, team members won't be able to swing by your office to ask questions or get feedback.

Make Time for Face Time

Schedule time for your team to be together face-to-face—this helps everyone feel connected. Share successes, celebrate milestones (retirements, birthdays, etc.), and don't be afraid to ask how everyone is doing. We are all going through a tough time and it's important to acknowledge that.

Have a Plan for Continuing Work Goals

Consider projects that need to be completed and set realistic time frames considering our new remote work challenges.

Provide ongoing constructive feedback, making sure to acknowledge good work.

Allot Training Time for Employees

Not everyone has the same skill sets and familiarity with using new technology. Set aside time to identify what training your team members need. Then create a plan for providing time to learn. Encourage more technologically adept coworkers to assist in providing training or support.

Practice and Emphasize Work-Life Integration

Encourage your employees to practice good time management.

Promote self care that addresses mental and physical well-being. Familiarize yourself with support systems at NYU that you could share, including the Employee Assistance Program through Carebridge that offers mental health services and as well as the offerings at Work Life.

Be mindful of your own start and stop times. Practice more thoughtful emailing—consider sending your after-hours email the following work day.

Manage and encourage a routine—we are all dealing with a lot during this time and trying to adjust to the new normal. It is important to be mindful of your own time commitment during the day and take time for yourself.

Provide a safe space for your employees to share the challenges they are dealing with and how you can support them as a supervisor, but don't forget your own personal needs and well-being.