

WORKING FROM HOME

A guide for supervisors

Many LCRA teams already utilize work-from-home privileges as part of their normal routine. However, if you are unfamiliar with managing work remotely, please follow these guidelines to help ensure continued team effectiveness and work productivity.

1. SET EXPECTATIONS

Supervisors should set clear, deliberate expectations and establish ground rules for how interactions will take place. Just as you would with employees working down the hall, you should check in regularly on progress. Common best practices include expecting employees to:

- Be available via telephone.
- Be available via instant messaging.
- Respond to emails promptly.
- Maintain the same productivity levels.
- Successfully achieve assigned tasks and objectives.

2. "MEET" ON A PREDICTABLE SCHEDULE

There aren't set rules for precisely how often you need to virtually meet with your employees who are working remotely, but checking in with them regularly maintains effective working relationships. Similarly, there aren't set rules for precisely how often you need to establish virtual team meetings. Exercise good judgement for how best to set routine "team meetings" and schedule ad hoc "team meetings" as needed to maintain good team coordination.

3. ENGAGE IN REGULAR COMMUNICATION

An important part of managing relationships with remote workers is to set an appropriate cadence of communications and to create good, open communication channels in order that employees feel connected. If you have specific response time requirements, clearly communicate those to ensure clear understanding of expectations. Consider random impromptu interactions (via phone and/or instant messaging) to ensure that you maintain reasonable assurance of required availability. Be mindful that your random check-ins don't cross the line into micromanagement territory.

4. ENCOURAGE TEAM INTERACTION

Unplanned conversations between coworkers are important for flows of knowledge throughout an organization. And as full teams work remotely, provide leadership to foster continued communication and collaboration among teammates.

5. MAINTAIN NORMAL BUSINESS OPERATIONS TO THE EXTENT POSSIBLE

Continue to provide solid leadership, direction and accountability to your team. Exercise good judgment and, in consultation with senior leadership, modify processes and procedures as necessary. All LCRA employees are expected to follow company policies, procedures, and behavioral values while working from home.

If you have questions related to work-from-home arrangements, please contact your [HR business partner](#).

