

# WORKSHEET 7

## DELEGATING TIPS FOR REMOTE MANAGERS



### INSPIRE ACTION THROUGH CONCISE COMMUNICATION.

When assigning a task, whether in person or virtually, managers typically do a decent job of adding another item to a team member's to-do list. Remote contributors, however, thrive in an environment where we don't just talk about the what and when but the who, why, and how. This style of communication goes well beyond the building of to-do lists, it inspires action, sets expectations, and demonstrates the impact this task has on the work of others.

### DISCUSS AND ASSIGN KEY PROJECTS VIA VIRTUAL MEETINGS

Keep connected with your team members by hosting weekly one-on-one video calls to go over projects, questions, or concerns. Don't expect email to answer everything.

### SET EXPECTATIONS

Ensure both the leader and team member have a clear understanding of each other's expectations. Make sure participants understand parameters, such as being accessible during certain times or keeping similar hours as their in-office colleagues.

### USE VIRTUAL COLLABORATION TOOLS

If what you are communicating is casual conversation, a call, text, or voice message works fine. To emphasize a deadline or celebrate an accomplishment, a virtual collaboration tool like Teams or Viber works well. For critical tasks, though, a manager best serves their team by creating a paper trail, perhaps by email, of exactly what needs to be done, as well as the who, when, why, and how. When managers take a day off or go on vacation, don't leave the rest of the team, remote or on-site, wondering who is next in line to help with



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questions. Set up your out-of-office email

### **INCLUDE THE ENTIRE TEAM IN IMPORTANT EMAILS.**

When there are important decisions made between you and an employee, and there is email communication, be sure to include all the important people involved in that decision in a final email. This will let others know what has been completed and will explain what was completed, who did what, and the result or next task. This will help remote staff stay aware of key projects without wondering the status and feeling disconnected to a project.

### **MANNERS MAKE A DIFFERENCE.**

Remember that manners and boundaries matter, a lot, to those working remotely. Saying “please” and “thank you” goes a long way. So does, “Go enjoy your family; we’ll pick this up again tomorrow.”

### **SET UP THE TEAM WITH THE RIGHT TECHNOLOGY TOOLS TO SUCCEED.**

Technology is certainly a key factor in employees being able to work remotely. Ensure that employees have the resources they need, including technology and network access. Work with information technology personnel to set up the requisite security protocols.