

## Supervisor Checklist for Supporting Teleworkers

Telework works best when employees and supervisors communicate clearly about expectations. The following checklist will help you establish a foundation for effective teamwork, continued productivity, and service.

- **Understand relevant policies.** Review telework related policies and practices for Clayton State University. Supervisors should verify that their employees have read and understood this information.
- **Review technology needs and resources.** Identify technology tools staff use in their daily work and determine whether the resources will be accessible when working from home and ensure employees know how to access Clayton State’s technical support should they need assistance.
  - Ensure employees know how to set up call forwarding and how to access your voicemail from home.
  - Determine which platform(s) (Skype, Teams, Conference Calling, etc.) you will use to communicate as a team, clarify expectations for online availability and confirm everyone has access to the technology tool(s) and support resources.
- **Review work schedules.** Telework sometimes get confused with flexible work scheduling (“flex work”). Be clear about your expectations with employees for maintaining their current work schedule or if you are open to flexible scheduling based on employee or departmental/university needs.
- **Consider drafting a work plan.** Review the questions below with staff and work through answers together.
  - What routine responsibilities/tasks cannot be fulfilled while working remotely and how will it impact operations or other people? What are ways to reduce the impacts?
  - What routine responsibilities/tasks require regular communication and collaboration with others? Proactively contact each partner to confirm how you will communicate while everyone is working remotely.
  - Oftentimes employees experience fewer interruptions while teleworking. Are there any special projects or tasks that you can advance while working remotely?
  - What events or meetings are scheduled during the time in which the temporary telework arrangement is in place? Will they be postponed or canceled, or will they take place using technology? What follow-up needs to occur due to postponements or cancellations?
- **Consider a communication and accountability plan if possible.** Supervisors should tell employees how often they should send updates on work plan progress and what those updates should include. Supervisors should also communicate how quickly they expect the employee to respond while teleworking and the best ways for the employee to contact the supervisor while working remotely.
- **Conduct regular check-ins.** Incorporate into each workday a phone, video or instant message chat. Your employees will be eager for connection and information during the disruption and the structure will help everyone create a positive routine. Every other day or weekly may be fine, so long as you are in contact frequently enough that your employees are in sync with you and/or with one another.

- **Be positive.** A positive attitude toward teleworking and a willingness to trust employees to telework effectively is key to making such arrangements successful and productive.
- **Debrief on a periodic basis and after normal operations resume.** Employees and supervisors should review work assignments and deliverables.
- **Post telework.** When work returns to normal, assess progress on the employee's work plan and prioritize any unresolved or new work that resulted from temporary operational disruption.