

Keeping a remote workforce connected.

A CHECKLIST FOR HR LEADERS AND PEOPLE MANAGERS



Remote work was once a building trend that has now launched into light speed for organizations and teams across the globe. Companies are now working to find the balance and resources for their employees to be effective while working from home. At Bridge, we help teams across the globe grow and achieve their best work while keeping people at the center of everything you do.

Some of the biggest challenges remote teams face are facilitating connection with each team member, ensuring alignment on mission, goals, and tasks, and providing personal and career growth opportunities. Use this checklist to see if you have the resources to help your people be successful in a remote environment.

GET STARTED – TIPS FOR EVERYONE.

(STEP 1: TAKE A DEEP BREATH, OR TWO, OR TEN)



GET SITUATED

Find a space in your home where you can concentrate, be creative, and be present. Do you have the technical resources you need? If not, contact IT, HR, or your manager.



COMMUNICATE OFTEN

Overcommunicate to begin with to set a rhythm and habit of letting others know what's going on. Working from home might look different than working in the office. For example, you may be balancing work and childcare at the same time. Communicate your schedule to your coworkers so that they know when to reach out to you.



KEEP A SCHEDULE

Without the normal workday signals like a commute or coffee stop, it can be harder to know when to start or when to unplug. Take a break, take a walk, and maintain balance.



EMBRACE VIDEO

Make sure all meetings include a virtual "join" option so that team members can join from wherever they are working. Use video when possible. Not only does this help a team feel more connected, but it can also help with engagement, mood, and social stability.



GET TOGETHER

Many don't realize how social we are at work until we... aren't. It's important to create opportunities for the whole team to virtually get together - whether it's large brainstorms or daily virtual coffee check-ins, or reality TV recaps. "Did you see...!"



HAVE GOALS

Don't forget that work is about achieving something great! Make sure you have daily, weekly, and monthly goals, both individual and team. Review how those goals align with your company goals.

→ See next page for checklist.

Review the checklist and questions below to see if your managers and employees have the tools to facilitate connection, alignment, and growth.

CONNECTION:

- Have a plan to meet with each team member regularly one-on-one. Start weekly, then move to bi-weekly as needed**
 - During times of change, employees want to know how they will be individually impacted and what is expected of them.
 - Regular check-ins between managers and employees provide opportunities to communicate strategy and explain important priorities.
 - Managers need to be empowered to provide strategic guidance while allowing each individual to perform with autonomy.
- Create a shared agenda template**
 - Both employee and manager should be able to access the agenda throughout the week, shifting priorities, assigning tasks, and making comments where appropriate.
 - This information should be saved and easily accessible throughout the week in order to ensure that both manager and employee stay on the same page.
- Track how often managers and team members are meeting**
 - Use pulse surveys or Google forms to gauge how often managers are meeting with employees.
 - Research 1:1 meeting solutions that can help scale and track 1:1 meetings across your organization.
 - Give managers and teams the help and guidance they need to hold effective 1:1s and stay connected. In times of rapid change it's critical everyone is feeling heard and listened to.
- Give your teams resources to connect with those inside your organization**
 - Teams need to have quick access to an up-to-date employee directory when on virtual meetings or conference calls.
 - Knowing who is on the call (or going to be), what their role is, helps foster connections and removes friction.
 - Build a skills repository to help remote workers connect with those who can help them with projects, mentorship, or answer simple questions quickly.

ALIGNMENT:

- Set team and individual goals that align with company vision**
 - Clearly communicate the company's goals to your team. These aren't (and shouldn't be) always revenue based but also people or culture based. E.g. Build out organizational structure/programs and develop employees to support near-term and future growth.
 - Set team goals by quarter and year that align with company goals.
 - Have each team member set individual goals that align with team goals. This alignment creates focus on clarity across the whole organization. When company, team, and individual goals are aligned, engagement and opportunity for growth increases.
- Review project statuses, check in on goals and celebrate wins**
 - Check in on task progress and project statuses ahead of time using the shared 1:1 agenda. Come to the 1:1 prepared with specific questions to discuss.
 - Celebrate wins and achievements, which according to a recent study by Bersin & Associates, has led companies that provide recognition to "have 31% lower turnover rates than those who don't".
 - Record achievements regularly over time. This empowers managers and employees to stay aligned throughout the year on performance, reducing much of the angst both have around annual reviews.

Discuss challenges and set clear expectations

- Create a culture of guidance and trust. In Kim Scott's book *Radical Candor*, she refers to "creating a culture of guidance", where managers hold employees accountable for their performance and clearly communicate if certain standards aren't met.
- Set clear expectations with team members on expected work hours, availability, communication frequency, and performance. Remote employees and team's often complain about not knowing what the expectations are or when they aren't being met.
- Show empathy for the challenges their teams face. Make it a point to help identify and remove roadblocks, ensuring employees are freed up to achieve their best work.

GROWTH:

Be Human Take Time Have Real Conversations

- Schedule time to discover what motivates each employee. Ask about things that excite them, well-being and work-life balance.
- Have at least a monthly 1:1 about growth, opportunity, and personal vision. These are best done over coffee, lunch, or on a walk. 1:1s shouldn't always be formal, especially during times of stress and change.

Discover what matters most to your employees

- Know what career values are most important to them them can help managers development plans unique to each employee. Remote employees often feel disconnected.
- Have a 30 minute conversation twice a year about what drives each employee. [Career Driver Cards](#) are an excellent way to have a structured, yet unbiased career conversation. And they are free.
- Talk about current satisfaction in a job role. Have each employee focus on one or two items from this list they manager and employee can work on together over the next quarter.

Help each team member create a Career Development Plan

- Define a career "Everest". What is each of your employees' vision for themselves? Have them write it down. This should not be a title "Chief Executive Offer", but rather what they see themselves doing "leading people in a creative environment to provide world class goods loved by people everywhere".
- Identify what skills are needed to start on this path of career growth. These might be transferable skills like "leading teams or collaboration" or hard skills like "auditing".
- Assign (or have employees self assign) learnings, courses, seminars, trainings that map to those focus skills. Having access to a learning platform, like an LMS and both internal and external content sources, LinkedIn Learning or Franklin Covey, for example, is extremely valuable.
- Create short term tasks and long term goals map to gaining those skills. E.g. complete a course by.. Or attend a seminar on...
- Assign individuals to share their expertise and knowledge they have on a subject by creating a course or training module. Again, having an LMS or platform to share and track content can make this easy and effective.

Let us know what you think about the checklist. And we can help you discover Bridge. The Employee Development Platform that connects learning, performance, career development, and engagement in one experience for employees and managers.

To learn more about Bridge and see what it can do to keep your team connected, visit getbridge.com.