



Remote working: how can you manage performance?

12 August 2021



Introductions

Presenters



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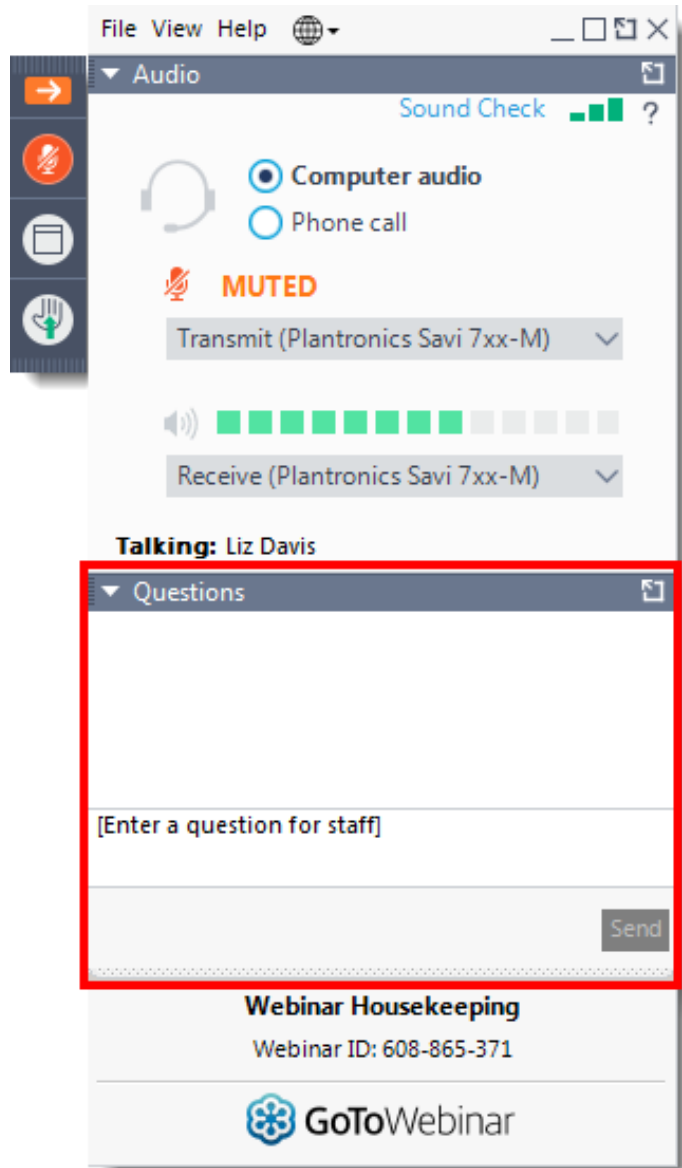


A group of diverse professionals are seated in a modern office environment, likely attending a meeting or training session. In the center, a man with a beard and glasses, wearing a grey cardigan, has his right hand raised high, indicating he wants to ask a question or make a point. To his left, a woman with long dark hair is looking towards him. Behind them, other participants are visible, some looking forward and others slightly to the side. The background features large windows with green plants and a bookshelf. The overall atmosphere is professional and collaborative.

How to ask questions



GoToWebinar Housekeeping: Time for Questions



Your Participation

- Please continue to submit your text questions and comments using the Questions panel





Remote working: how can you manage performance?

12 August 2021

Agenda

- **What is remote working?**
- What are the challenges?
- Approach to managing performance
- Question and Answers

What is remote working?

- **Remote first:**
 - role operates fully remotely.
 - any attendance in the main company premises is usually when the job requires a physical presence.
- **Office – occasional:**
 - attends office occasionally but the main location for working is remote.
 - frequency of attendance to the company premises is usually agreed with their manager.
- **Office first, remote allowed:**
 - primary place of work is the company's premises, but remote working is allowed.
 - frequency of remote working is agreed with their manager.



Agenda

- What is remote working?
- **What are the challenges?**
- Approach to managing performance
- Question and Answers

What are the challenges?

- The employee may have technical or equipment issues
- The employee may not be effective at managing their own schedule and time
- There can be distractions, different to those typically seen in the workplace
- There can be reduced supervision and direction (often unintentional)

What are the challenges?

- Communication can become more ambiguous, unclear as the use of email, online platforms and text messaging becomes the norm over verbal and face to face communication
- Social isolation can occur, which for some, could lead to disengagement, or even poor wellbeing
- Creativity and idea sharing can become restricted as the debate, discussion and idea sharing gained from face to face, and spontaneous interactions are harder to conduct or even may no longer take place

What are the challenges?

- The role may not be suited to working remotely simply because of job specific factors such as the role relying on face-to-face interactions, or personal relationships.
- If remote working is from the home, there can be a blurred line between work and personal life which can affect an employee's wellbeing
- Being out of the office can mean being out of the loop on office fun, team spirit and culture.

Agenda

- What is remote working?
- What are the challenges?
- **Approach to managing performance**
- Question and Answers



HELP

SUPPORT

ADVICE

GUIDANCE

How do you manage performance?

Day to day line
management



Managing
capability -
informally



Managing
capability -
formally

Line management

Top Tips for keeping employees engaged, motivated and performing

- Encourage boundaries and setting of routines
 - Dedicated workspace
 - Setting routines and having structure
 - Proactively encourage measures that separate home from work
- Effective coordination of work tasks
 - Dispersed team requires effective organising and communication skills
 - Support for you and your employee
 - Overall effective wider team performance
- Acknowledge which tasks require face to face interaction
 - Some roles not suited to remote working
 - If suited to home working, some tasks may not
 - Consider the importance of face to face interaction on the performance of the task

Line management

- Determine how you will be able to monitor performance
 - A common concern by managers
 - Job description and person specification essential tools
 - Performance measures/KPIs
 - Consideration to how performance measures can still be met if working remotely
- Build, maintain team culture, social interaction and team cohesion
 - Essential to avoid disengaged employees
 - Encourage and support varied forms of communication
 - Incorporate face to face contact to maintain cohesion and organisational belonging
 - Essential for the onboarding of new employees

Line management

- Consider how learning and development can enhance performance
 - Employee development is crucial post COVID-19.
 - Remote working has been a new experience for many and takes discipline
 - Miss out on the informal learning that naturally occurs in a workplace
 - Consider how to compensate for lost informal learning, coach on time management and discipline
- 121s and line management support
 - Key part of line management is having regular 121s.
 - Go further than covering work tasks
 - How are they feeling, any issues, any training needs
 - Foundation for high performance

What next?

HELP

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Managing capability

- Disciplinary policy, or standalone Capability Policy
- Informal and formal stage
- Lengthy process
- Overarching aim is to improve performance
- In the employers interest that they succeed
- Include Performance Improvement Plans
- SMART objectives and measures of support
- Clear communication of expectations and how the policy works
- Forewarn of consequences of continued shortfalls





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It provides learners with knowledge of the most common mental health conditions and the skills to be able to act should a condition be suspected.

Mental Health Training

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SUPPORTING YOUR STAFF

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Employee Assistance Programme

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ILM Level 3 Award is for those who have management responsibilities but no formal training. Ideal for team leaders who will be leading people through organisational change, budget cuts or other pressures.

ILM 3 Session 1	3 November, Wednesday 9.30am – 1pm
ILM 3 Session 2	4 November, Thursday 9.30am – 1pm
ILM 3 Session 3	10 November, Wednesday 9.30am – 1pm
ILM 3 Session 4	11 November, Thursday 9.30am – 1pm
ILM 3 Session 5	9 February, Wednesday 9.30am – 1pm
ILM 3 Session 6	10 February, Thursday 9.30am – 1pm

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TRAINING COURSES

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ILM 5 Session 2	20 January, Thursday 9.30am – 1pm
ILM 5 Session 3	26 January, Wednesday 9.30am – 1pm
ILM 5 Session 4	27 January, Thursday 9.30am – 1pm
ILM 5 Session 5	30 March, Wednesday 9.30am – 1pm
ILM 5 Session 6	31 March, Thursday 9.30am – 1pm
ILM 5 Session 7	06 April, Thursday 9.30am – 1pm
ILM 5 Session 8	07 April, Thursday 9.30am – 1pm

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Managing Difficult Conversations 23 September, Thursday | 9.30am – 1pm

Managing Poor Performance 30 September, Thursday | 9.30am – 1pm

Effective Appraisal Skills 19 October, Tuesday | 9.30am – 1pm

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Employment Law for Line Managers 21 October, Tuesday | 9.30am – 1pm

* Equality, Inclusion & Diversity 25 November, Thursday | 9.30am – 1pm

* Disciplinary & Grievance 1 December, Wednesday | 9.30am – 1pm

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20 September, Monday | 10am – 4.30pm

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TRAINING COURSES

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16 September, Thursday | 10am – 11am

Family friendly – an insight into all the family friendly options
14 October, Wednesday | 10am – 11am

Managing the menopause in the workplace
11 November, Thursday | 10am – 11am

How has recruitment changed?
9 December, Thursday | 10am – 11am

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Further questions?

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FEEDBACK

MATTERS

TO US

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