Managing Remote Workers

Remote Work is a working style that allows professionals to work outside of their traditional office environment or away from their team in other facilities or locations.

Here are a few recommendations from our internal talent development organization, Rackspace University, for managing a remote team:

1. Individualize
   - Understand each team member’s preferred way of working
   - Coach to the individual as needed

2. Define Expectations
   - Set realistic parameters and keep track of important metrics
   - Be direct about what is needed and hold your team accountable

3. Build Trust
   - Strengthen connections through consistency and clear communication
   - While face-to-face may not be viable, video calls are a great alternative
   - Ask 3 key questions: What have you done? What are you working on? Where do you need help?

4. Encourage Communication
   - Set appropriate cadence for communicating with your team
   - Be considerate of time-zones by planning meetings on a rotating schedule
   - It is the team's obligation to stay connected and in-the-know

5. Believe in Talent
   - Align tasks with each team member's talents and professional development plans
   - Don’t let milestones go unrecognized – celebrate with the broader team via messaging tools like Slack, a quick video chat, or email

6. Prioritize Meetings
   - Team meetings and 1:1s should continue to be a priority
   - Hold brief daily standups and weekly meetings to keep your team up to date

7. Utilize Resources
   - Empower your team to be creative in leveraging the available tools and technology
   - Promote sharing of knowledge and findings so your team can win fast, together

A few ideas to keep remote employees engaged:

Virtual coffee break: Set up a few minutes in the morning for team bonding and banter

Video hangouts: Jump on a video call during lunch or dinner to share a meal together

Messaging apps for the win: Use tools like Slack to create a team channel. There you can give kudos, host contests, or rotate team members to take over the channel for the day

Always giving back: Looking to volunteer? Do it virtually! Create cards for kids or send letters to vets and first responders

Virtual engagement: To keep spirits high, host quick virtual challenges and games.