# Tips for Managing Remote Workers

## Set Expectations

1. Review and clarify performance expectations, responsibilities, and assignments.
2. Communicate timelines and deadlines.
3. Communicate expectations for employees working hours, availability, contact methods and what to do if an employee becomes sick while working remotely.
4. Regularly review expectations; communicate updates as needed.

## Be Available for Your Team

1. Respond to your team members in a timely manner. Provide timely and clear communication as to how you can be contacted.
2. Encourage team members to call, Google chat, or email you while working remotely.
3. Be accessible to team members by phone and email - ensure they know how to contact you.
4. Need to meet? Consider a conference call, Google Hangout, or Zoom.
5. Open Google Chat to create chatrooms for periodic check-ins (e.g. once per day) or to interact with another co-worker so no one feels isolated.

## Manage Customer Expectations

1. Ensure your customers know how to contact you and your team members.
2. Let customers know when and what they can expect from you and your team.
3. Communicate your timelines for responding to inquiries—share it on your voicemail and email signature line.
4. Response should be seamless, similar to being in the office.

## Tools & Technology

1. Ensure team members have the tools and technology to work remotely.
2. Encourage team members to find a private and quiet location for working.
3. Review SCU's Technology for Working Remotely site for accessing email, network drives, VPN, voicemail, and Zoom.

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## Additional Resources

[Technology at SCU](#)

[Learn how to use Zoom](#)

[Cisco AnyConnect VPN](#)

[SCU Human Resources Department](#)

[Technology Help Desk](#) (408-554-5700 or [ithelpdesk@scu.edu](mailto:ithelpdesk@scu.edu))

[Building and Leading High-Performing Remote Teams](#)

[How to Create an Effective Teleworking Program](#)