<u>**Managing Up & Over: Taking Charge of Your Workplace Experience**</u>

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To effectively work remotely, consider how you can maintain your visibility, engagement and connection with your supervisor and the members of your team. We'd like to share some tips.

● **Reach out and check-in.** Team meetings are great, and important, but sometimes a personal touch is needed. Individual attention helps people feel included and valued. Try to work regular individual check-ins into your schedule with the people you would ordinarily see on a regular basis.

● **Make time for shout-outs.** Off-the-cuff moments where you stop by someone's desk or, gather at the coffee machine, were once part of everyone's day. Try to recreate these by making time for shout-outs whenever you gather with your team. Add a few minutes to your next team meeting to recognize each other's hard work, share news about each other, or show and-tell something meaningful.

● **Focus on outcomes.** This situation can be very frustrating to managers who are accustomed to monitoring their team's work on an ongoing basis. It's not possible to stop by someone's desk or visually see what's going on throughout the day. People are working at home, under wildly varying conditions, and with different timing due to childcare and other responsibilities. Try to keep an eye on the outcomes and what is being produced. Managers can help by communicating clearly about priorities and expectations, and setting up planned times to check-in on a regular basis.

● **Communicate when and where you are working.** Many of us have family and other responsibilities that require our attention during the workday. By communicating about your work schedule, it can help you because others will know the best times to reach you, and it will allow them to give you the space you need at less opportune times.

● **Always follow up.** When you can't respond in detail right away, make sure you at least acknowledge receipt of a request by responding that you will get back to the person. If you have to miss a meeting, make sure to contact a co-worker to get the details. Making the effort to let others know you are on top of things is key to being an engaged part of the team.

● **Speak up.** Make sure that people hear your voice and that you share your input and ideas. It can seem easier to hang back and let others do all the talking, particularly if you tend to be introverted. However, you are part of the team for a reason, and you should be sure to add value by contributing your talent and skills to the equation.

● **Make time to connect, share, and empathize.** We are all dealing with a crisis and some form of social isolation. Many sorely miss the camaraderie and companionship of the workplace. Allow time in already scheduled meetings, or plan a separate check-in gathering, to give people a feeling of connectedness. This will provide your team the time and space to communicate with each other and offer support.

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