Monitoring and supervising remote staff, April 3, 2020
Webinar, Discitus, 1 hour 30 minutes

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<u>Outline of the webinar:</u>

The 15 key principles

1- Allow virtual meeting time (allows you to make the employee feel important)
2- Performance is a shared responsibility between the employer and the employee (see this as if the employees were new to the job)
3- Expectations must be clear and precise
4- Focus on results and not the process or hours of work
5- Performance expectations (is this an essential file or is it a file that could be paused
6- Act differently depending on the employees
7- As a manager, how do you want to be remembered (after the crisis)? (A guide, someone who will take charge.)
8- Meet regularly and document (think longer term, if there are any disciplinary measures)
9- Teleworking is a privilege, even in COVID-19 situations (Teleworking is not for everyone).
10- We are still in the adaptation period
11- Don't make decisions too quickly
12- It's not "business as usual."
13- Means of supervision are very different
14- Adaptability and flexibility are essential
15- Habits to monitor and supervise

What is a coaching meeting?

• A zoom meeting which aims to ensure the success of the employee and his projects.
• A review of the status of current projects
• A moment to value, guide and direct employees

As a supervisor…

• Clarify expectations
• Check where we are with the projects

As an employee …

• Know if I'm doing a good job
• A reminder that I am contributing

How to do a remote supervision meeting?

- Ask employees to list their files
- By looking at the list together, determine if it is possible to telecommute them
- Prioritize files, determine if it is essential, or if it should be put on hold
- Determine the next steps

What to do when things go wrong?

- Initiate a videoconference discussion
- Discuss the gap between expectations and performance
- Talk about who does what, when and how
- Document expectations and follow up by email.