



COACHING
MOMENTS, LLC

Presented by:

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Tips for Managing the Performance of Remote Workers

- Set clear expectations
- Meet regularly
- Give timely feedback
- Ask for status updates
- Build trust with your direct reports
- Avoid annual review surprises
- Time to answer your questions



Set Clear Expectations

Review and update all Employee Work Profiles (EWP)s



Set Clear Expectations

Ensure that performance goals are in SMART format

Specific

Measurable

Attainable

Relevant

Time-based



Set Clear Expectations

Don't assume that your direct reports know what you expect of them...

Daily schedule

Preferred way to communicate

Behavioral expectations

Align clear deadlines with all required tasks



Meet Regularly

When you manage remote direct reports, meeting one-on-one on a regular basis helps facilitate feedback and build rapport



Meet Regularly

Sample One-on-One Meeting Agenda:

Prior to meeting, manager and direct report reflect on goals and expectations. Discuss the following...

Direct report to provide status updates

Direct report/manager discuss...What is going well?

Direct report/manager discuss...What is not going so well?

Direct report/manager discuss...What support/resources are needed?

Anything else...

Give Timely Feedback

- Understand the difference between formal and just-in-time feedback
- Give positive and negative just-in-time feedback
- Use formal feedback to take corrective action



Give Timely Feedback

- Always prioritize clarity in all feedback messages...
 - a) Choose communication format wisely
 - b) Be clear and specific about what's going well and what isn't
- Praise publicly and provide constructive criticism privately



Ask for Status Updates

- Is your current one-on-one meeting schedule frequent enough to adequately address status updates?

If not, how will you and your direct report keep track of what's getting done so that you can celebrate successes and solve problems together?



Build Trust With Your Direct Reports

Managers need to be sure that each remote member is self-disciplined – in control of their own productivity and comfortable working without onsite supervision. Remote workers should also feel trusted to work in the ways they see best.



Build Trust With Your Direct Reports

Maura Thomas, the founder of [RegainYourTime.com](https://www.RegainYourTime.com), gives the following advice when it comes to remote employees:



"To effectively manage remote workers, supervisors must believe—unless they have evidence to the contrary—that people are working even if they are not in the office. What's required are metrics to refute or confirm anecdotal evidence and personal assumptions."

Build Trust With Your Direct Reports

- Be open and honest
- Keep communication going
- Give your direct reports the benefit of the doubt



Avoid Annual Review Surprises

- Encourage your direct report to provide a comprehensive self evaluation
- Consider obtaining internal feedback from peers, clients, and other key stakeholders
- The annual review should be a recap of previous performance discussions



A top-down photograph of a wooden desk. In the foreground, a spiral-bound notebook with a brown cover and lined pages is open, with the letters "Q & A" printed in large, bold, black font. To the right of the notebook lies a wooden pencil. Further right is a black tablet computer. Several pieces of crumpled, light-brown paper are scattered on the desk. In the upper left corner, a pair of glasses is partially visible.

Time to answer your questions



Thank You

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