Supervising a Remote Workforce
APS Supervisor Training
Your Next Vacation

Using Zoom

Mountain Air Group 1
Sea and Sand Group 2
World Travel Group 3
Course Goal and Objectives

The goal of this training is to better equip supervisors to manage staff in a remote work environment.

Regarding a remote workforce, Participants will:

- Explore the benefits and challenges.
- Understand communication.
- Develop unit communication plan.
- Learn best practices for on-boarding.
- Identity performance issues factors.
- Apply team building best practices.
Let’s Take a Poll...

How long have you supervised a remote workforce?

- Over 10 Years
- 5-10 Years
- 2-4 Years
- Less Than 2 Years

It feels like forever.
Remote Workers

Key Concept

APS Workers have always worked away from the office.
Keys to Effectively Supervising a Remote Workforce

- Defining Clear Goals
- Aligning Resources and Strengths
- Establishing Trust
- Monitoring and Feedback
- Celebrating Accomplishments
- Developing Staff
Let’s Take a Poll...

What is the biggest challenge you face onboarding staff?
Best Practices in Onboarding Staff

• Break into groups.

• 15 minutes to Compile your Presentation.

• You may choose to use PowerPoint or Word.

• Google is Your Friend.

• Person with the Most Pets Reports for the Group.
Onboarding Best Practices

- Hold a Virtual Meet and Greet.
- Develop an Onboarding Plan with Clear Milestones.
- Assign a Mentor.
- Create a Welcome Pack.
Onboarding Best Practices (Cont.)

• Check in Regularly.

• Share the Training Workload.

• Assign “Aged” Cases First.
Communication is the Key

• Make Every Communication Count.

• Choose Your Method of Communication Wisely.
Methods of Communication

• Break into groups.

• You will be Assigned a Communication Method.

• 7 Minutes to Identify Pros and Cons

• Google is Your Friend.

• Person with the Newest Car Reports for the Group.
Communication is the Key

• Make Every Communication Count.

• Choose Your Method of CommunicationWisely.

• Create a Communication Plan.
Let’s Chat...

• I am going to read some questions.

• Place your answers in the chat box.

• Do Not hit the return/send button until instructed to do so.
Let’s Chat…

• How often should a worker check email throughout the day?
• How long should e-mails be saved? Requirements?
Let’s Chat…

• How often should voicemail be checked throughout the day?

• What is appropriate for text messages?

• How would you like to be notified of sick days?
Let’s Chat...

• How often can your staff expect to see you face-to-face?

• Best time to reach you by phone?

• When do you pick up the phone?
Let’s Take a Poll...

How often do you currently meet with your team as a group, virtually or in-person?
Team Meeting/Huddle
Team Huddle Agenda

- General Communication
- Assignments
- Training
Team Huddle Agenda

General Communication

• Mixer
• New Staff
• Open Sharing
Team Huddle Agenda

Assignments

• Caseload

• Special Assignments
Team Huddle Agenda

Training

• Policy
• Best Practice
• Case Reviews
Team Huddle Agenda – You Practice

General Communication
- Mixer
- New Staff
- Open

Assignments
- Case
- Special
- Misc.

Training
- Policy
- Best Practice
- Case Review
One-on-Ones
Let’s Chat...

Place your answer to the following question in the chat box.

*Why is it important to spend one-on-one time with your staff outside of the team meetings?*
One-on-Ones

• Regularly Scheduled
• Team Member Focused
• Agenda, Be Prepared
One-on-Ones

Possible Agenda

- What’s Going on With Them?
- What’s Going on With the Agency?
- Staff Development - Performance
Performance Issues

Let’s Review – Keys to Effective Supervision

- Clearly Defined Goals
- Aligning Resources and Strengths
- Establishing Trust
- Monitoring and Feedback
- Celebrating Accomplishments
- Developing Staff
What’s the Problem?

Performance Issues

- Lack of Knowledge
- Lack of Motivation
- Personal Issues
- Lack of Skill
- Environmental Issues
Lack of Knowledge

- Clear Expectations?
- Knowledge of Measurement
- Feedback Provided
- Feedback Understandable
Lack of Skill

- Do They Understand the Importance of Performance?
- Did They Ever Have the Skill?
- Would a Job Aid Help?
Lack of Motivation

- Rewards and Consequences
- Confidence of the Worker
- Does the Worker Feel Valued
Personal Issues

- Handled by the Worker
- Employee Assistance
- Be Aware of Your Role
- Make a Referral
Environmental Issues

- Other Tasks
- Procedures and Policies
- Enough Staff
- Interruptions
- Time and Resources
What’s the Problem?

Performance Issues

- Lack of Knowledge
- Lack of Motivation
- Personal Issues
- Environmental Issues
- Lack of Skill
Create a Case Study

- Breakout into Groups.
- Someone Share a Performance Issue.
- Determine Factor(s) that Effected Performance.
- Brainstorm Solutions
- 15 Minutes to Discuss
- 1-2 Groups will Share Upon Return
Coaching and Correcting
Coaching/Correction

• Coach Early and Often.
• Provide Feedback Early.
• Reassess.
• Reach Out to DAAS HR.
Let’s Chat...

In the next 30 days,

• What commitment you will make to implement?

• What will you do to improve onboarding, communication, and/or performance management?
What’s Next?
Questions
Welcome Back

In the chat box, write out one thing you are looking forward to doing when we get through COVID:

- A Place You Want to Go
- A Person You Want to See
- An Adventure You Want to Explore
- Other
Welcome Back

Goals of the Booster

• Review Content from Managing a Remote Workforce
• Report on Activities that Have Been Successful
• Share Ideas on Team Building
• Create a 60 Day Plan to Try New Team Building Ideas
Lesson’s Learned
Experiments in Supervising a Remote Workforce

• What Did You Choose from the Training to Try with Your Team?
• Did You Try any Other Ideas?
• 8 Minutes for Discussions
• Groups will Report Back (Choose a Leader)
Why is Team Building Important?

- Builds **Trust** and Improves **Communication**
- Maximize Team **Experience**
- Helps with **Stress** and Emotional **Trauma**
- Helps Manage **Resources** More Effectively
Best Practices in Teambuilding

• Break into Groups of 3-4 People

• 15 Minutes to Compile your Presentation

• In Regard to Team Building:
  – What Have You Tried with Success
  – What Have We Learned From Our Attempts
  – What Else Can We Try
Action Planning

Today you have shared several ideas concerning how to build and maintain your team. Choose one new idea you will commit to trying in the next 30-60 days and type it into the chat.