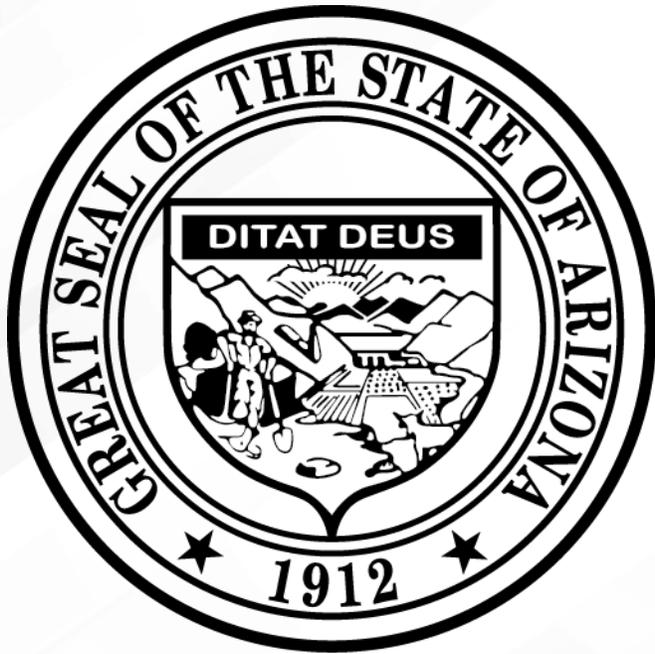


# Supervising a Remote Workforce

## APS Supervisor Training



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DEPARTMENT OF ECONOMIC SECURITY

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*Your Partner For A Stronger Arizona*



# Your Next Vacation

Using Zoom



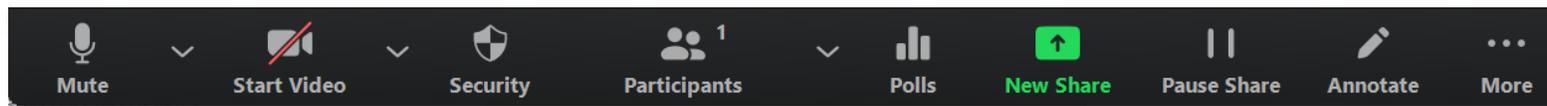
**Mountain Air  
Group 1**



**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.
- Identify performance issues factors.
- Apply team building best practices.



# Let's Take a Poll...

How long have you supervised a remote workforce?



# Remote Workers

## Key Concept

APS Workers have always worked away from the office.



# Benefits

# Challenges



# 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 Communication Wisely.
- Create a Communication Plan.



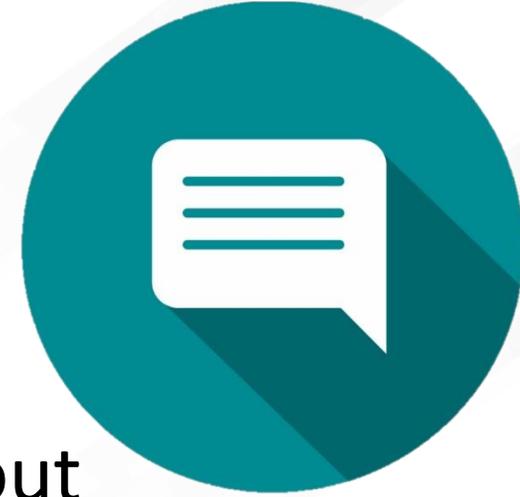
# Let's Chat...



- 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.



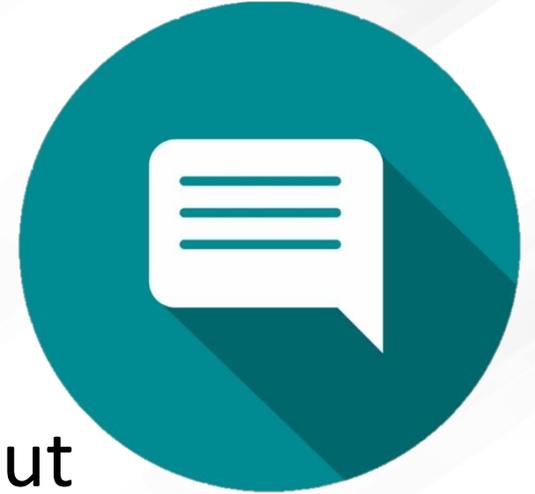
# Let's Chat...



- 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 Skill

Lack of  
Motivation

Personal  
Issues

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 Skill

Lack of  
Motivation

Personal  
Issues

Environmental  
Issues



# 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

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# 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:

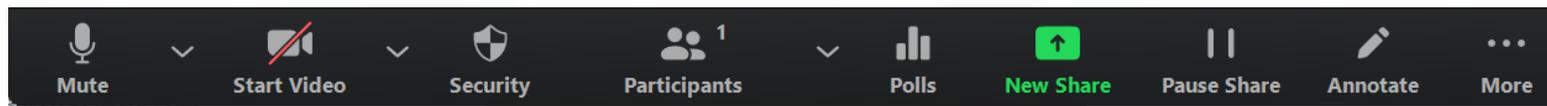
- A Place You Want to Go
- A Person You Want to See
- An Adventure You Want to Explore
- Other



# 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.

