

## Supporting a Remote Workforce - Connection

This resource is a summary of the video titled "Supporting a Remote Workforce" in this series.

Flexible work practices allow staff to perform their duties offsite in a location other than from a building. Changes in technology allows flexible work practices to occur and has many benefits including reduced travel time, increasing time with family, increased time to exercise and engage in other activities which contribute to overall wellbeing.

One of the key challenges for a remote workforce is staying connected as a team and the risk of social isolation for individuals, a sense of belonging to an organisation and maintaining the positive team culture.

When people interact on a regular basis face to face it is easy to maintain connection with various touch points that occur throughout the working day. Connecting as a team virtually is purposeful as it requires a level of commitment and planning and this also has its advantages.

Be creative in developing strategies to remain connected as a team. You may have regular Zoom lunches or the sharing of book, movies or shows that people recommend - keep the social connections light!

### Communication is key

Communicating with your team remains your most critical role as a manager. Provide regular updates to your team as this removes ambiguity, ensuring there is clarity about work processes and ultimately improves the experience for families. Leading by example will inspire your team to also communicate regularly and respectfully. Each team is unique therefore it is essential that you establish the guidelines about how often you will meet and how you will meet. Your communication should be clear and provide clear directions for:

- Work allocation and processes (data collection, file management, escalation processes)
- Team meetings
- Work expectations
- Meeting times, platforms and how often
- How to connect management and executive
- Troubleshooting tips and contacts
- Clinical/Reflective supervision

### How can I connect with my team and how often?

Connecting with the team can be done in a variety of ways including videoconferencing, via Zoom or Skype for Business, MS Teams or via telephone. Each platform has a purpose and this should be considered in your planning when deciding the intent of the meeting - this will help you choose the appropriate platform. As with any meeting, be prepared and ensure relevant material required for reference during the meeting has been sent in advance.

Practical tips for chairing meetings remotely for all platforms:

- Be prepared – log on earlier than the allocated meeting time to ensure IT issues are addressed
- Disseminate agendas or material required for the meeting in advance
- Be clear of the allocated time for the meeting
- Ask all participants to mute themselves
- Be aware of the whole teams participation - invite others to speak to ensure all have an opportunity to contribute

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#### PROJECT TEAM



#### INVESTOR GROUP

Association of Children's Welfare Agencies  
Key Assets Australia  
Life Without Barriers  
NSW Department of Communities and Justice  
Social Futures  
The Smith Family  
Uniting

#### SUPPORTER

My Forever Family NSW

#### COMMUNITY OF PRACTICE

Association of Children's Welfare Agencies  
Barnardos  
Catholic Care Sydney  
Catholic Care Wilcannia Forbes  
FAMS  
KARI  
Key Assets Australia  
Life Without Barriers  
My Forever Family NSW  
NSW Department of Communities and Justice  
Settlement Services International  
Social Futures  
The Benevolent Society  
The Smith Family  
Uniting