

## Region of Peel Telework Guide Program - Employers

Offering employers guidance on how they work can work with and support their employees telework, to ensure business continuity and emergency preparedness for your workplace. We have compiled some resources for you to help quickly start or refine work from home options for your workforce.

### Manager Do

#### COMMUNICATION

- ✓ Develop good communication and access procedures so employees are clear about meeting times and availability
- ✓ Integrate employees working from home in an innovation exchange, such as brainstorming with the use of technology
- ✓ Communicate with your remote employees like you would in the office
- ✓ Plan meetings to allow your remote employees to participate
- ✓ Consider short online team meetings

#### PRODUCTIVITY

- ✓ Manage by measuring results
- ✓ Build trust through troubleshooting with employees working from home
- ✓ Delegate assignments equitably among your employees working from home and those in the office
- ✓ Think creatively about how work can be re-organized from working from home
- ✓ Provide feedback in a timely manner

#### MANAGING

- ✓ Be prepared if working from home does not work well and allow the employee to terminate their participation
- ✓ Consider expanding the work from home program after the emergency period
- ✓ Make sure employees working from home have IT contact information and approvals in place
- ✓ Ask for feedback on the program
- ✓ Trust your employees working from home

### Manager Do Not

#### COMMUNICATION

- ✓ Do not call employees working from home every hour to check on progress

#### PRODUCTIVITY

- ✓ Do not set unattainable goals
- ✓ Do not expect perfection, there will be adjustments needed
- ✓ Do not set unrealistic deadlines for projects
- ✓ Do not select employees that are not productive in the office to work from home

#### MANAGING

- ✓ Do not neglect problems
- ✓ Do not expect everyone to be a successful remote worker
- ✓ Do not require face-to-face or team meeting during the emergency period unless necessary – some alternatives to consider are using Skype or a conference call
- ✓ Do not feel obligated to continue the arrangement if it is not working