

NEW YORK STATE ASSOCIATION OF PROFESSIONAL LAND SURVEYORS

Presents

A SEMINAR BY
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Meeting Clients Needs With a Remote Workforce



In today's world, employees working remotely
is not a
management option –
it is a
Necessity.

What Clients Want

Responsiveness

Predictability

Budget Accuracy

4 Main Managerial Functions

Training your team

Organizing your team

Communication

Motivating your team

For managing in today's employee
environment,
Do we need to redefine

WORK ETHIC ?

Using Employees Effectively

- 1. Know employees strengths and weaknesses**
- 2. Remember employees problems are your problems**
- 3. Manage work by time allotted to perform tasks**
- 4. Give precise instructions for each job**

Using Employees Effectively

- 5. Go to job site with employees**
- 6. Control work with time deadlines**
- 7. Be a visible boss**

Managing Remote Employees

Approximately 50% of the workforce has some sort of telecommuting role.

From Forbes Coaches Council 5/30/18

Most likely higher today.

1. Set clear expectations.

Keep in mind the employees skill level – what you **KNOW** they can do, not what they **SAY** they can or can't do.

2. Treat remote as local.

Make sure they always feel they are part of the team.

Managing Remote Employees

3. Engage regularly.

The project manager should get an update from each remote employee every day – preferably by phone or zoom. Keep emailing to a minimum as it just adds to the remoteness.

4. Schedule video based coaching.

At least once a week with each remote employee.

Managing Remote Employees

5. Trust your team.

You have hired them and put them in their positions to help the firm.

6. Make it feel inclusive.

This is a team activity at all times.

Managing Remote Employees

7. Have reliable tools first.

Make sure all remote workers have the hardware, software and access they will need to perform the tasks required.

8. Stay focused on goals, not activity.

DO NOT confuse *Activity* with *Productivity*. *There will be a decrease in productivity with remote workers as not all remote workers are created equally.*

Managing Remote Employees

9. Avoid multi-tasking.

When switching from task to task and then back to the first task, up to 22 minutes are lost to allow for mentally returning to where the person left off. When a task is assigned, that task should be completed to the extent possible before moving on. This is a key element in increasing productivity.

Managing Remote Employees

10. Use technology to build community.

At least once every two weeks have a team zoom to update everyone and to create a social atmosphere to allow the remote workers to really feel part of the team. At smaller firms, this may be a department meeting, say Land Development or Surveying sections, where the employees may all be working on different projects.

Dealing with Flexible Work Schedules.

Advantages for employees:

- *Flexibility to better meet family and personal needs*
- *Reduced commuting time and gas expenses*
- *Have more control over your time schedule and working environment*
- *Can work during the hours that fit your energy cycles best*

Dealing with Flexible Work Schedules.

Advantages for employers:

- *Boosts employee morale*
- *Reduces tardiness and absenteeism*
- *Reduces employee turnover*
- *Enhances company image as a family-friendly place to work*

Dealing with Flexible Work Schedules.

Disadvantages for employees:

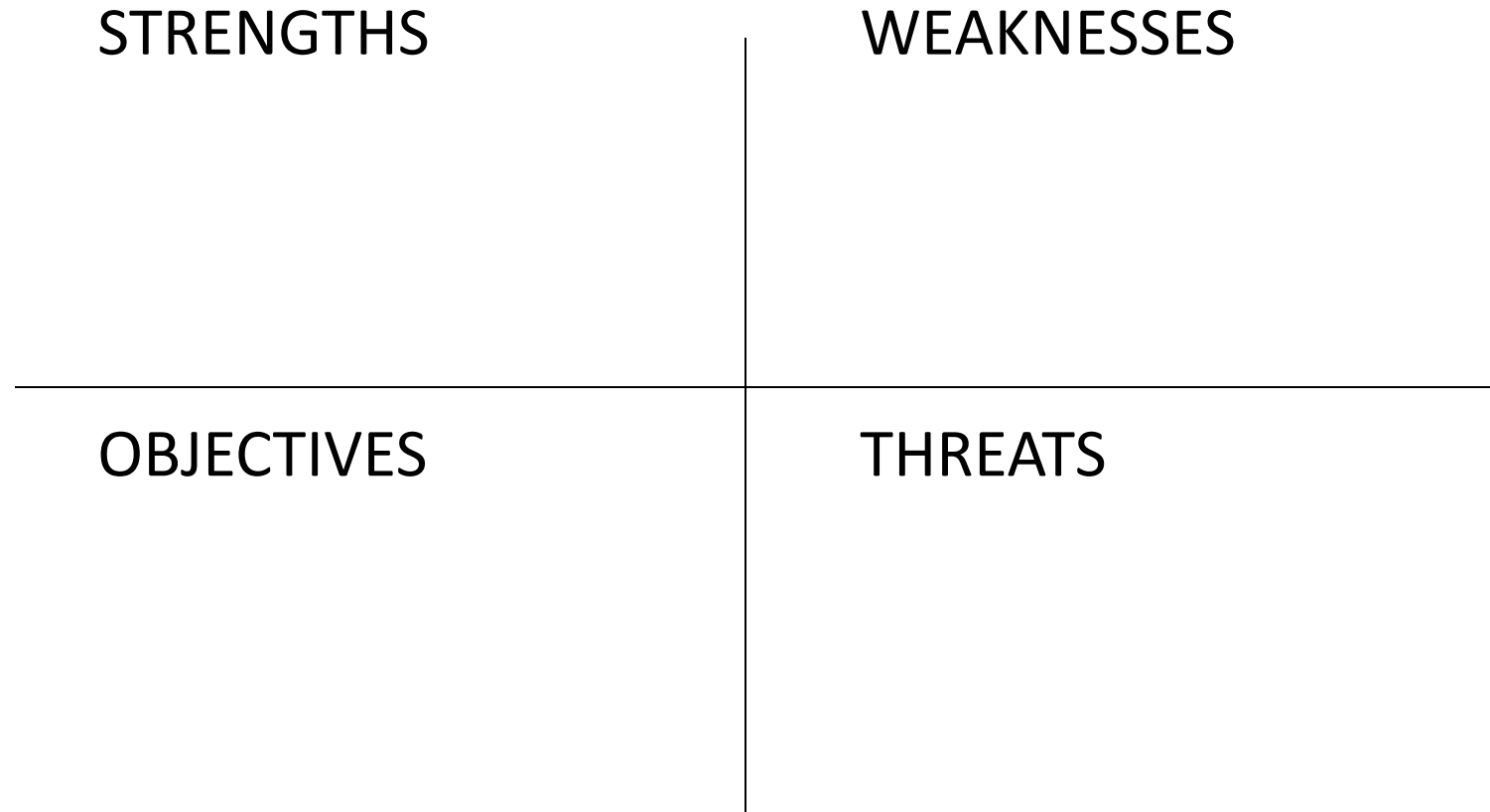
- *Difficult for office-based staff to work as effectively with telecommuting staff*
- *Working from home may mislead loved ones about your availability*
- *No clear dividing line between home and work*

Dealing with Flexible Work Schedules.

Disadvantages for employers:

- *Some employees may not work efficiently without supervision*
- *Compressed work weeks may mean client availability suffers*
- *Feelings of unfairness when only certain employees have work that can be done remotely*

Evaluate using SWOT Analysis



Jeff Salmon, *Professional Surveyor*, January, 2008

In Summary

1. *Do your homework and make a plan.*
2. *Ensure communication.*
3. *Monitor the success of flex or remote, then update your plan.*
4. *Be fair, but be firm.*
5. *Set a good example.*

Seminars and in-house staff instruction available through

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or place
of beginning.

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