### Tips for managers of dispersed employees

#### Encouraging inclusion and visibility
- Check in informally to make employees feel valued and visible.
- Set team protocols for contact (for example, daily emails or phone calls, team meetings, periodic face-to-face meetings).

#### Promoting better communications
- Promote team interactions to encourage bonding and feedback loops.
- Encourage information sharing and reports from the field.
- Agree on standards for communication etiquette.

#### Managing performance
- Support and encourage performance by regular check-in with employees.
- Identify any obstacles to good performance (for example, equipment issues, delays in communications or approvals, lack of access to key people or information).

#### Fostering trust
- Follow through on any commitments made.
- Find ways to involve employees in planning or decision-making.
- Provide (and receive) regular feedback.
- Encourage employees to take responsibility by giving them autonomy to make daily decisions.
- Recognise employee efforts and find ways to show you care.

#### Looking after health, safety and wellbeing
- Encourage employees to build peer support networks.
- Complete OHS checklists with employees before starting dispersed work arrangement.
- Monitor overuse of ICT and excessive work outside rostered business hours.
- Periodically visit employees, especially those in remote locations.
- Pair up remote dispersed employees with location managers who can look out for their wellbeing and resource needs.

#### Providing suitable equipment and facilities
- Ensure ICT systems are reliable enough to support employee productivity.
- Consider encouraging employees to use hub offices or co-locate with other government organisations.

#### Boosting security awareness
- Maintain equipment log.
- Avoid storing official records off-site or else provide lockable equipment to ensure safe storage.
- Establish communication protocols for employees who work solo.

#### Selecting the right people for the arrangement
- Identify skills or qualities essential for dispersed work (selection criteria).
- Check if you have the right skillset for managing dispersed employees.

#### Supporting learning and career development
- Work with employees to identify learning or career development activities that can be undertaken via coaching by others, via networking or through informal means.