


managing a dispersed team

Tips for managers of dispersed employees

	encouraging inclusion and visibility <ul style="list-style-type: none"><input type="checkbox"/> Check in informally to make employees feel valued and visible.<input type="checkbox"/> Set team protocols for contact (for example, daily emails or phone calls, team meetings, periodic face-to-face meetings).
	promoting better communications <ul style="list-style-type: none"><input type="checkbox"/> Promote team interactions to encourage bonding and feedback loops.<input type="checkbox"/> Encourage information sharing and reports from the field.<input type="checkbox"/> Agree on standards for communication etiquette.
	managing performance <ul style="list-style-type: none"><input type="checkbox"/> Support and encourage performance by regular check-in with employees.<input type="checkbox"/> 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 <ul style="list-style-type: none"><input type="checkbox"/> Follow through on any commitments made.<input type="checkbox"/> Find ways to involve employees in planning or decision-making.<input type="checkbox"/> Provide (and receive) regular feedback.<input type="checkbox"/> Encourage employees to take responsibility by giving them autonomy to make daily decisions.<input type="checkbox"/> Recognise employee efforts and find ways to show you care.
	looking after health, safety and wellbeing <ul style="list-style-type: none"><input type="checkbox"/> Encourage employees to build peer support networks.<input type="checkbox"/> Complete OHS checklists with employees before starting dispersed work arrangement.<input type="checkbox"/> Monitor overuse of ICT and excessive work outside rostered business hours.<input type="checkbox"/> Periodically visit employees, especially those in remote locations.<input type="checkbox"/> Pair up remote dispersed employees with location managers who can look out for their wellbeing and resource needs.
	providing suitable equipment and facilities <ul style="list-style-type: none"><input type="checkbox"/> Ensure ICT systems are reliable enough to support employee productivity.<input type="checkbox"/> Consider encouraging employees to use hub offices or co-locate with other government organisations.
	boosting security awareness <ul style="list-style-type: none"><input type="checkbox"/> Maintain equipment log.<input type="checkbox"/> Avoid storing official records off-site or else provide lockable equipment to ensure safe storage.<input type="checkbox"/> Establish communication protocols for employees who work solo.
	selecting the right people for the arrangement <ul style="list-style-type: none"><input type="checkbox"/> Identify skills or qualities essential for dispersed work (selection criteria).<input type="checkbox"/> Check if you have the right skillset for managing dispersed employees.
	supporting learning and career development <ul style="list-style-type: none"><input type="checkbox"/> Work with employees to identify learning or career development activities that can be undertaken via coaching by others, via networking or through informal means.