

A photograph of several graduates in black caps and gowns. The woman in the foreground is smiling and wearing a yellow and blue stole with a gold medallion. The background is slightly blurred, showing other graduates.

# Remote Management

A Best Practices Discussion

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Courtney Carroll • March, 2020



American Public  
University System





# Audience Poll

On a scale from 1 – 10 (10 being highest), rate your comfort level in managing a virtual team.



## Rationale

Managers need to incorporate best practices into managing remote employees in order to maintain service and performance levels.

# Objectives

- Discuss best practices for managing remote employees
- Analyze ways to apply best practices



# Meet Maria

## Take note...

- What parallels do you draw from these scenarios to our organization's transition to remote work?
- What role(s) did you see yourself in (Maria, Sea-Stars Media PM, all of the above)?
- Direct reports?
- Your manager?



Effective communication is the first of the four elements of successful virtual team performance. When interacting with others, the more we can communicate our context, the greater the connection and, therefore, the greater the chance of achieving the objectives that we set out to accomplish”

~Yael Zofi

# # 1

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Keep doing what you  
are doing

# Your Role

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Agent of  
Connection

Chief Trust  
Leader

# How to Work Together - Apart

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Re-establish  
Structure &  
Standards

Maintain  
Focus on the  
Mission



# How to Work Together - Apart

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## Ensure Effective Communication

- Combat lost visual cues
- Create missing social elements

## Create Accountability & Trust

- Accountability > Clarity > Commitment > Dependability > Trust
- Trust building behaviors

# Ten Rules for Building Trust

Communicate,  
Communicate,  
Communicate

Give Trust to  
Get Trust

Be Open and  
Honest

Keep Your  
Commitments

Be Consistent

Be Accessible  
and  
Responsive

Establish  
Agreements  
Up Front

Maintain  
Confidences

Use Inclusive  
Language

Create Social  
Time for the  
Team

NOTES QUESTIONS



# Discussion

What was helpful?



**LinkedIn**  
Videos

**Managing Remote Employees**

Videos & Articles



**Communicating with Remote Employees**  
Articles

**Successfully Working from Home**

Videos & Articles



THANK YOU



# Thank You

Questions?

# Contact

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Enjoy your day!



[hrtraining@apus.edu](mailto:hrtraining@apus.edu)



111 West Congress Street  
Charles Town, WV 25414