

# Responding to COVID-19

## An Employer's Checklist for Managing Teleworkers



Employers across the state have shifted many, if not most, of their employees to working from home in response to the COVID-19 pandemic. Given the sudden change in the work environment, there has been little time to prepare managers or employees for how to work productively and manage this new situation. CTrides has prepared a short checklist, based on our decades-long teleworking expertise, to assist you during this difficult period.

### 1. Develop Program Guidelines

- a. Responsibilities – supervisor and staff members roles and responsibilities
- b. Work schedule – define core hours, work times, flexible schedules, etc.
- c. Set performance standards – set performance metrics and evaluation standards

### 2. Establish Communication Practices

- a. Identify communication channels – email, instant messaging, videoconferencing, etc.
- b. Establish a time for routine check-ins – at minimum a weekly check-in
- c. Utilize available tools – collaboration platforms, electronic calendars, virtual whiteboards, filesharing tools, etc.

### 3. Goal Setting

- a. Define objectives and deliverables for the team for each task
- b. Establish timeframes for work products
- c. Review status at predetermined intervals
- d. Coach and train employees on time management, work performance and use of technologies

### 4. Management Best Practices

- a. Manage work, not employees
- b. Provide ongoing evaluation and support
- c. Measure success on productivity, not proximity

For more information, or to request a free consultation, please contact your dedicated Commuter Program Manager or our customer service team at [info@CTrides.com](mailto:info@CTrides.com)