

## SUPERVISOR GUIDELINES TO MEASURING TELECOMMUTING EMPLOYEE PERFORMANCE

Performance management is a cycle that builds on continual feedback and ongoing evaluation both positive and developmental. The process includes setting clear expectations and performance outcome measures, observing behavior and performance, providing feedback, support, and encouragement, and conducting regular performance evaluation on a case-by-case basis.

Approved in advance by the department head.

### Policy 7HR Telecommuting Arrangements

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provides guidance for SHSU supervisors and staff for telecommuting arrangements. Telecommuting is defined as approved temporary performance of work assignments from a remote location other than the employee's regularly assigned place of employment outcome measures and overall tips for managing remote employees.

#### Overall tips for managing remote employees

When you are in the same office as your employee, it is easy to provide feedback and gauge reactions. When your employee is working remotely, supervisors may face different challenges. So how do you manage the performance of remote employees? Here are some practical tips from Jack Altman, Lattice Magazine ("Performance Management for Remote Workers," January 2, 2020) and Yael Zofi, AIM Strategies ("The Innovative Manager," October 2019) to keep in mind when supervising telecommuting employees.

#### Set expectations from the onset

When employees know what to expect, they can perform accordingly. One of the biggest problems remote employees have is understanding parameters for acceptable behaviors, interactions, and workflow. Unlike on-campus employees, remote employees cannot learn from just observing their peers and manager. Without direction, they will have a much steeper learning

- Accomplishing predetermined goals
- Providing project updates
- Sticking to task timelines
- Working agreed upon business hours

As long as each person knows what he or she is accountable for, having some flexibility will help build loyalty and trust.

### Setup a schedule for regular checkins

Regular checkins keep both supervisor and employees updated on progress and expectations. When you manage remote employees,

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employees need to have action items and goals with deadlines established by their supervisor. Deadlines help employees to plan work, create task calendars, and clearly understand

## Appendix: List of LinkedIn Learning Library Resources

The following is a list of video courses on managing remote or telecommuting employees available through the LinkedIn Learning Library. You may need to provide your SHSU credentials the first time you access the library. To access a course, click on [LinkedIn Learning Library](#) type the URL <http://linkedinlearning.shsu.edu> into your browser's address bar. Input any of these titles in the search bar at the top of the page.

### Managing Telecommuting Employees

Video Title	Description
<p>How to Build Virtual Accountability  <a href="#">Building virtual accountability   LinkedIn Learning</a>                      57 minutes</p>	<p>In this course, Mitchell Simon walks through the fundamentals of virtual accountability tips for trust-building communication and methods to help build and demonstrate accountability</p>
<p>Managing Virtual Teams  <a href="#">Managing a remote work team   LinkedIn Learning</a>                      55 minutes</p>	<p>In this course, instructor Phil Gold provides managers with a clear approach for getting the most out of their remote teams. He zeros in on the key factors that will ensure productivity, engagement, and growth, as well as a manager's role in building trust removing roadblocks, nurturing connections</p>

