Manager’s Guide to Remote Work

Tohono O’odham Nation
Why TON has implemented widespread remote work during COVID-19?

• Proactively protect the health and safety of our employees and communities
• Do our part in preventing further spread of the virus
• Enable employees to balance work-life priorities during this time
• Continue to meet our organizational needs
Setup

- Internet connection
- Access to a phone line
- Suitable desk/office setup/designated space
- Functional webcam
- Freedom from distractions
Day-to-day

• Core hours and availability during core hours remain the same
• Time-off request process (e.g. sick days, vacation) remains unchanged
• Video must be used for all meetings – Set expectation in meeting invite
• At least one quick check-in with Supervisor every day
• Document progress on projects and tasks
Tips for Managers
Staying Secure

- Protect sensitive data and systems
- Use IT Approved resources
- Limit personal use
Managing Performance

- Define tasks and deliverables
- Conduct regular check-ins
- Set goals and metrics
- Provide feedback
Coordinating Teamwork & Communication

- Coordinate work
- Collectively brainstorm
- Maintain engagement
Tips for Employees
Maintaining performance

Reflect on one key question: **What do I need to do to carry out my work while working remotely?**

Be creative and suggest tactics to your supervisor about how you can carry out your work in different ways.

**Set goals** and proactively communicate results to your supervisor.

Create **to-do lists** to stay on track and minimize distractions.
Self-management

• Get ready for the day

• Working remotely might mean that you will work with less supervision. Be mindful about managing your work and time to deliver the same results.

• **Schedule a break every day** to prevent isolation and feelings of cabin fever (e.g. go for a walk).

• When working from home or other locations, set up your space to minimize distractions and enable you to focus. Make sure you have a specific room or surface for work (i.e. a bed is not an appropriate workspace).

• Despite having less supervision from time to time, it is critical that you **ask for support** from your supervisor when you need it.
Maintaining Communication

It’s easy to take working relationships for granted. Be proactive about communication to build trust and strong working relationships:

• Conduct regular check-ins with your supervisor and teammates to talk about both work and life.

• Agree on a work schedule with your manager to meet core hour requirements while also managing work-life balance.

• Use available technology to make interactions as human as possible.

• Avoid an “always on” habit by creating boundaries around when teammates can contact you – let them know when you are available.
Resources
Resources

- Secure Connection to Tonation
- Online Meetings
- Electronic Signatures
- Conference Call Number
CheckPoint VPN

- Who needs this access?
- Submit request form
- Include justification
FreeConferenceCall.com

- Who needs this access?
- FREE!
- Helpful when not everyone has a laptop :)

![Image of FreeConferenceCall.com interface]
GoToMeeting

- Who needs this access?
- Conference Calling
- Video Conferencing
- Meeting Recording
- Screen Sharing
SignNow

- Who needs this access?
- Request Signatures
- Signing Order
- Audit Trail
iSolvedGo

- Who needs this access?
- Verify time card
- Submit time off request
- Cannot punch in
Purchases
Laptops

- Dell
- Microsoft Surface
- Accessories
  - Cables/adapters
  - Docking stations
Verizon

New or Existing?
• Smart Phone
• Mifi – internet hotspot

• New lines will require CAO approval
Training
Online learning

Starting April 28, 2020
Help Desk
Supporting you remotely

- Patience
- IT staff are supporting over the phone and web support
- Scheduling support sessions
Q&A
We are here to support you :)