

## **Working in Remote Teams: A Framework**

**Overview:** Working remotely is simply a change in environment. When working remotely, it is important for all team members to operate consistently and in support of any challenges that may emerge. The following framework provides fundamentals that all team members should leverage when temporarily working remotely.

1. **Tools:** Employees should work with their supervisor to identify platforms that will be used for communication (Skype, Zoom, WebEx, etc.). It will be expected that team members ensure they have access to those identified platforms and if there are any issues with access, to notify their supervisor. Please reference the Information Technology page: [Online Transition](#) for guidance on usage and how to manage technology-related issues.
2. **Structure:** Working remotely passes the responsibility of effective and clear communication to all team members. In remote teams, it is encouraged that all team members over-communicate with their supervisor and peers to ensure alignment on tasks assigned to the team. The following recommendations should be considered when working remotely:
  - a. **Meetings:** Team members should expect to and are encouraged to meet on a regular basis with their peers and supervisors via their identified communication platform. Additionally, if available, webcams should be used to support and enhance team communication. If using webcams, please dress according to policy or department guidelines.
  - b. **Standards of Work:** To ensure all team members are on the same page, discussion should be facilitated within a team to identify the expectations on communication, collaboration, work hours, working through any challenges, and any additional topics a team may find beneficial for their overall understanding of remote work. In remote teams, it is important to address any questions and concerns as a team to ensure consistent understanding of practices and procedures.
  - c. **Task Completion:** Remote work maintains the same level of expectation around task completion. All team members are encouraged to be proactive in communicating the task they are working on, deliverables for identified task, and outcome of that task (percentage of completion, ongoing, etc.). Additionally, all team members are strongly encouraged to access their University Learning Management system to complete all mandatory online training that has yet to be completed.
3. **Expectations:** The following expectations should be adhered to when working remotely:
  - a. **Availability:** All team members are expected to be available via phone and email at a minimum during agreed upon work hours. It is encouraged that all team members who use Skype, Zoom, or any other communication platform, maintain an accurate indicator as to whether or not they are available, busy, or away from their computer.
  - b. **Work Hours:** All team members must maintain their current minimum hours worked during the week. Should a team member select to use leave time, that time must be approved and documented through their supervisor. It is the responsibility of the team member to communicate any changes in their agreed upon work schedule and to use leave according to university guidelines.

**Questions:** All team members are encouraged to be proactive in seeking guidance for their questions. For all related IT questions, please contact your university IT Help Desk. For HR questions, please contact your university HR Department. For payroll related questions, please contact your university Payroll Department. During this temporary remote work period, all University values, policies and procedures will remain the foundation.

