

# TELEWORK

## Tips for Managing Teleworkers

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This is a guide for supervisors when implementing a Telework Agreement with an employee in accordance with the MMB Telework Policy (HR/LR #1422 Telework Policy: <https://mn.gov/mmb-stat/policies/1422-telework.pdf>). This document is intended as guidance only.

### Set Clear Expectations

Establish consistent core hours

Set clear remote work productivity standards.

Give clear definitions of objectives and performance indicators.

Monitor deliverables closely and provide ongoing training.

Emphasize your continued dedication to achieving results and meeting or exceeding expectations.

### Stay Connected

Ensure all team members know the expected vehicle(s) for communications.

Commit with each other to an acceptable communication timeframe.

Provide a clear agenda for meetings; set expectations ahead of time by adding “be camera ready” or “camera optional” to meeting invites.

### Build Trustworthy Relationships

Use mobility as an opportunity to foster trust among employees and managers, and between fellow team members.

Give equality of treatment for in-office and mobile workers.

Hold employees accountable fairly and promptly.

### Common Questions

***My employee asked to work from home because their child is sick. Can I let them, or should I make them use leave?***

While the presence of dependents or others in the household should not be a bar to teleworking, employees should not engage in dependent care activities when performing job duties. Each situation will be unique depending on specifics such as the nature of the employee’s work, the age(s) of the child(ren), and the illness. It is important to ask for more details on how they employee expects to balance providing care with work during their core work hours. The employee is not required to give this information, but it is usually to their benefit to share basic information to help determine if working from home is acceptable for the situation.

Minnesota Child Supervision Guidelines recommend children under the age of 8 are never left alone for any period of time and that ages 8-10 may be left alone for less than three hours. The guidelines also allow for other factors to be considered, such as a child’s mental ability and maturity level and the accessibility of the parent, guardian or designated caretaker to a child by phone and/or in person. More information can be found on the Clay County MN Website. Link:

<https://claycountymn.gov/DocumentCenter/View/7518/Supervision-Guidelines>

***My employee wants to telecommute to prevent “spreading germs” in the workplace. How should I respond?***

Start by asking clarifying questions, is the employee feeling ill or another member of their household? The employee is not required to give this information, but it is usually to their benefit to share basic information to help determine if working from home is acceptable for the situation.

The Centers for Disease Control and Prevention (CDC) recommends the following:

- All employees should stay home if they are sick.
- If the employee has a fever, they should remain home for 24 hours after their fever is gone.
- An employee who is well and lives with a sick household member may go to work.

More information can be found on the CDC Website. Link: <https://www.cdc.gov/>

