

“How to manage employees during lockdown?”

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About seminar:

The session focuses on the How to manage employees during lockdown? It mainly focuses on the How do you remotely manage your staff for such a long period of time? What if the type or amounts of available work changes? And how do you handle your employees if their behaviour or their performance isn't up to scratch during this phase?

Topics of discussion:

- ✓ This will be the first time that many employers have managed remote work on this scale. It now looks as though they will need to carry on with these arrangements for some time.
- ✓ **First things first:** Your staff should know the work you expect them to do and what their hours of work will be during this period.
- ✓ **You need to be clear about:** When your staff needs to be available. Can your staff work whenever they want? Do you need them to work their usual hours? Are there times when they have to be available? This is an important consideration given that many people will be working at home with their children present and who may need supervision from time to time.
- ✓ How much you expect your staff to work.
- ✓ **Keeping track of time:**
- ✓ Ideally these would be tracked online, but photos of physical time sheets emailed through to you, or daily/weekly emails advising of the hours kept, could work just as well.
- ✓ How much they can spend. Your staff might need some things for their home office. If they have an expense limit or you have agreed they will be reimbursed for reasonable expenses, you should point out how much your staff can spend and what they can spend it on.
- ✓ **How to keep information confidential:** Your workplace is probably designed to protect your confidential information but someone who doesn't usually work from home won't have those protections in place. Setting clear guidelines helps prevent problems and puts you in a better position to raise concerns if they do come up.

Leaders, from all industries, are currently facing the following problems:

- How can you manage staff who is not physically there?
- How do I try and stay in control?
- How do I manage remotely?
- How can I keep them productive?
- How do you keep my team connected and focused; healthy and motivated?

The Common Challenges of Remote Working:

- The Lack of Proper Supervision
- Reduced Access to Information
- The Case of Isolation and Loneliness

- Distractions at Home are Real

Although remote working may be fraught with these common challenges, there are also some quick and easy things you can adopt as a manager for heightened effectiveness. These actions include:

- Establishing the Rules of Engagement
- Carving Out Opportunities for Remote Social Interactions
- Encourage Your Remote Workforce and Lend Emotional Support
- Identify high-risk employees
- Be sensitive to the fear of change
- Promote communication to critical

The practical skills for lockdown leadership

- ✓ Now is the greatest leadership communication test ever – Leaders at every level are currently being stretched and tested. Now is the time to over-communicate while you are setting up remote offices, remote systems and managing your remote staff.
- ✓ Now is the time to keep your staff better informed than ever before. Leaders should keep information flowing by communicating both constantly and consistently.
 - Create emotional safety
 - Manage expectations
 - Two check in sessions per day
 - Short term Performance Management
 - Create new systems
- ✓ Managing staff who are working remotely has its challenges. However, the basic principles that underpin successful employment relationships remain the same.
- ✓ You need to be clear about what you expect from your employees. If they act outside those expectations you still have all the usual means available to address their behaviour, albeit that your methods of communicating and recording concerns or discussions may need to adapt.

Face book video link: <https://www.facebook.com/NDBIIndia/videos/859381927872674/>

Thank You.

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KCG.