

Transitions: Managing Your Staff Through Change

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Jacob Kendall-Taylor

Editorial Manager

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Managing Your Staff Through Change

Overview:

- U.S. statistics
- Best practices
- Management perspective
- Metrics to gauge performance
- Staff perspective

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Oregon Department of Energy Policy:

- Effective performance of job tasks
- Ability to accept responsibility
- Effective response to communications
- A trusting relationship within the applicable work group

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U.S. Statistics:

- Millennials feel the strongest about having work/life flexibility and balance.
- 43% of workers have telecommuted at some point for their jobs.
- The largest age group of at-home workers is 45–54.
- Home-based work in computer, engineering, and science occupations increased by 69% between 2000 and 2010.

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Tips for Training Remote Staff:

- Hire staff with experience working remotely.
- Assign "homework."
- Train using different mediums.
- Take stock of resources you have available.
- Present ways staff can communicate once training is complete.
- Get feedback!

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- Training courses for managers: <http://www.e-work.com/>.
- Transitional office spaces: **PivotDesk**, **WeWork**, and **DeskNearMe**.
- Products to help coworkers communicate: **Slack**, **Google apps**, and **GoToMeeting**.
- Programs to help with file sharing and project management: **Dropbox**, **Mediafire**, **OneDrive**, and **Basecamp**.

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Employee Agreement:

- Backup plan
- Available each day during these hours
- Expected response time
- Meeting attendance
- Performance will be reviewed
- Daily/weekly/monthly summary of work
- Notify supervisor if away for extended period
- Confirm work will be completed in a productive and safe environment



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Management Perspective:

- Establish expectations (both for the employee and the manager).
- Be deliberate.
- Develop a rapport.
- Continue staff development.
- Everyone is different, learn to personalize your approach.

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Peer Review:

- Were chasers sent on time?
- Email volume: Managers can review emails that were sent from peer review system.
- Evaluate turn times for submitted reviews and decisions.

Process Manuscripts:

- Number of manuscripts processed
- Individual turn times
- Merge totals
- Overlong report
- Vendor queries

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Staff Perspective:



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Top Reasons Employees Want to Work From Home:

1. Avoid commute
2. Greater flexibility
3. More productive
4. Save money

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Pros:

- “Really hot after walking so long.”
- Control of temperature
- Sleeping in
- Transportation constraints due to weather
- Working from home when not feeling well
- Less distractions at home

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Cons:

- Tech limitations
- Slower internet speeds
- Response to email not as immediate
- Can't "shout out" if you have a question

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- Where people work is changing.
- The lowest level of job satisfaction comes when people spend 100% of their time either at home or in an office.
- Make sure your whole organization is on the same page and that remote staff members receive the same opportunities.
- Don't change your expectations, in fact, **make your expectations** even **more clear**.



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