



# How to Engage Remote Employees During the Coronavirus Pandemic

The coronavirus pandemic has caused unprecedented changes for many industries. As social-distancing practices are encouraged, gatherings with over 10 people are banned, and stay-at-home or shelter-in-place orders for all nonessential employees are issued, many employers are asking their employees to work from home.

For some employees, working from home is business as usual. For others, this may be the first time they've telecommuted. This working arrangement may seem exciting at first, but it can lose its appeal over time, resulting in disengaged employees. And, when employees aren't engaged, their productivity and motivation can suffer.

It's up to managers to make sure that doesn't happen. These five steps can help keep employees engaged while they work from home during the COVID-19 pandemic.

## 1. Prioritize Communication

Remote employees can often feel like they're left out of the loop. As such, it's important for managers to communicate on a daily basis. Consider scheduling a daily check-in to see how employees are doing with this new working arrangement and if you can do anything to help them perform their work. Be sure to communicate any important company news as it presents itself, too.

Remember that communication is a two-way street, and be sure to listen to any concerns employees may have. The COVID-19 pandemic is a rapidly evolving situation, and many employees may be feeling overwhelmed or anxious. If they express concerns along those lines, evaluate whether there's anything you can do to help mitigate those feelings. Additionally, remote employees may start to feel isolated, so it's important to remind them that they're not alone, especially during these uncertain times.

## 2. Set Clear Expectations

Be sure to communicate your expectations of your employees while they work from home. Employees who are aware of what your expectations are will be more motivated to meet those expectations. If you want employees to be online during specific hours of the day, communicate that. If you want a daily report of what they are working on, be sure to ask.

With that being said, you should be mindful that not all employees may have an ideal telecommuting setup while daycares and schools are closed due to the COVID-19 pandemic. As such, be patient and understanding with your employees. Encourage them to take paid time off if they need it during these times to tend to their other responsibilities.

### **3. Recognize Good Work**

Recognizing and rewarding employees for their hard work is a key factor in boosting engagement among your telecommuting employees. Employee recognition can take many different forms, but the main goal is to incentivize continued productivity and dedication from your employees.

For example, you could send out a teamwide or companywide e-mail detailing what an employee did and why it's exceptional. If you want to offer a reward for their good work, consider sending an electronic gift card for a local restaurant or delivery service.

Recognition doesn't need to be formal or grand for it to be effective. For example, a personal thank-you e-mail or message can go a long way in making employees feel valued and engaged while they work from home.

### **4. Encourage Work/Life Balance**

Remote employees may have difficulty establishing a healthy work/life balance right now. Because there may not be a physical separation between their workspace and their personal space, employees may feel like they need to be available for work 24/7, which can lead to unnecessary stress and, eventually, burnout.

As a result, you should communicate to your employees the importance of creating boundaries. Suggest that they work their normal hours and then step away from the computer until it's time to start working the next day.

### **5. Demonstrate a Collaborative Culture**

Employees tend to be more engaged when they feel like they're part of a team. When they're working from home, it can be hard for them to buy into that mentality. As a manager, it's your responsibility to make sure employees understand that even though you may not be in the office together, you're all working together toward the same common goal.

## HR DAILY NEWSLETTER

News, trends and analysis, as well as breaking news alerts, to help HR professionals do their jobs better each business day.

Email Address

**CONTACT US ([WWW.SHRM.ORG/ABOUT-SHRM/PAGES/CONTACT-US.ASPX](http://WWW.SHRM.ORG/ABOUT-SHRM/PAGES/CONTACT-US.ASPX)) | 800.283.SHRM (7476)**

© 2020 SHRM. All Rights Reserved

SHRM provides content as a service to its readers and members. It does not offer legal advice, and cannot guarantee the accuracy or suitability of its content for a particular purpose.

Disclaimer ([www.shrm.org/about-shrm/Pages/Terms-of-Use.aspx#Disclaimer](http://www.shrm.org/about-shrm/Pages/Terms-of-Use.aspx#Disclaimer))