SUPERVISOR TRAINING
Tuesday, October 13, 2020 @ 9:00 AM
ZOOM MEETING: https://uidaho.zoom.us/j/99337124176

FIRST: Introductions and discussions….

Identify times that you have worked remotely previous to COVID.
What worked well and what was a challenge?

- Feel a greater sense of creativity but also lacking the benefit of ideating together.
- Worked part-time from home but there wasn't technology like Z.
- Extension has always worked at various locations throughout the state. The supervisor is in a different location. Extension educators have supervised students at a distance prior to COVID.
- Many others were used to working at a distance. When COVID started, there was a tremendous increase in Zoom meetings which was challenging.
- It's important to remember the time-zone difference throughout the state.
- Inability to get Adobe Pro installed remotely hampers productivity. (+1)

What are current challenges you are experiencing as a supervisor in your remote supervision?

- Expectations are unclear, specifically participation. If ill, should take sick leave. Difficult to track down employees (cannot walk down the hall to their office), technical difficulties (audio problems), very little body language. How to distribute workload fairly and understand who is overloaded.
- Making sure to draw the line between work time and home time. Otherwise, you can work a lot more than usual.
- Challenges with those who have to home school, provide childcare, as well as work. We have to make it equitable to those that don't have children as well.
- Expectations for faculty who may be on furlough.
- Being interrupted by kids.
- Always being "on"; finding a good way to turn from work mode to home mode.
- Bandwidth has been hard for some people.
- Space can be an issue. It's nice if employees can have a dedicated space for their work.
- Employees keeping outlook calendars up to date.

What kinds of things are working well for you as you currently supervise people remotely?

- Regular check ins through TEAMS with an open text line for "discussion" each day.
- Flexibility of schedules to assist team members in stress and day to day challenges.
- Understanding that people may be dealing with childcare issues, stress, illness, etc. in addition to high workload and checking in about stress levels (also encouraging people to take annual leave or sick leave as needed).
- Checking in more often, sharing cell phone numbers, using TEAMS.

SECOND: After discussing the questions above, as a group, identify the top challenge in supervising employees from a distance and the top strategy in supervising employees from a distance. Write your answers below:

CHALLENGE:

- Onboarding new employees during remote work. Either full time or temp-help. How do you train them and bring them along with the work processes in a remote fashion?
- Difficulty getting in touch with employees. Technology issues cause problems. Using more than one platform for communicating (e.g. phone, MS TEAMS, Zoom, Trello, TDX, email, etc.) - difficult to keep track of.
- Maintaining camaraderie and individual connections; managing negative behaviors and promoting development; determining expectations and adapting annual evaluations.
- Keeping in touch for effecting equitable workload distribution.
- Onboarding and training remotely take much more time. Also, morale is hard to maintain; also keeping the faculty connected with each other (difficulties with depression and feeling disconnected).
- Keeping TEAMS engaged and improving morale.
- Ever changing world and circumstances.
- Lacking in-person connection and more frequent communication.
- Internet connection issues; being mindful of giving employees space and not micromanaging.
- Stepping back as a new person. Isolation, being prepared, working with overly demanding peers who are not accepting diversity of work (hyflex) environments.
- Stress in collaborative work environments.
- We discovered that we enjoyed the conversation and building the connection, time ran fast, and we did not finish our work :-). I did love meeting my breakout room colleagues who I have not met before.

STRATEGY:

- The use of TEAMS has made it so much better to stay in contact with others in our team.
- Use TEAMS for group communications.
- Checking in on goals regularly.
- Using tech (TEAMS chat) to keep abreast of each other's work.
- Work with internal and external teams to ensure their backgrounds are appropriate for the workplace/meetings. Set expectations right up front, clear communication.
- Remind people to be flexible. Have a weekly Zoom background theme for your staff meetings to help get to know people.
- Allow for more time than usual. Use happy hours and other ways to stay connected. TEAMS Chat function is also a great way to stay in touch.
- MS TEAMS is a useful tool, some of us use it more than Zoom for meetings.
- Staying engaged as a manager. Lead by example.

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