Transitions: Managing Your Staff Through Change

2017 CSE Annual Meeting
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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/](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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