

**BEST PRACTICES**



# **MANAGING A WORK FROM HOME TEAM**

*Workforce Insights by the Columbus Chamber of Commerce*

## **THREE-PART WORK FROM HOME SERIES...**

**COLUMBUS**  
CHAMBER  
OF COMMERCE

The Columbus Chamber of Commerce is researching best practices to assist our members and the Central Ohio business community during these challenging times. Many organizations that have been deemed non-essential are still operating with teammates in remote locations and finding success by incorporating work from home (WFH) guidelines for their workers.

# PULSE YOUR EMPLOYEES' PRODUCTIVITY



The lack of face-to-face in-person interaction can be concerning for both supervisor and individual contributors. At the onset of working from home, even the productivity of high performing employees may take a dip. This is normal as everyone adjusts to their new circumstances.

Often, supervisors worry that employees will not work as hard or as efficiently (though research indicates otherwise). Clear guidelines and consistent communication are always key to productivity, especially when a team is operating remotely.

## WHAT OUR BOARD & COMMITTEE MEMBERS ARE SAYING...

"I recommend using **scorecards to ensure everyone stays on pace**. The scorecards are then discussed in weekly virtual team meetings to promote healthy accountability. These meetings are held at the same time via video conferencing."

*Catherine Lang-Cline, Portfolio Creative*

"We ask employees to **add everything they are working on to their calendars** and follow up on completed projects. For many projects, they can monitor and report KPIs like orders entered and calls taken, which we are asking them to do."

*Shawn Richard, Palmer-Donavin*

"As an entrepreneur, **I've always focused on what you need to do today**. We continue with that as we WFH."

*Rachel Friedman, TENFOLD*