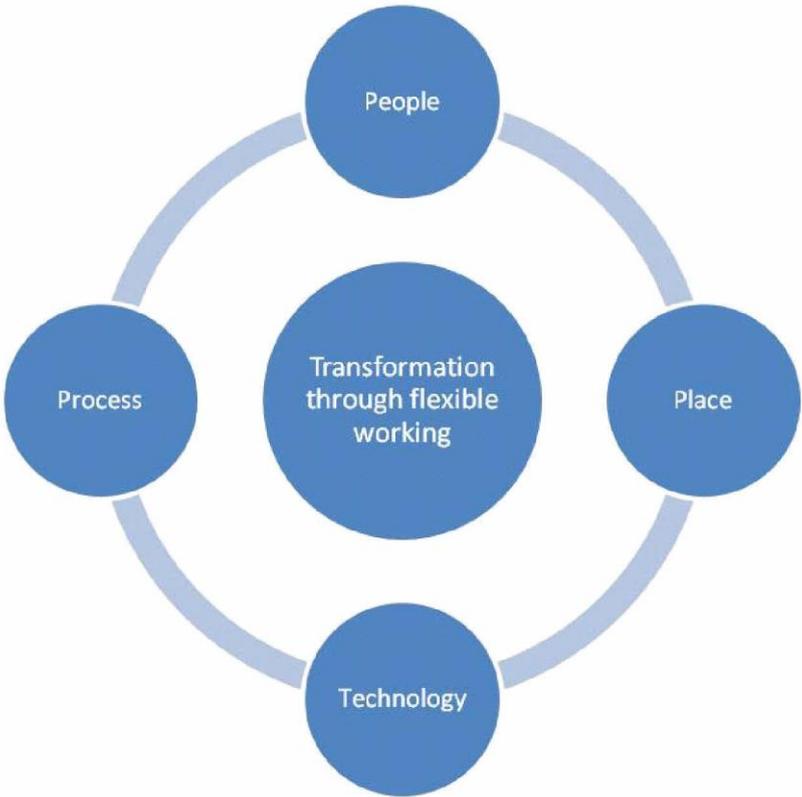


Managing Remote Workers

a questionnaire



Introductory Questionnaire for Managers of Dispersed Teams

Below are some statements which highlight some of the behaviours that make remote managers more effective. Review and score them based on your perception of your management practices using the following score keys.

The Scoring Key

1 I Strongly disagree	2 I Disagree	3 I am neutral about this/ don't know	4 I agree	5 I strongly agree
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QUESTION	SCORE
1. My staff are clear about my position on issues, especially the future direction of the team	
2. I am confident that all the staff can monitor their work personally in terms of the achievement of the required standards/targets	
3. I chose the communication media to suit the situation and the type of information to be communicated	
4. The team have regular, well attended meetings to communicate progress and discuss issues, some of these are remote others face to face	
5. I have communicated a clear vision and direction for my team	
6. I work flexibly myself	
7. I often take opportunities to coach staff even for 5 minutes, even if not face to face	
8. Information and feedback on work, both progress and quality, is shared in an appropriate way and time	
9. We have agreed a support process between peer colleagues	
10. I manage the flow of information from the rest of the organisation to ensure staff are kept up to date on wider developments/ issues in the organisation but not swamped	
11. I use a range of media to give timely feedback to my staff: desk top video conferencing; audio conference calls; instant messaging; intranets – dedicated web space	
12. I respect my staff's flexible working arrangements and only contact them outside those for genuine emergencies	

13. Working away from the office does not impact on the existing work flows nor other staff in the organisation (including support staff, team colleagues, peers and subordinates)	
14. Development is provided to ensure all staff are skilled and supported to work remotely in an effective way	
15. I trust my staff to complete their tasks without constant supervision	
16. I work hard to ensure my staff have the resources they need to do their job flexibly	
17. I am accessible to staff for both operational and personal issues	
18. I allow sufficient time for development	
19. I am competent in and use regularly the technology that supports remote working	
20. Prioritising work is done well - more time is spent on important activities and less on the trivial	
21. I am proactive in resolving discord both within the team and with external stakeholders	

Obtaining your Results

Transfer your score to the appropriate box in the table below. The number of the relevant question is shown in shadow the box.

Category	L	R	F	B	A	C	E
Question	1	2	3	10	4	7	6
Question	5	11	9	16	8	14	12
Question	15	20	17	21	13	18	19
Total							

Managers with staff based at different sites, or at home, or travelling and those managing remote teams need the same core competences as all managers do. However managing remotely does need a different perspective and balance between them. The manager must become more of a facilitator and less of a direct supervisor of the work – they need to manage the system not work in it. Fisher and Fisher in their book 'The Distance Manager' identified the following seven additional competencies of an effective distance manager which this questionnaire is aimed to highlight. The letters at the top of each column relates to one of the seven competencies.

L	Leader
R	Results Catalyst
F	Facilitator
B	Barrier Buster
A	Business Analyser
C	Coach
E	Living Example

Using the Results

1. Consider your responses – what are your areas of strengths and weaknesses? Top score in any role is 15 and lowest 3.
2. Is there any role that you particularly struggle with - what do you need to do to improve that one in the context of flexible working
3. What do you need to become more effective in managing remote workers?

You might find it useful to discuss the results with colleagues you trust to gain feedback and test your perception of your behaviour and competencies.

If you want to discuss your results in more detail in a coaching session and to explore the actions you could take to improve your remote management competencies, please do contact us at info@wisework.co.uk.

No questionnaire is a substitute for effective professional advice and support, this one is no different.

While all reasonable efforts and care have been taken in the production of this questionnaire, WiseWork Limited makes no warranties or guarantees regarding the information contained in this document or in the processes required for its completion and subsequent use.

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