

With virtual work you can't see if your people are working or not. So how do you know if they are?

Managing by the Clock

THE STORY:

One of the most basic tools of management is the power of walking around to check in on the team you manage. This practice is so widely accepted that you can find “managing by wandering around” in Wikipedia. It is “...a style of business management which involves managers wandering around, in an unstructured manner, through the workplace(s), at random, to check with employees, equipment, or on the status of ongoing work.” In the virtual world, this tool is simply no longer available.

INSIGHT:

Managing virtually demands that we create a means to “walk by and check-in” on our people virtually. This can be as simple as a scheduled 10-minute daily on-camera virtual check-in. Growing in popularity is an open portal where teammates can essentially see and chat with each other any time during the day – a kind of virtual watercooler. And the other option is a spontaneous video call just to see how the day is going.

Virtual management requires an intentional and routine outreach to the people you manage. Frequency matters because people feel isolated and no longer part of a team. That disconnect will make it hard to retain people in the time of The Great Resignation.



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