

9 WAYS TO COMMUNICATE EFFECTIVELY WHEN WORKING REMOTELY



Manage Expectations



A sudden change to working remotely, can create a major disruption to your daily routine and as such you will need to manage your own expectations, the expectations of those you either live with or are working around remotely, as well as those you are working with or for.

There will often be a need for what we like to call 'structured flexibility' all around, as for example, the traditional working hours may not be feasible, so managing expectations of those you work for or with, can help alleviate issues down the road.

Set Appropriate Boundaries



When working remotely, it is important to set clear boundaries all around.

For yourself you'll need to be clear on your time boundaries, workload abilities etc. For those you are living with or working remotely with, you may need to be clear on a space that you need to work in, or a period (e.g. a POWER HOUR) in which not to be disturbed. For your employer/e it may be that during certain periods you are unavailable.

What healthy boundaries can you put in place to stop miscommunication issues from arising?

Be Aware Of Your Tone



When working remotely, there is a massive reduction in in-person and verbal communication, and as you rely more on written communication, the tone of what you are saying can often be lost in translation.

As such it is important to be more mindful of the wording you use. So proof-read your emails and look at the language you use, to see if there is a better way to communicate what you want/need to say, that isn't open to misinterpretation.

Use Positive Reinforcement



It is commonly known that the difference between a manager and a leader, is that a manager controls their staff and a leader empowers them. The way that a leader leads is through effective communication, which positively reinforces the work that others are doing, helping to get the best out of their employees.

Why not utilise the same strategy yourself to get the best out of your co-workers / relationships. You are much more likely to do work or go above & beyond for someone you hear positive language from right?

The Feedback Sandwich



It's not always possible to be positive all the time, and sometimes criticism; or as we like to call it areas of development, need to be highlighted.

You can do this through the feedback sandwich, where the criticism is delivered between two positive bits of news to help produce a growth mindset, and not just be constantly critical.

When delivering bad news or criticism, why not reframe it as an area (or areas) of development & accompany it with two positive bits of feedback.

Keep Communication Clear and Concise



As the music industry expression goes...
"Don't bore us, get to the chorus."

When sending emails ensure to make the message clear for the reader, so there is no misunderstanding and keep it concise.

With an increase in remote working, comes an increase in communication in peoples inboxes, and so being mindful and efficient of others time and inboxes, will help them also be mindful of yours.

Meetings For Meetings Sake



Video conferencing is one of the great technological inventions of the 21st century but when a large number of people are forced to work remotely, we often see a large increase in the number of Zoom meetings that take place.

You can as a result find large swathes of your day caught up on these video calls, and this could provide you with the perfect opportunity to reflect on which meetings are important and which can be dealt with more effectively through a normal call or email.

Listen To Understand



People in life don't want to be heard they want to be understood, and to do that effectively we need to listen to understand what someone is saying to us, rather than just to respond with what we are thinking or feeling.

Take the time to listen not to just what's being said, but also how and why it is being said and what has been left unsaid. Through doing this you will not only make a difference to those individuals, but be able to build deeper relationships with others too.

Ask For Help



If you are struggling when working remotely, it is important to reach out and ask for help. If you have a HR team or a manager, speak to them and let them know you are struggling and see what can be done to help support you.

If your work for yourself or don't have a HR/manager, speak to a friend, family member, mental health professional etc to find ways in which you can be better supported. Working remotely means it is harder to see if you are struggling, so it is important that you speak out if you are struggling.