



**Maine Community  
College System**

# **Intro to Supervising Remote and Hybrid workers**

**MCCS**

**November 7, 2024**



**HAROLD ALFOND CENTER  
FOR THE ADVANCEMENT OF  
MAINE'S WORKFORCE**

## ■ Remote Work for ME



The project, awarded by Ascendium Education Group, provides rural Maine residents with free training so they can pursue remote work opportunities. It includes free training for participants with scholarships available for computers, software, and internet connectivity.

### Skills to successfully work remotely

- Access to good paying jobs in rural Maine
- Career path with upward mobility
- Meet employers' demand for qualified employees
- Maine's incumbent workforce
- Prevents outward migration
- Better work / life balance



# REMOTE WORK Programs

Remote Work Essentials for  
Professionals

Leading Remote and Hybrid Teams  
Supervision Fundamentals

Remote and Hybrid Work  
Business Fundamentals

Remote and Hybrid Work  
Foundations

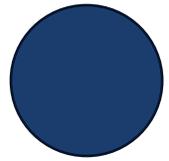




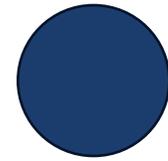
Leaders must acknowledge and accept that there is no back, there is only forward. Those who shrug their shoulders and say, 'This wasn't how we did it back before the pandemic,' are shrugging off their responsibility.

-Equity in the Hybrid Office

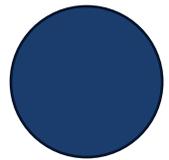
## Remote Work Models



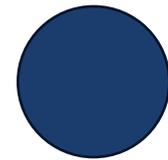
Remote time /  
remote tolerated



Remote friendly



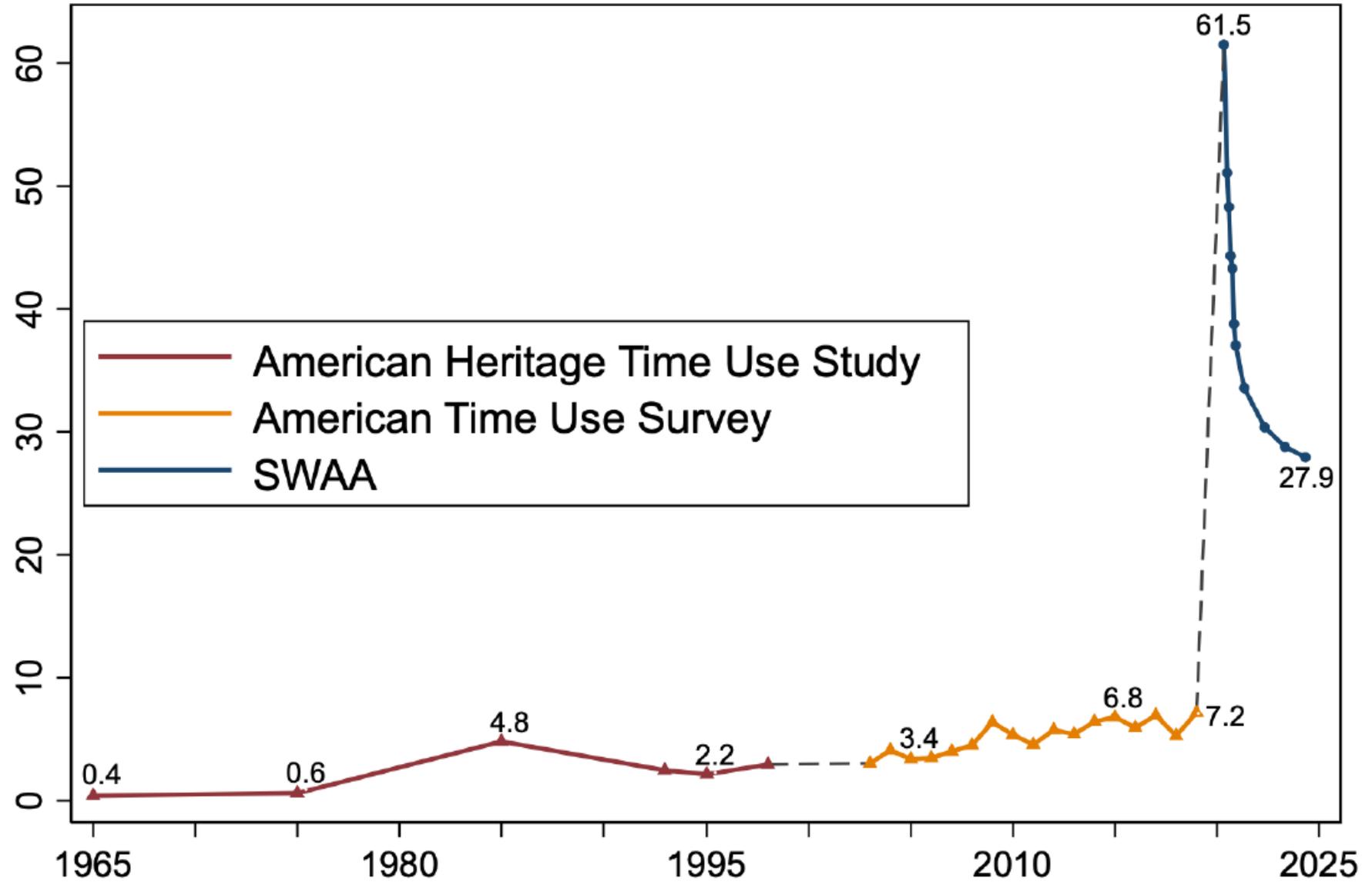
Remote Exceptions



Remote first and  
fully remote



# Full Days Worked at Home, Percent of Paid Workdays



SWAA October  
2024



# Remote Work Models

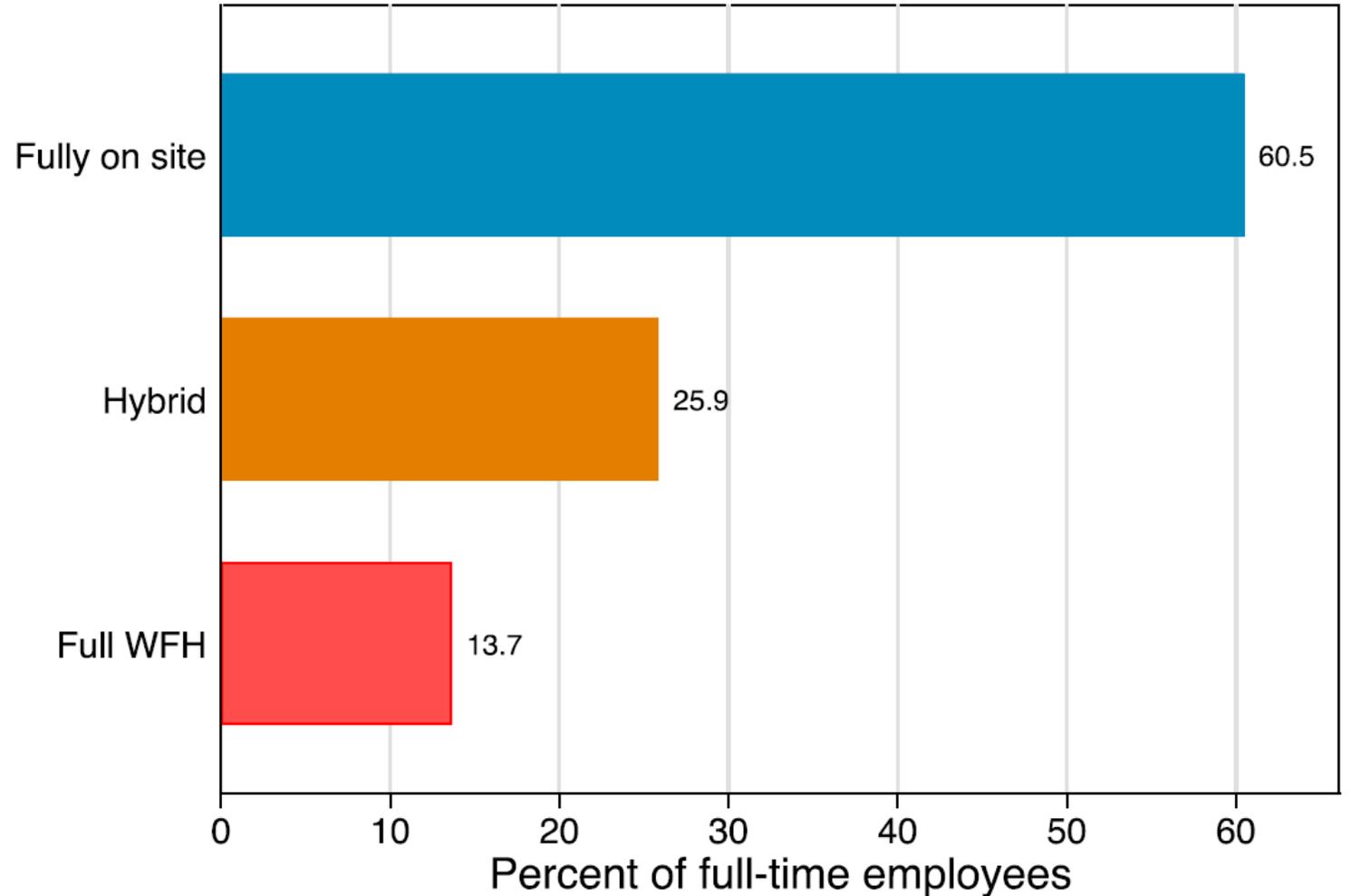
Responses to the questions:  
- *For each day last week, did you work a full day (6 or more hours), and if so where?*



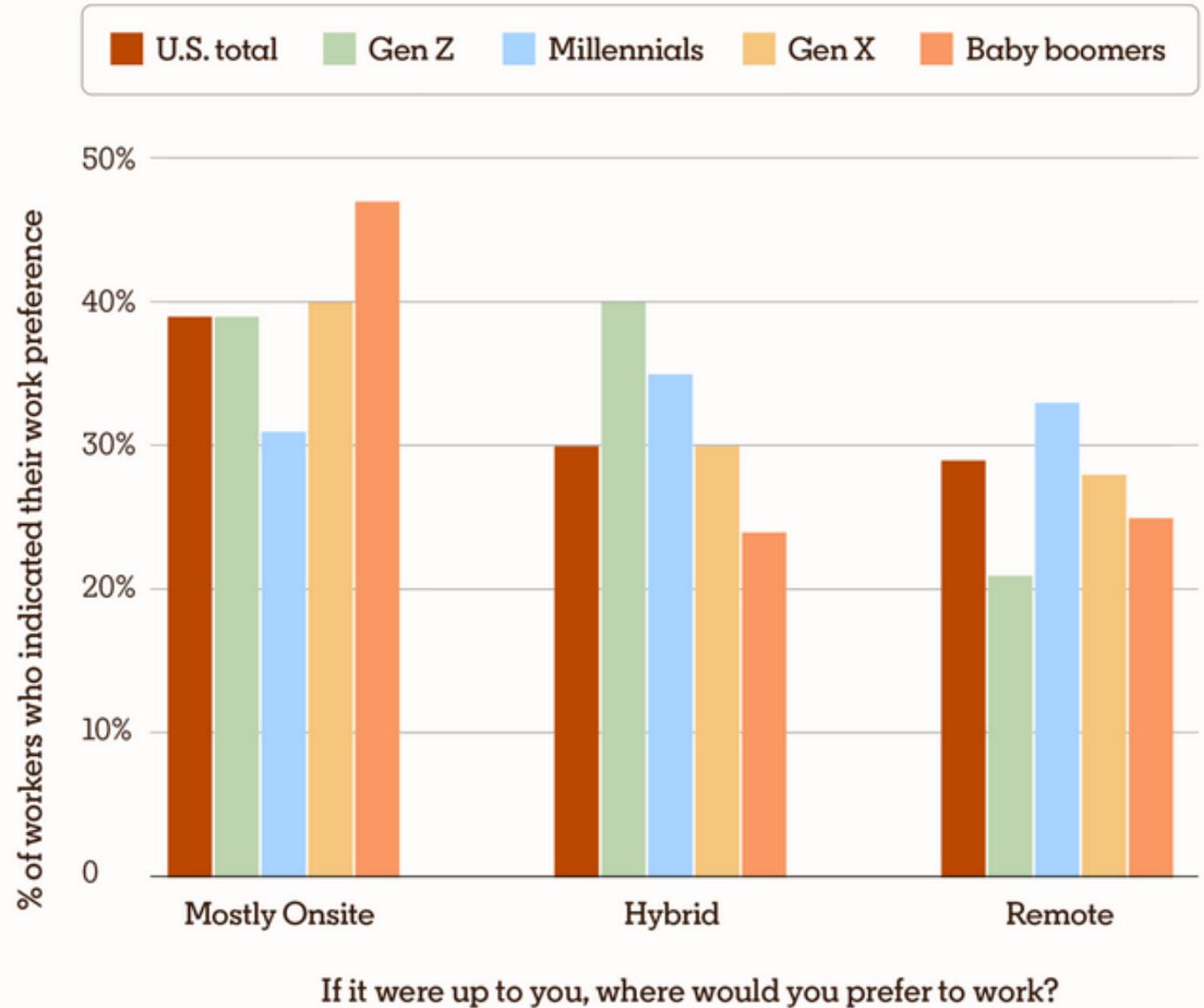
SWAA October  
2024



## Working Arrangements

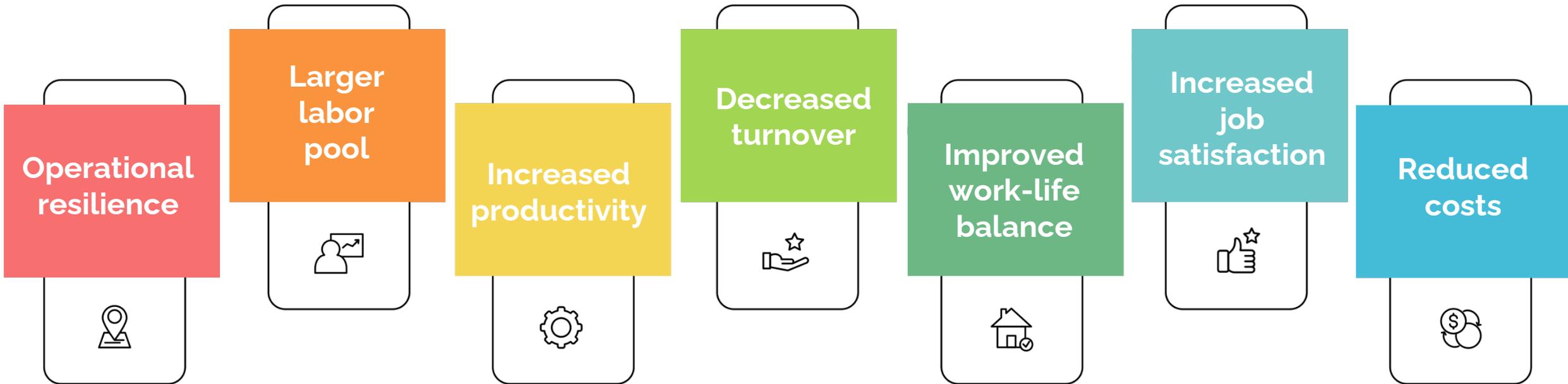


*The Work Shift: Is hybrid really the new normal? Here's what the data is showing*



# Benefits

## FOR REMOTE WORK





“

Do you want to access talent everywhere...you need to be at least open to the possibility of remote work — it opens doors to attracting and retaining talent around the world, literally and figuratively.

-Katie Burke, HubSpot

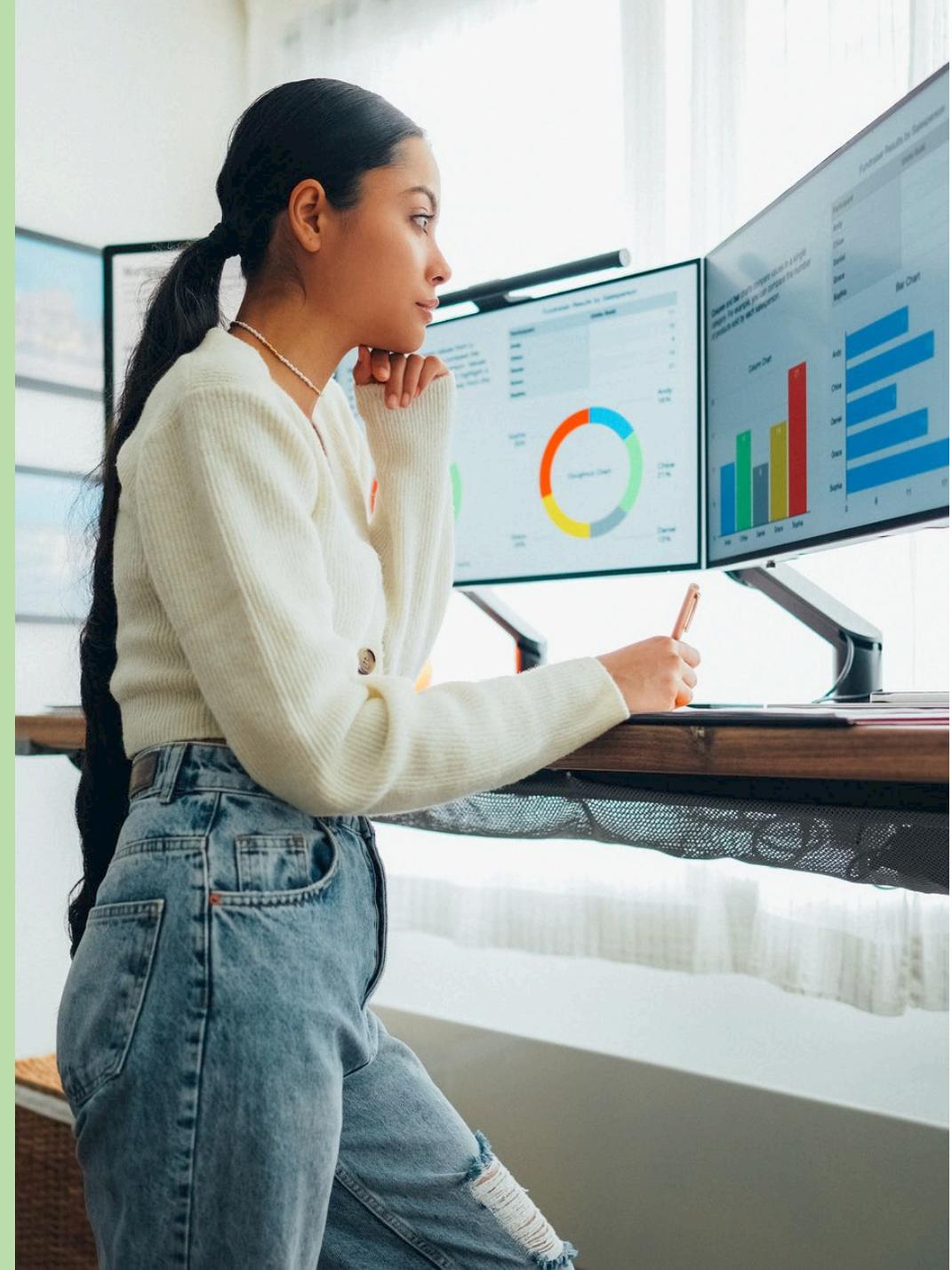
**30%- 55% reduced turnover**

**13% decrease cost for recruiting**

**12% increased applications**

**Increased candidate diversity**

- **15% more female applicants**
- **33% more applications from underrepresented minorities**
- **25% increase in employment of PWD since pandemic**



# Challenges

## FOR REMOTE WORK



New processes  
and policies



Communication



Equity



Health and  
wellness



Tax and  
benefit  
implications



# Challenges

FOR REMOTE WORK

**These are not intrinsic to remote and hybrid work**

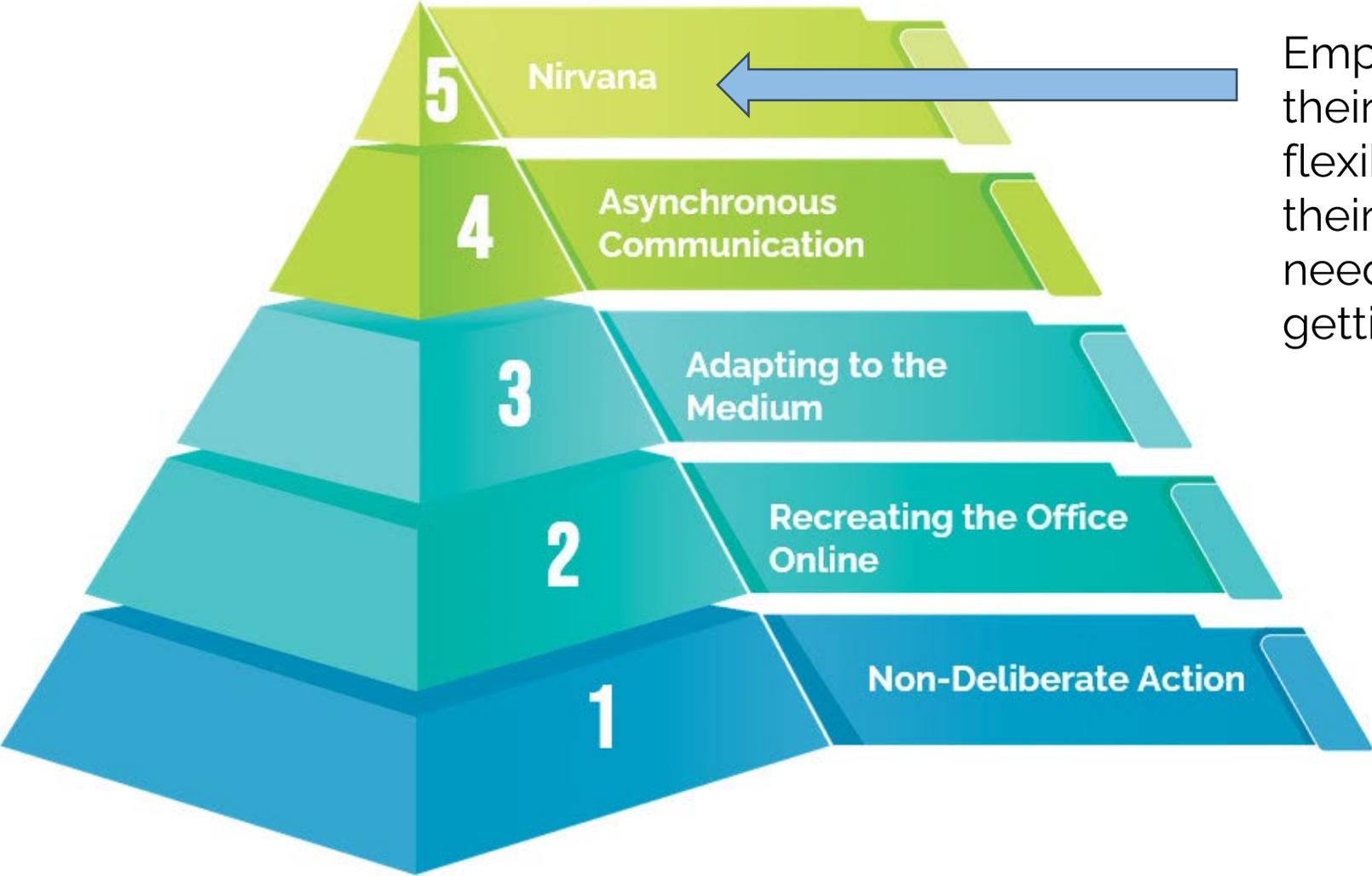


# ■ Key Principles

- Intentional / Purposeful
- Equity
- Asynchronous
- Iteration



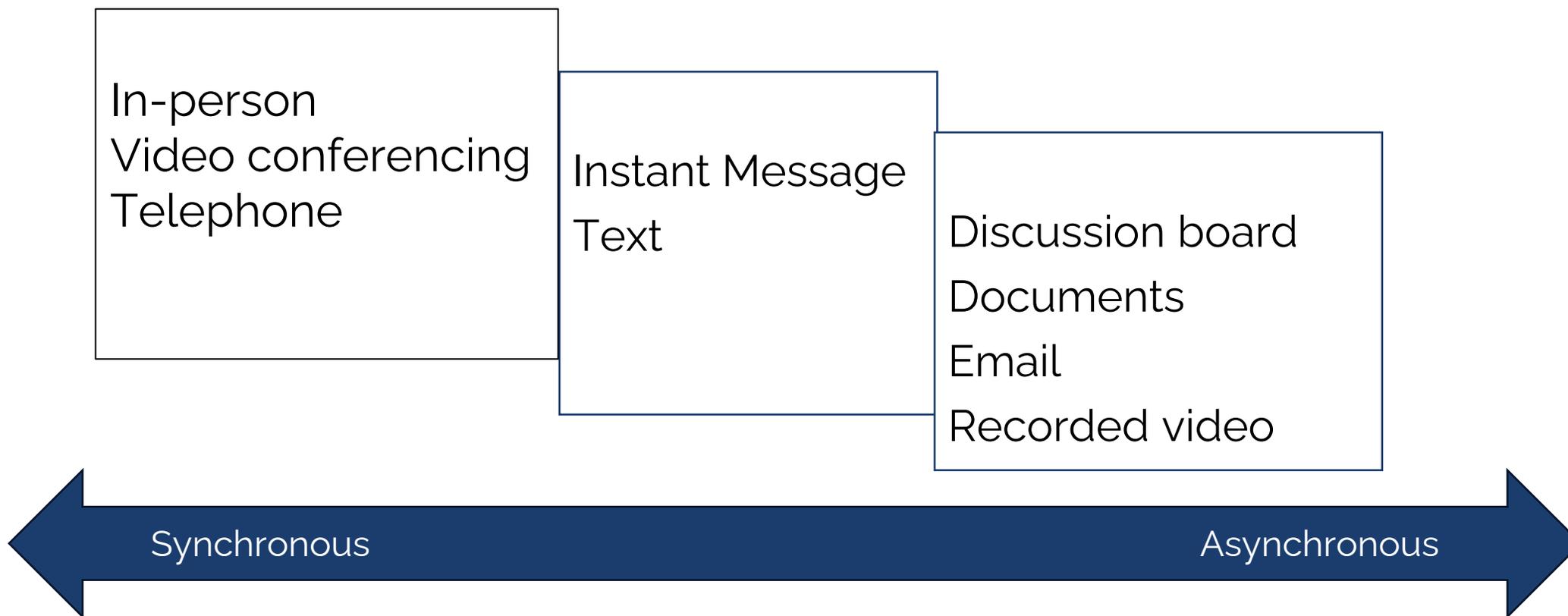
# Matt Mullenweg's Five Levels of Remote Work



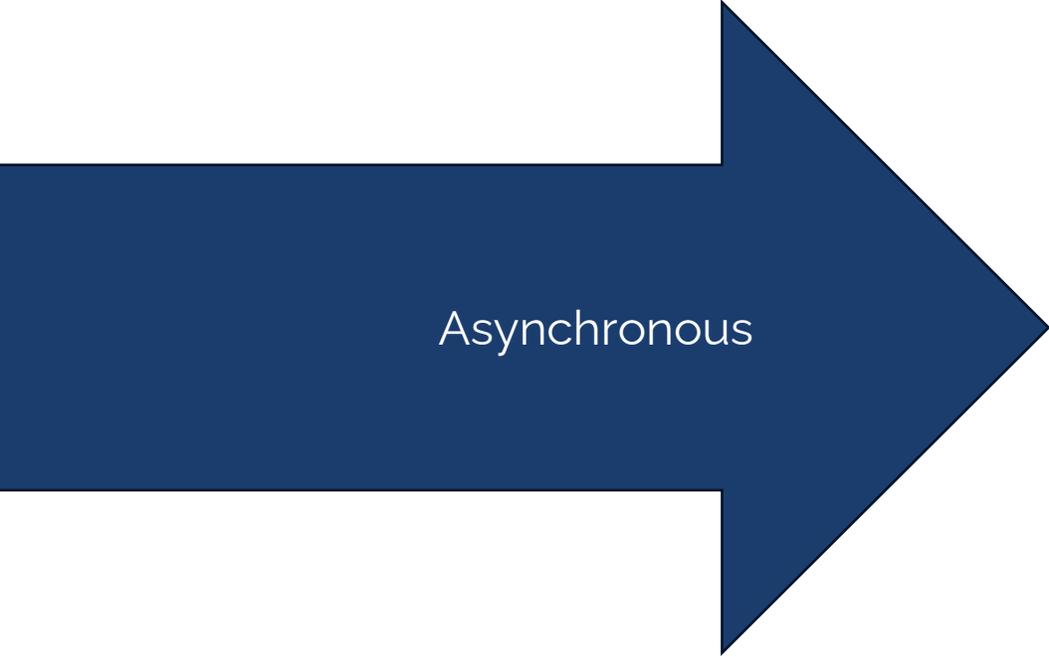
Employees "design their lives" and have flexibility to design their day around their needs while effectively getting work done.



# Synchronous v. Asynchronous Work



# Synchronous v. Asynchronous Work



Asynchronous



- Reduce meetings
- Transparency
- History/ Archive
- Equity



# How Async and Remote Drive Equity



# How Async and Remote Drive Equity

Location

Time

Task



# Culture

"When co-located, leaders often implicitly transmit culture by modeling behavior and values in the presence of their employees. The same implicit signals exist when remote, but they're harder to detect and interpret. Leaders need to decide on the type of culture they want, the signals that are appropriate to communicate it, and how and when to send them without distortion."

**WFH Doesn't Have to Dilute Your Corporate Culture,  
Harvard Business Review**





“

"Team psychological safety is defined as a shared belief that the team is safe for interpersonal risk-taking...it describes a team climate characterized by ***interpersonal trust and mutual respect in which people are comfortable being themselves.***"

-Amy Edmondson

■ Society for Human Resource Management (SHRM) supervisor survey

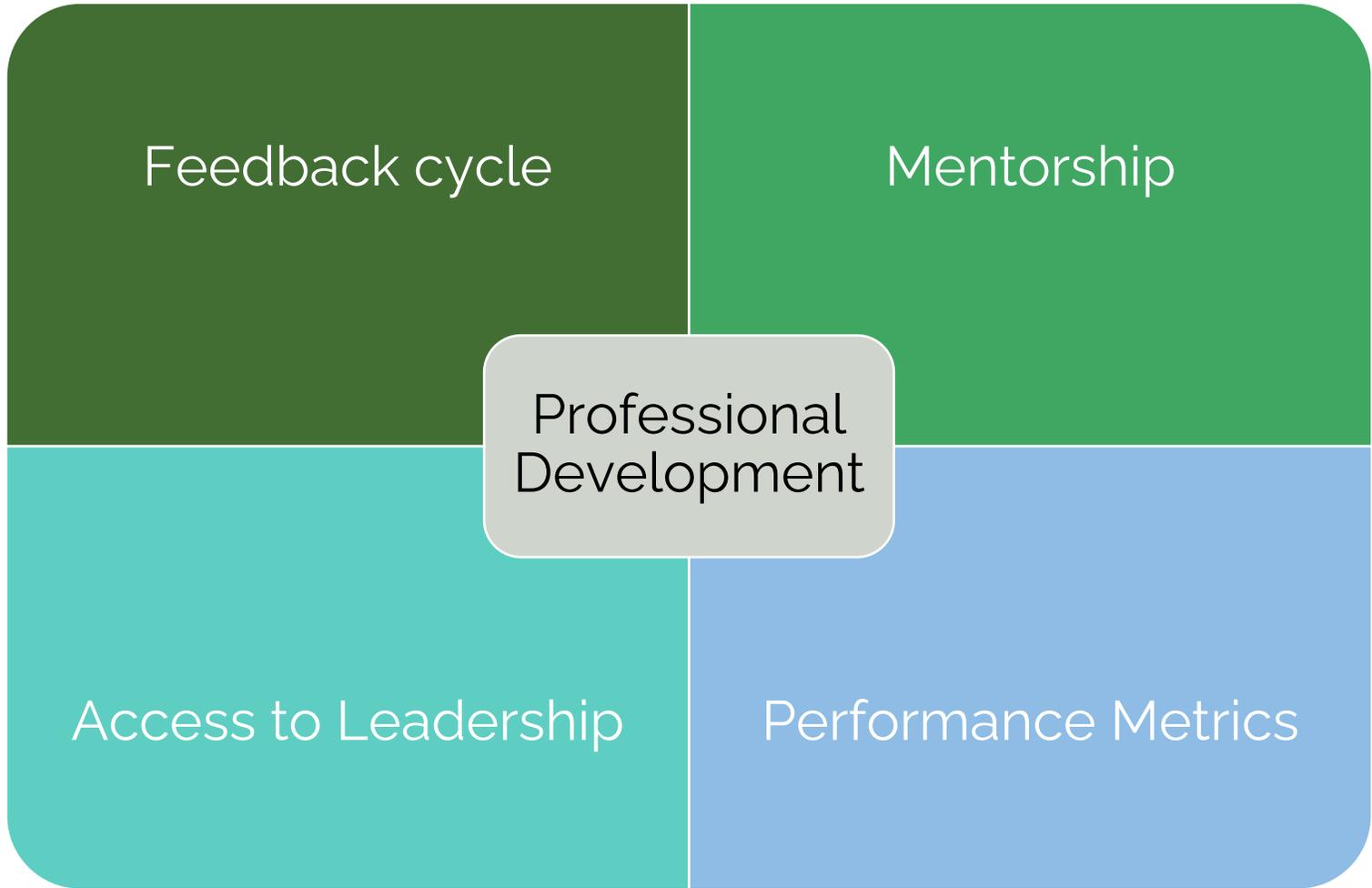
# Proximity Bias

67%

remote workers  
more people in power tend to treat workers who are physically closer more favorably.  
42% forget about remote workers when assigning tasks



# 1:1 Meetings



## Remote Work Agreement

- The type of remote or hybrid work
- Office expectations
- Approved work location(s)
- Travel expense reimbursement.
- Equipment and expenses
- Security requirements and data management.
- Weather closure expectations
- Performance expectations.
- Agreement termination, renewal, review



Teamwork



# Teamwork

- Weekly meetings
- Hybrid meetings
- Equitable tools
- Coordinate office time
- Time for connection



## Team Agreement

- Identifies how the team works together
- Developed by the team
- Team driven (within guardrails)



## Team Agreement

- What information do we need to share?
- Norms
- How will we handle conflict?
- How do we know what each other are doing?
- What tools will we use and how?
- How will we communicate availability?
- Response time?
- How do we communicate in an emergency?
- Hybrid teams



## ■ Teamwork and Collaboration

- I'm passionate about the people I serve.
- I love deep conversations about important things.
- I love sharing stories and information (work or otherwise).
- I don't gatekeep and get frustrated when others do.
- I'm an overthinker, very intentional, so will have a reason for every decision and will likely tell you the story.
- I'm curious and ask questions because I want to understand.
- I tend to do everything myself (double edged sword).
- I treat people as colleagues regardless of role.
- I work best with clear direction, autonomy, flexibility and decision-making ability.
- I get frustrated by unnecessary friction in systems, loathe Comic Sans and "reply all"
- I prefer an email or text rather than phone.
- I do my best work in the mornings.
- If you're talking to me on Zoom during the summer, I'm probably barefoot and in shorts.



## Teamwork and Collaboration

# My User Manual

- Conditions I like to work in...
- I'm most productive in (morning/afternoon)...
- Best ways to communicate with me...
- I value...
- I'm passionate about...
- How I best receive feedback...
- Things I struggle with...
- If I were an animated gif/ meme/ animal/ song,
- Favorite quotation/ book
- Fun fact
- I learn best...
- Strengths

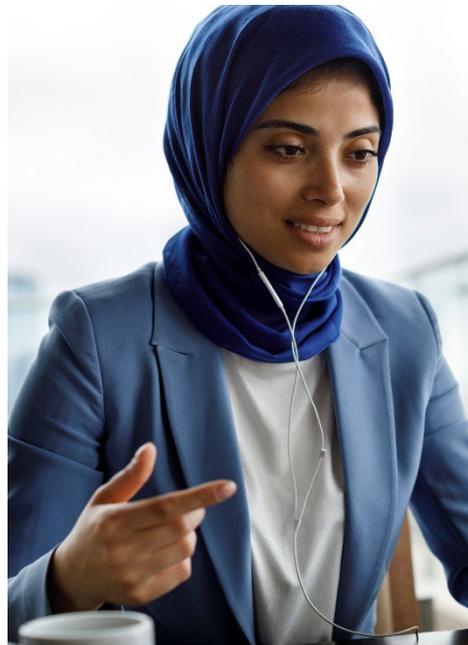




“

It's like learning to drive on the wrong side of the road... you have to get to the same destination as before, but you now have different signals, cues, and controls – and that does take some time getting used to!

Raghu Krishnamoorthy,  
**What Great Remote Managers Do Differently, HBR**



**REMOTE WORK**  
is effective, productive  
and desirable



**REMOTE WORK**  
has benefits for employer  
and employees



**REMOTE WORK**  
challenges can be  
mitigated



REMOTE WORK  
**Programs**

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# Resources



Remote Work for ME group



*Thank you for your time*

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