

# The Seven Secrets of Effective Remote Supervision Uncovered

Presented by:

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# Acknowledgement

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The information contained herein does not necessarily reflect the position or policy of the U.S. Department of Education and no official endorsement should be inferred.



# Training Disclaimer

The information and related resources in this training are intended to assist management in State VR agencies in developing effective practices to supervise their staff who are working remotely. It is important to consider the statutes, regulation, and collective bargaining agreements unique to your state when implementing new practices to ensure they are in alignment with these key legal documents. Be sure to consult with your legal and administrative teams at your agency for guidance.

# Training Disclaimer

This training was recorded in February of 2021 and provides examples of actions taken by State VR agencies to implement changes in working conditions in response to the impacts of the COVID-19 pandemic. As this is a pre-recorded webinar, the Directors highlighted in this training may no longer be still serving in that role and/or the initiatives they launched may no longer be in effect based on the evolving nature of hybrid work. The examples provided in the training were given for illustrative purposes only to highlight key concepts related to effective practices in remote supervision.

# Center for Innovative Training in Vocational Rehabilitation

Developing innovative methods to train VR personnel in their work at State Vocational Rehabilitation agencies to deliver services to improve employment outcomes for individuals with disabilities.

- Training Needs Surveys
- VR 101 Training Cohort
- Communities of Practice
- Webinars and Training Resources
- Online community:  
<https://trainvr.ning.com/>

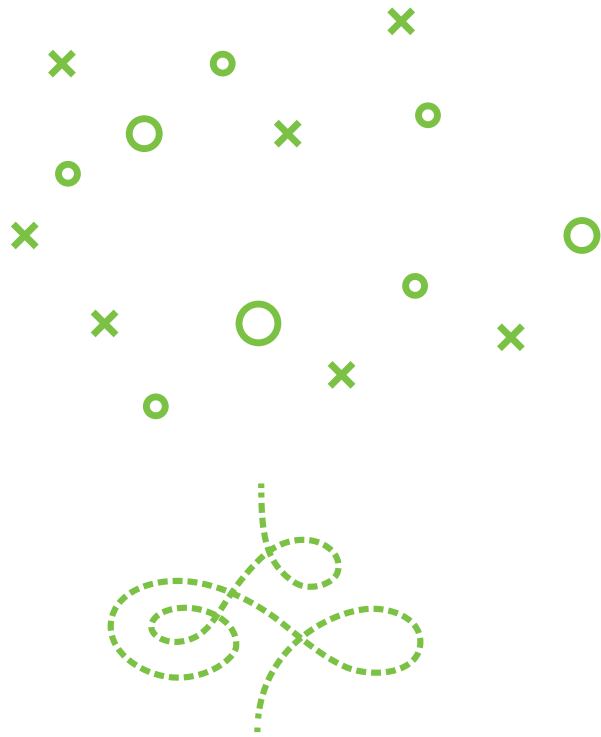


Visit our website at <https://trainVR.org>

AND NOW, THE SECRETS...



# SECRET #1

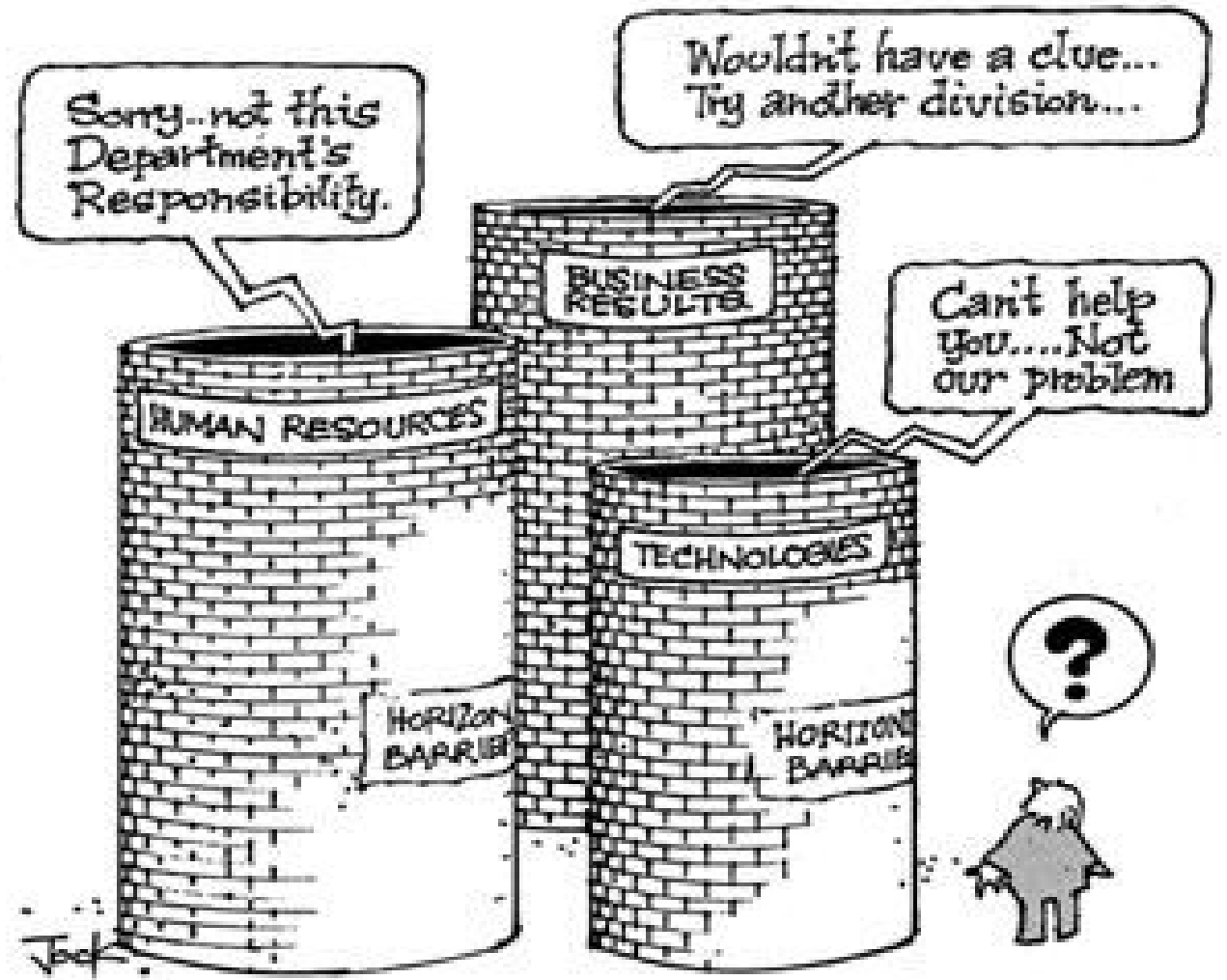


**It starts with you!**



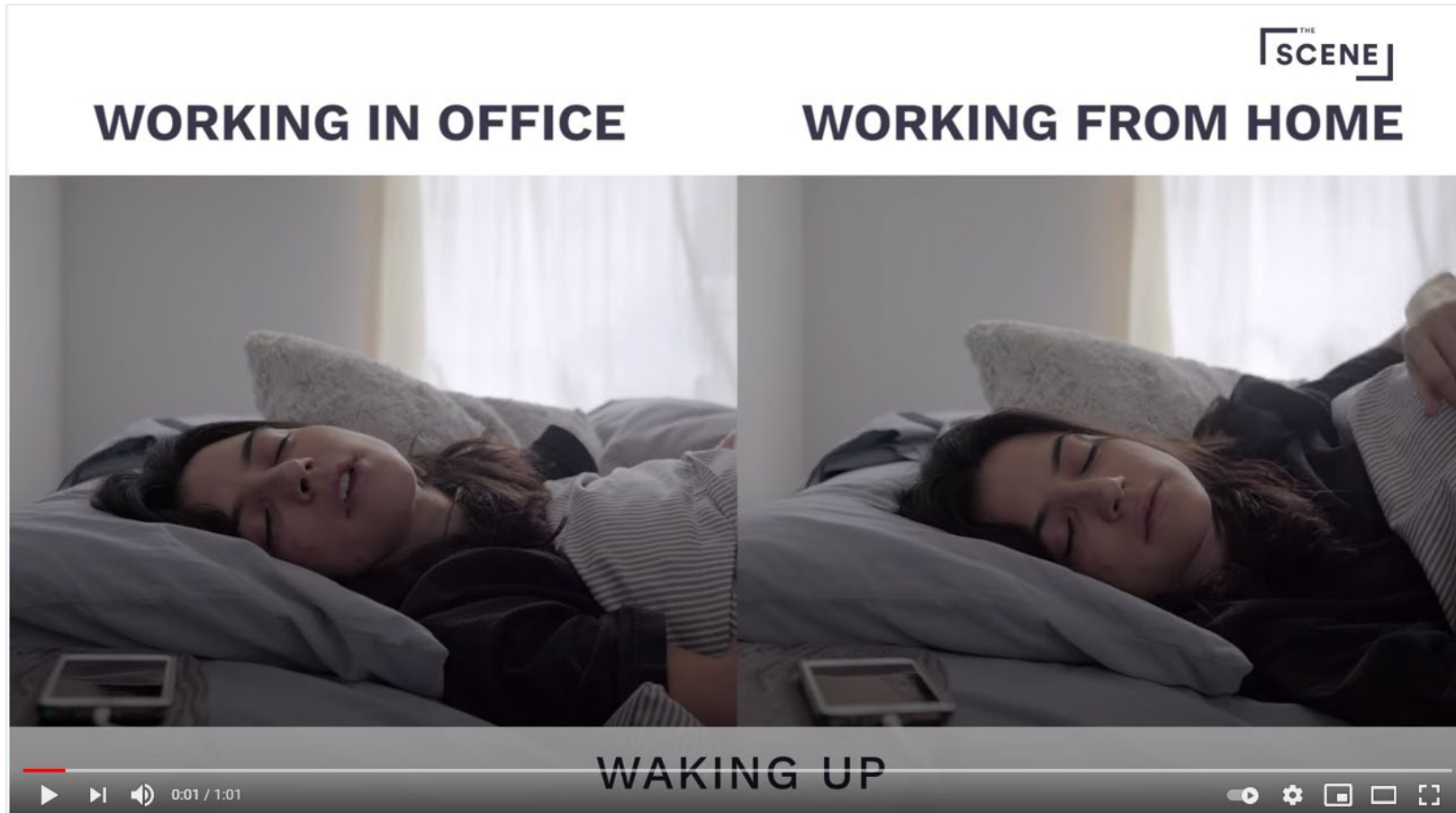
# SECRET #1: Model the Way

- Be Inquisitive
- Be Flexible
- Be Approachable
- Be Observant
- Be Diligent
- Be Silo free
- Be supportive and be supported



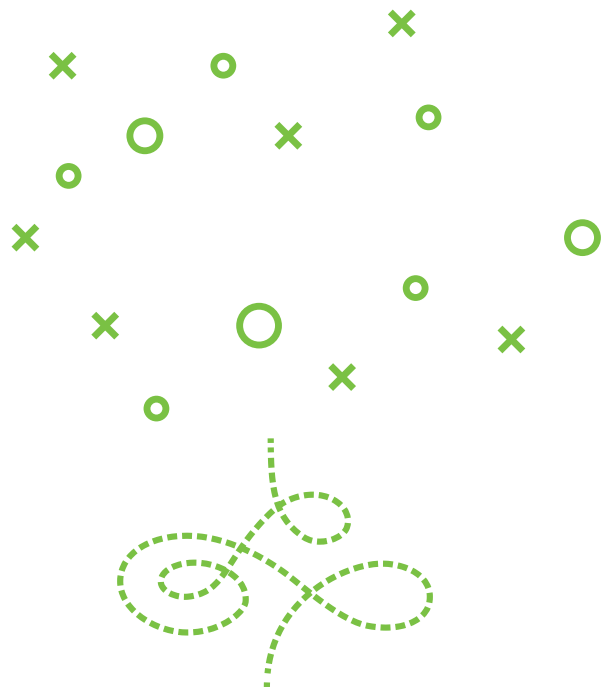


# Working from Office vs. from Home Video



<https://www.youtube.com/watch?v=lvDm17QvIFw>

## SECRET #2



**Mental and emotional  
health matters for you  
and your staff!**

### EXPECTATION

vs

### REALITY

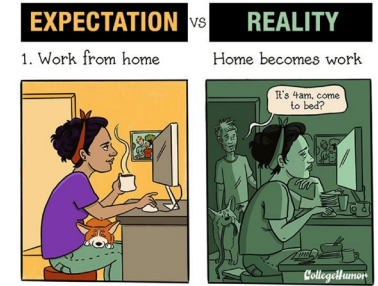
1. Work from home

Home becomes work



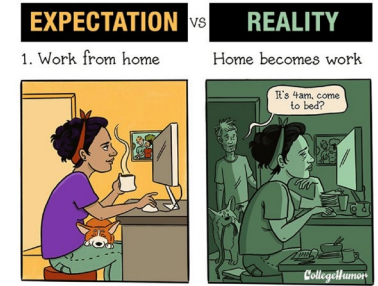
CollegHumor

# SECRET #2: Manage Distractions



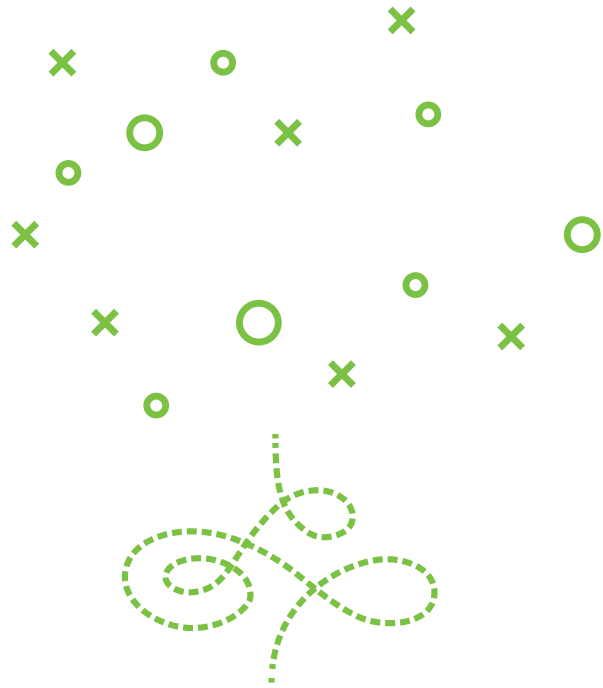
1. Dedicate workspace that is as free from distractions as possible and setup ground rules with co-inhabitants.
2. Establish a routine and stick to it (including setting break times during the day)
3. Turn off alerts on your private cell phone so you aren't distracted by every Facebook like that happens.
4. Use noise canceling headphones if you have a lot of people around also working or learning from home.
5. Set times to respond to emails so you are not constantly responding and interrupting the work you are trying to complete.

# SECRET #2: Support Systems



6. Set expectations for what you want to accomplish each day-use a checklist and get satisfaction in checking them off.
7. Set up office hours and stick to them.
8. Check in with colleagues.
9. If you are struggling, reach out and ask for help.
10. Set up your support network (including tech support)

## SECRET #3



Think “3”  
the Management  
Trilogy

I don't understand  
this trilogy at all



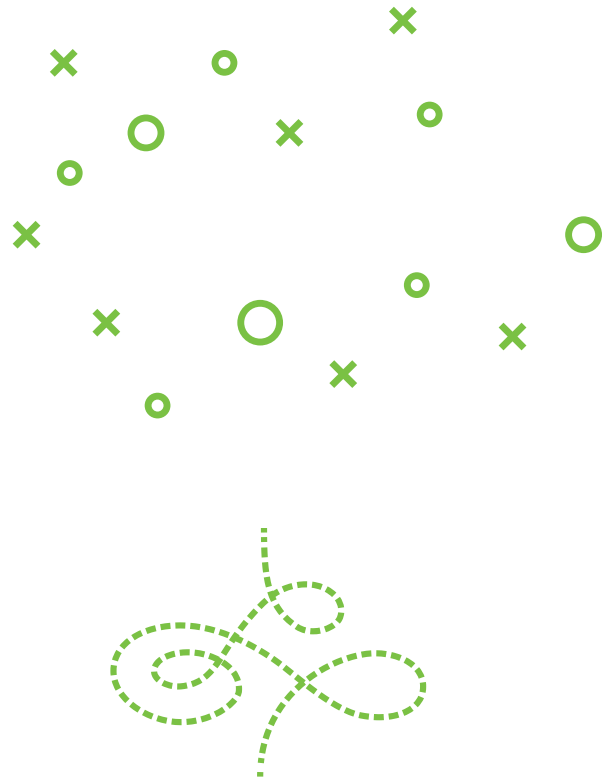


# SECRET #3: Management Trilogy

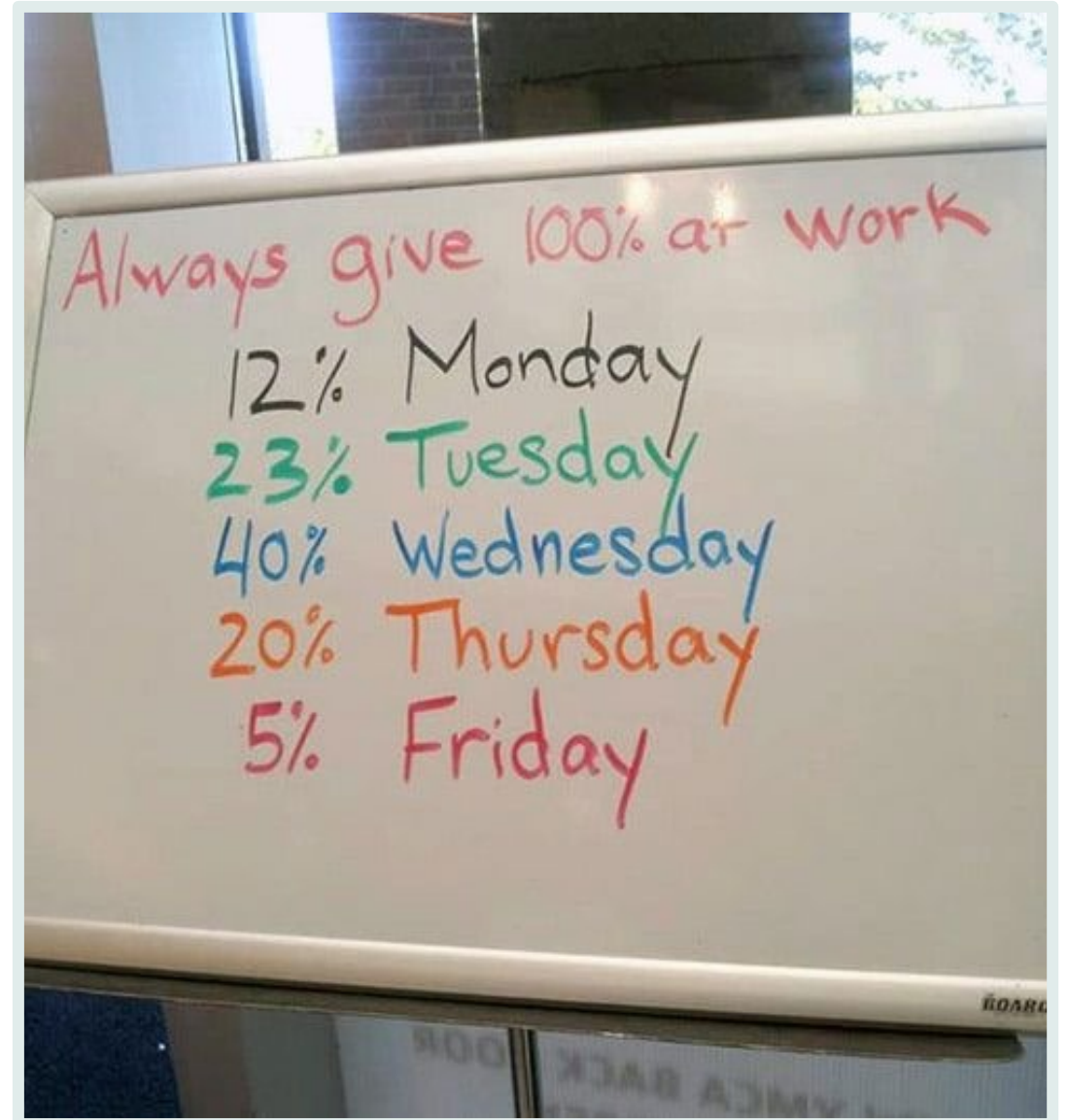
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1. **Accountability:** Setting Expectations
2. **Managing performance and compliance** with policy and procedures
3. **Communication:** Two-way communication that supports the work of staff to remove barriers and gain needed resources.

## SECRET #4

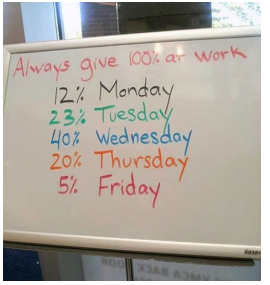


**Reset Expectations**





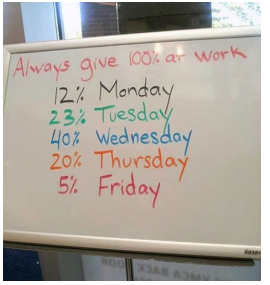
# SECRET #4: Orientation of Staff



- Help staff understand their roles
- Share effective strategies for remote service delivery
- Set annual goals
- Create professional development goals

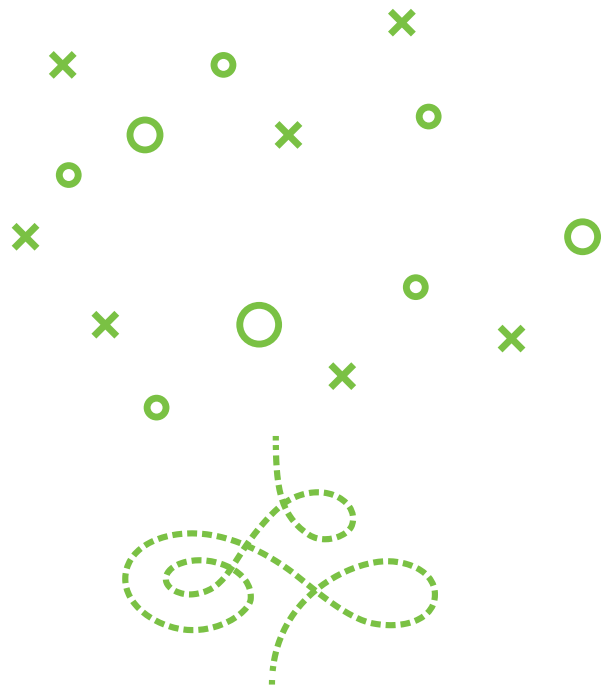


# SECRET #4: Follow-up



- Review & revise work plans
- Delegate - Assign projects
- Ensure job descriptions are up to date and reflective of work required

## SECRET #5



**Performance:  
Plan for the Plan**



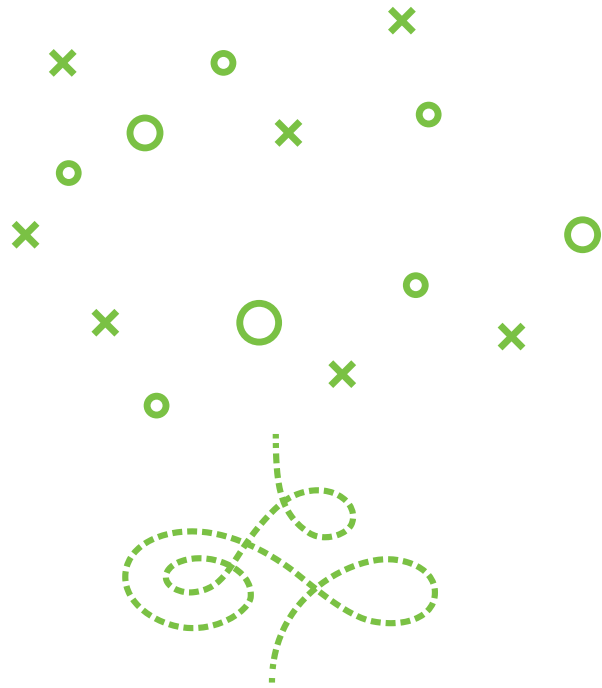
# SECRET #5: The Little Things



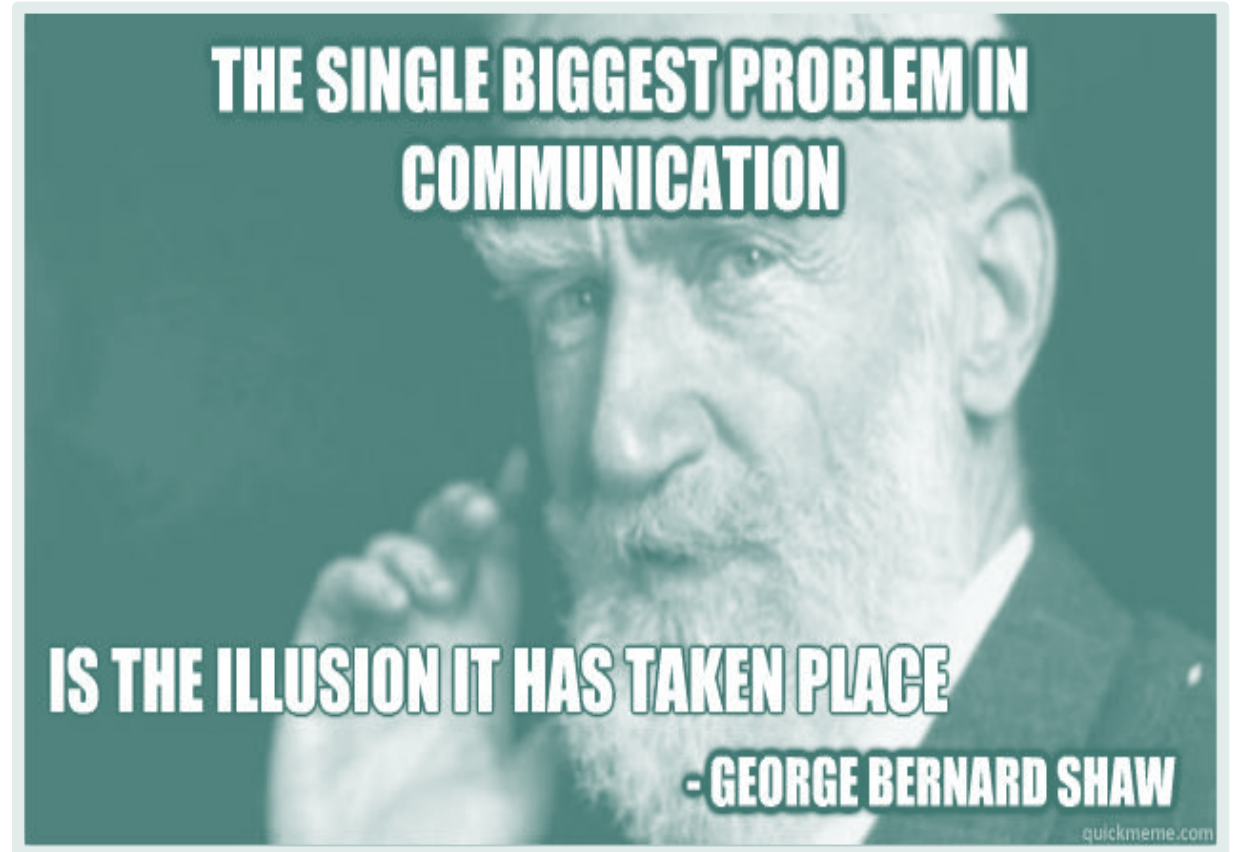
## Little things go a long way

- Organization/planning
- Regular check-ins
- Evaluate development plans
- Annual performance reviews
- Tools go two ways

## SECRET #6



**Communication...**  
**Communication...**  
**Communication...**



# VIDEO: A Conference Call in Real Life



<https://youtu.be/YRDA0z9n8zY>



# SECRET #6: Frequent Updates

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- Discuss what is happening with the agency
- Weekly check-ins with team members
- Setting the tone for the week: What do your staff hope to accomplish? (key tasks & milestones)
- Realize you have introverts and extroverts
- Foster collaboration

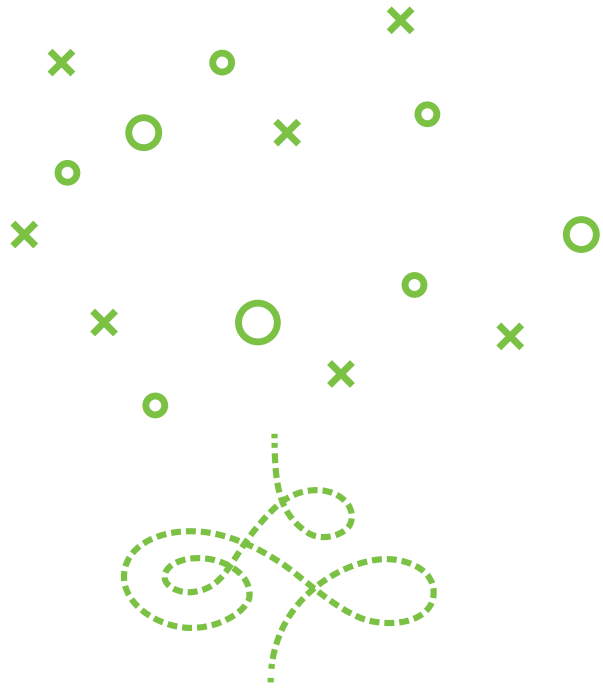


# SECRET #6: Frequent Check-Ins

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- Talk about workloads, deadlines, and balancing projects
- Identify and solve problems
- Give timely feedback and true appreciation for work completed
- Coach and support; repeat

## SECRET #7



**Boss does not = having  
all the answers.**

“Being boss doesn't  
mean you have  
all the answers,  
just the brains to  
recognize the right one  
when you hear it.”

~ Katherine Plumber ~



# SECRET #7: You are Not Alone

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- “I don’t know” are powerful words
- Ask people to share insights, opinions and experiences
- Sometimes, there are no good solutions
- You are not in this alone!



# Thank you!

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# Resources

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CIT-VR website

- <https://trainVR.org>

VRTAC-QM website

- <https://vrtac-qm.org/>

Video: Working from Home vs. Working at the Office | Iris (From Secret #2)

- <https://www.youtube.com/watch?v=lvDm17QvIFw>

Establish a routine and stick to it (including setting break times during the day (From Secret #2)

- <https://www.healthline.com/health/deskercise#arms>

Video: Conference Call in Real Life (From Secret #6)

- <https://www.youtube.com/watch?v=JMOOG7rWTPg>

10 Fun Virtual Icebreakers (From Secret #6)

- <https://productcoalition.com/10-fun-virtual-icebreakers-to-take-remote-working-to-the-next-level-d764122e2e14>

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# The End! The **Seven Secrets** of Effective Remote Supervision Uncovered

