



how to...

# manage people remotely

This framework outlines 6 key areas  
for good job design and management

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Jennifer Duckworth MSc, Chartered MCIPD

*babel projects ltd*




Organisational Psychologist

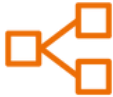


Workplace Wellbeing Consultant

## This framework outlines 6 key areas for good job design and management

There is a great deal of academic research that shows these 6 areas are really important for our wellbeing and our performance at work. They are also the main sources of stress in the workplace if not managed well.

You can use this framework to reflect on your current management style and practices; and to plan some actions to make things work better for you and your team.

<b>Core Principle for Good Management</b> <small>(from the Health &amp; Safety Executive Management Standards)</small>	<b>Definition</b>	<b>Conversation Starters</b> <small>key questions I can ask myself and my team members</small>	<b>Top management tip</b>	<b>Actions I'd like to take</b> <small>(use this space to note some small actions you can start from tomorrow!)</small>
<b>Job demands</b> 	Job demands are all the elements of a job that require people to exert physical or mental effort (e.g. workload, time pressures and the work environment).	Are my team's workloads and working hours realistic? What demands do each of my team members have in their work environments?	Agree healthy home-working protocols with your team (e.g. taking regular breaks, not emailing after a certain time) and make sure you role model these yourself!	
<b>Control</b> 	Control at work is all about decision latitude – i.e. how much say a person has over when, how and where they do their work.	Do I usually empower people in my team by allowing them some control? What kind of control would each member of my team like?	Try giving your team members some control over the work decisions that impact them. e.g. could they decide their working hours?	
<b>Support</b> 	Support at work covers the encouragement, sponsorship and resources provided by the organisation, line managers and colleagues.	What kind of support does each team member need from me? What kind of support does my organisation offer and how do I signpost it?	Set aside time for 1-2-1 catch ups with your team members where you don't focus on tasks, and instead just ask people how they are doing.	

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 <p><b>Relationships</b></p>	<p>Managing relationships at work includes promoting positive relationships and dealing with conflict and unreasonable behaviours.</p>	<p>How strong are the relationships in the team currently? How can I develop specific opportunities between team members to build / maintain good relationships?</p>	<p>Highlight your team objectives regularly to build team spirit and trust, and recognise and celebrate small wins as a team.</p>	
 <p><b>Role Clarity</b></p>	<p>Role clarity means the extent to which a person understands how their role fits within the organisation, and ensuring they do not hold conflicting roles..</p>	<p>Are my team absolutely clear on their role and priorities? What is the best way to communicate my expectations?</p>	<p>Commit some time to providing training and/or mentoring for your team.</p>	
 <p><b>Change</b></p>	<p>Change in this context covers how organisational change is managed and communicated.</p>	<p>What do each of my team need from me to navigate change successfully How resilient are my people and what could I do to help them improve their resilience?</p>	<p>Use 'hope focused' questions to keep things in perspective and maintain positivity. e.g. In a year from now, what will you look back on and be proud of?</p>	



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-  [getintouch@babelprojects.co.uk](mailto:getintouch@babelprojects.co.uk)
-  [www.babelprojects.co.uk](http://www.babelprojects.co.uk)
-  Jennifer Duckworth MSc, Chartered MCIPD

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