

# Managing Performance in a Virtual World

88%

Number of organizations have encouraged or required employees to work from home during the pandemic (Gartner).



- 73% said they were more efficient when working from home (Statistica)
- 47% and 43% (almost half) of employees surveyed said they appreciated the lack of commute and a more flexible schedule.



- 75% of employees said they feel more socially isolated
- 57% are feeling greater anxiety
- 53% said they feel more emotionally drained (Forbes)

According to Human Resources Online 66% of leaders say it has been challenging for them to identify when staff might be struggling with mental wellbeing, burnout and the pressures of work.

44% say they are having trouble assessing their teams performance based on outcomes instead of hours worked, however, this is exactly what we must do.

Remote work can be demanding. According to HBR, employees may experience a decline in job performance and engagement when working remotely, especially in the absence of preparation and training.

*Some challenges include:*

- Lack of face-to-face supervision
- Lack of access to information
- Social isolation
- Distractions at home

*What can we do? How can we manage the performance of our remote workforce?  
How do we use performance management to mitigate some of these challenges?*

# Best Practices for Managing Performance Remotely

## HOW TO MANAGE PERFORMANCE?

Set clear expectations and standards

Provide ongoing feedback and coaching

Be clear about outcomes - benefits and consequences

Encourage all levels of leaders to provide regular **FEEDBACK AND COACHING** to their employees. This not only improves performance but sends the message that employees are important. Working virtually means we need to actively focus on scheduling more frequent coaching and feedback sessions with employees

### Why?

- Companies that practice providing regular feedback (both re-enforcing and constructive feedback) experience 14.9% lower turnover rates (Hubspot)
- 98% of employees will fail to be engaged when they receive little or no feedback (Hubspot)
- According to the International Society for Performance Improvement providing coaching has a 221% ROI
- 51% of companies with a strong coaching culture report a higher revenue than their industry peer group (Human Capital Institute)

Encourage **MENTORING**. Assign a “buddy” to new employees.

### Why?

- Working virtually means employees no longer have access to ad-hoc mentoring. They are missing the opportunity to ask questions and receive support from colleagues and managers. This enhances the sense of isolation. industry peer group (Human Capital Institute)
- 67% of business reported an increase in productivity due to mentoring (mentorsme)
- 55% of business felt that mentoring had a positive impact on their profits (mentorsme)

Let your employees know you **VALUE THEM**.

### Why?

- 39% of employees said they don't feel appreciated at work (Hubspot)
- Employees are 2x more likely to be disengaged if they feel ignored by their manager (Hubspot)

According to a 2021 study by McKinsey, the three most important things that employees want right now are:

- To **FEEL VALUED** by their manager
- To feel valued by their organization
- A sense of **BELONGING**

We provide these things through communication, feedback, coaching & mentoring. If you or your managers needs any development or support in this area please let us know. It is the most important thing you can engage in right now.

[www.BigBoldGoals.com](http://www.BigBoldGoals.com)

*Put people first and the results will follow*

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