



remote staff
Empowering Remote Working Relationships

Remote Leadership and Management Starter Kit

Preface

Offshoring to the Philippines can be successful long-term. When leaders support and believe in their remote teams, Filipino workers thrive. Then businesses gain additional capabilities to increase growth.

Unmet expectations and poor working relationships can lead to short-lived partnerships. But, your chance of success does not have to depend on luck or trial and error.

Since 2007, Remote Staff has provided complete staffing solutions to entrepreneurs and stable remote jobs for Filipino workers. Leverage our experience and knowledge to see how to make remote staffing work for your business.



www.skills.remotestaff.com.au

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Common Mistakes When Working With Filipinos



Key Insights on factors preventing you from getting the most out of your investment



Importance of Family

1 Disregarding Family Emergencies

Filipino staff expects understanding on matters concerning familial obligations. They can drop everything to tend to sick relatives during emergencies.

2 Assuming Filipinos are independent from their families

They might be living with other family members and this affects their work environment.

3 Ignoring the significant pressure to stay employed

They can be reluctant in reporting problems and work issues. Preserving their job is important to financially support their families.

4 Neglecting their need for belongingness and camaraderie

Remote work can increase sense of isolation and loneliness. Even as Filipinos choose to work remotely, they still want to connect with team members and colleagues.

Tips

01 Get to know your Filipino remote contractor on a more personal level. Encourage them to open up about their family.

02 Understand how job performance and wellbeing can be affected by family emergencies.

03 Nurture an open and friendly work environment that they can consider as their “second family”.



Financial and Job Insecurities

5 Thinking they work under ideal conditions

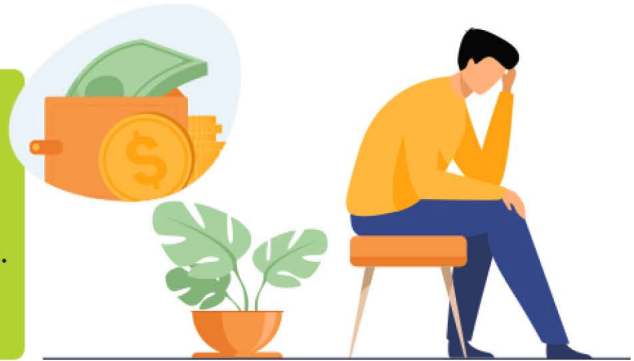
Filipinos can regularly experience problems that may prevent them from doing online work. They are worried about getting penalized for things out of their control.

Tips

- 01 Expect reports of disruptions, but you may find Filipinos find ways around.
- 02 Be transparent with your payroll processes. Make it as easy as possible to receive their pay and benefits.

6 Downplaying the anxieties about remote compensation

Filipinos are just as worried as you are when it comes to remote work. They are afraid of being taken advantage of and feel especially vulnerable about getting paid fair wages and receiving their pay on time.



Dynamics of Status and Authority

7 Expecting initiative and ownership from the onset

The fear of making mistakes can make one doubt their own abilities, delay actions and decision-making in the absence of explicit instructions.

Tips

- 01 Give them the freedom to make decisions on how to do things. Empower them to tackle responsibilities and work more independently.
- 02 Frequently clarify your expectations and priorities. Define excellent performance in a way they can easily understand.

8 Failing to communicate expectations clearly

When you fail to define success criteria and describe excellent work, misunderstanding will happen. Your Filipino worker will do their best to figure things out themselves even though it is much faster to just ask you.



Psychological Need for Safety

9 Expecting Filipinos are confident to speak up

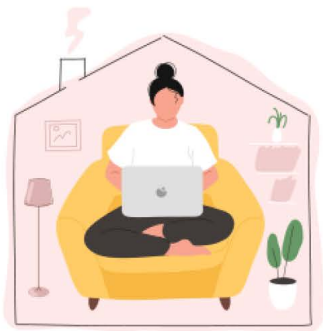
They would rather keep their personal struggles to themselves rather than risk losing favor with anyone at work.

10 Shaming publicly and causing loss of face

Remote work makes people feel isolated. Experiencing some form of shaming can then spiral into depression and anxiety which might affect their performance and attitude at work.

11 Avoiding confrontations and difficult conversations

Filipino remote workers can easily deprive themselves of getting valuable feedback and missing opportunities to grow.



Tips

- 01 Create a safe process for giving and receiving authentic feedback.
- 02 Establish clear accountability checks and be transparent on consequences of unethical behavior, and failure to meet expectations.
- 03 Support risk-taking and acknowledge that failures and mistakes are opportunities for learning.

Earning Trust and Loyalty

12 Letting mistrust spiral into dysfunction

Without specific actions to build trust and transparent sharing of information, remote work can easily amplify Filipinos' mistrust of foreign employers.

13 Overlooking their desires for better job opportunities

In the absence of trust and loyalty, Filipinos will look for better opportunities because of their financial responsibilities to support the family.

14 Failing to recognize top performance and acknowledge critical contributions

Everyone enjoys appreciation for their hard work. Jealousy and resentment can arise from perceived favoritism or unequal treatment between co-located staff and remote workers.



Tips

- 01 Let your words and behavior communicate that you believe in them; when your remote workers feel trusted, it is easier for them to trust you back
- 02 Share information and be transparent with your business goals so they can align it with their aspirations.
- 03 Treat everyone respectfully and be generous in acknowledging people

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Quick Guide to Building Trust in Remote Teams

Trust is important in any relationship—personal or professional. In a remote work relationship, a sense of trust results in:



Fairness & Equality



Freedom of Expression



Fast Decision-Making



High Productivity



High Morale



Effective Teamwork

There is a simple formula to establish trust between you and your remote workers and among your team members.



Trust = Reliability + Likeability

Reliability

Reliability is trusting someone based on their perceived competence and consistency of performance. You must trust them to do the work and produce results.

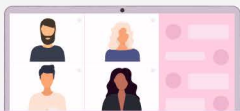
Likeability

Likeability is trusting someone based on their perceived integrity and character. You must trust them because you feel safe from judgement and malice.

How to Build Reliability

How to Build Likeability

01



Set up regular online meetings or virtual coffee chats.



Allow time at the beginning of team meetings for personal discussions.

02



Encourage independent decision-making.



Encourage your remote contractors to get to know each other and spend time on building their social networks using online technology.

03



Ensure your technology is secure for your remote contractors.



Allow collaboration and allocate buddies between co-located workers and remote contractors.

04



Make sure your team understands your goals.



Support remote contractors' personal and professional development and offer them incentives.

How to Build Reliability

How to Build Likeability

05



Don't multitask during team meetings.



Assign special projects where remote contractors can work with other teams.

06



Assist your remote contractors when they reach out to you.



Set ground rules on how to go about everything, especially when communicating and collaborating.

07



Use collaboration/project management tools.



Be there for them when they need you.

08



Set tasks, projects, and goals with timelines.



Let them know that conflict is fine as long as it is healthy.

09



Track progress towards milestones on a longer-term basis rather than on an hourly or daily.



Be clear that bullying is unacceptable.

10



Support your managers who oversee remote contractors.



Consider that people may not be the problem.

11



Compare the outcomes of remote contractors with those of co-located workers and look for ways to keep them consistent.



Be willing to have a direct conversation.



remote staff

Quick Guide to Remote Communication Channels Tools

Media Capabilities



Interactivity

- How quickly can you get a response?



Richness

- How much non-verbal cues and information can be conveyed?



Rehearsability

- Can you self-edit before sending your message?



Reprocessability

- Can you access and search for the message at a later time?



Scope

- How many people can you reach in one communication event?



Parallelism

- How many people can have simultaneous conversations?

Email



Electronic messaging that can be synchronous or asynchronous depending on how you use it.

Key Features: Text Editor, Mailing Lists, File Sharing

Best for

- One-way broadcast of announcements, updates, events
- Two-way formal messaging
- Feedback Loops (e.g. customer inquiries)

Advantages

- Reach. Lot of people can receive information quickly
- Sharing. Accessible even to people outside organization
- Tracking. Emails are searchable.

Pitfalls

- Distraction. Constant checking can be a source of distraction.
- Flooding. It's difficult to find important messages in an inbox flooded with random emails.

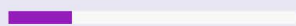
Media Capabilities



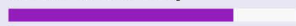
Interactivity



Richness



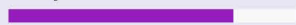
Rehearsability



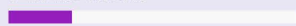
Reprocessability



Scope



Parallelism



Chat and Instant Messaging



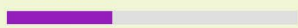
Media Capabilities



Interactivity



Richness



Rehearsability



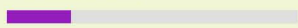
Reprocessability



Scope



Parallelism



Chat is shorter messages that can be exchanged instantaneously. Conversations can be organized by purpose and used asynchronously.

Key Features: Channels and Threads, Searchable Archive, Security and Encryption

Best for

- Non-urgent, quick discussions
- Informal conversations regardless of working hours
- Group Announcements

Advantages

- Scale. Information can be shared to a large audience.
- Informal. Easier to socialize in a chat.
- Integration. Integrates work and communication. Connects seamlessly to work applications.
- Requirements. Works well even under slower internet speeds.

Pitfalls

- Focus. Notifications and lack of boundaries cause people to lose focus.
- Responsiveness. Just like email, expectations on response times should be clarified.
- Availability. Presence in chat is used as a proxy estimating work productivity.
- Lack of Context. Emotion and intention are difficult to read. Can lead to misunderstandings easily.

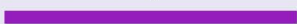
Voice Calls (no Webcam)



Media Capabilities



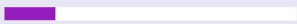
Interactivity



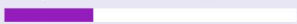
Richness



Rehearsability



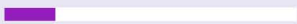
Reprocessability



Scope



Parallelism



If internet connection is unstable, the next best synchronous tool is a voice call. It's the digital equivalent of a phone call.

Key Features: Noise Cancellation, Recording, Instant Voice Messaging

Best for

- For quick and urgent **meetings**
- **Team** and **Social** conversations
- **Interviews** and **Podcast** Recording

Advantages

- **Feedback.** Voice calls also happen in real-time.
- **Connection.** Build connection among participants

Pitfalls

- **Scheduling.** Requires people to be online and available at the same time.
- **Documentation.** Information within a recorded voice call is difficult to review.

Video Conferencing



Media Capabilities



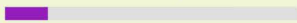
Interactivity



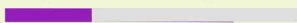
Richness



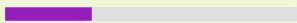
Rehearsability



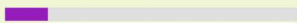
Reprocessability



Scope



Parallelism



Best synchronous communication channel for holding live events, virtual meetings and deep conversations.

Key Features: HD Video and Audio, Screen sharing, Recording and Transcription

Best for

- Sensitive and Deep Conversations
- Regular virtual meetings
- Facilitate Collaboration: planning, decision-making, brainstorming
- Live Events - Webinars, Streams

Advantages

- Rich. With webcam on, nonverbals cues convey meaning in a video call.
- Feedback. Video calls happen in real-time so people get instant feedback.
- Connection. Builds connection among participants.

Pitfalls

- Scheduling. Can be difficult to get people from different time zones on the same call.
- Documentation. Even if video calls can be recorded, it's difficult to find relevant information within a recording.
- Resource-intensive. Sensitive to Internet connection problems.

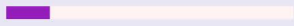
Knowledge Base and Wikis



Media Capabilities



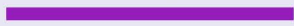
Interactivity



Richness



Rehearsability



Reprocessability



Scope



Parallelism



Asynchronous channels that facilitate knowledge-sharing and information management.

Key Features: Collaborative Editing, Change Tracking, Organization, Integration, Templates

Best for Asynchronous access to useful information.

- FAQs - frequently asked questions
- Onboarding Materials
- References and Guides
- Company handbooks

Advantages

- 24/7 access. Information can be accessed anytime as you need it.
- Searchable Archive. Highly structured text information makes it easy to search for information.
- Transparency. A functional wiki improves transparency in an organization.
- Update history. Easy to see updates on content and authorship is carefully tracked.

Pitfalls

- Maintenance. Becomes source of misinformation if wikis are not up to date.
- Shared Ownership. More effective if it's a company wide effort to contribute information.
- Adoption. It has more impact if it functions as a single source of truth for an organization.

Forums and Social Media



Media Capabilities



Best asynchronous communication channel for reaching an external audience.

Forums:

Topics and Threads, Anonymity, Internal Moderation

Social Media:

Newsfeed, Authentic Accounts, External Moderation

Best for Asynchronous communication with an external audience.

- News, announcements
- Events and promotions
- Public Q&A
- Customer support and feedback
- Audience Engagement

Advantages

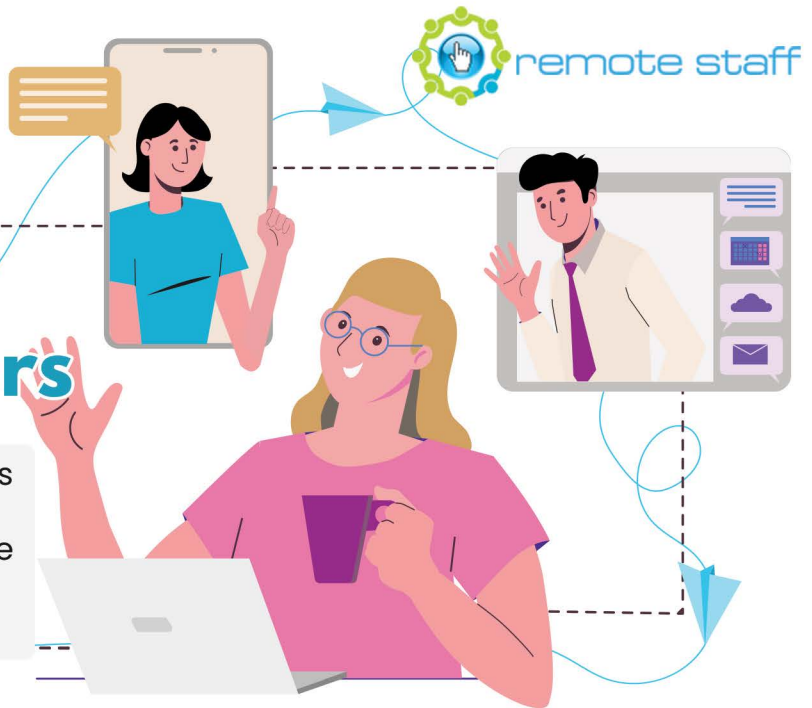
- Open. Highly accessible for potential and existing customers.
- Searchable - most posts are written in text so it's easy to search.
- Automated (Social Media). Algorithms help the audience discover relevant content.
- Engagement. As people react to your content, it also improves interest in your business.

Pitfalls

- Potential for harm. Anonymity and fake accounts give people freedom to be offensive and engage in harmful behaviors online.
- Maintenance. Requires careful curation of posts because customers view your content. misunderstandings easily.

Quick Guide to Tracking the Progress of Your Remote Contractors

Managing your remote contractor's progress effectively is crucial to your business, especially in a remote work setup. Here are some ways you can track your team's progress in a virtual environment.



1. Identify Your Objectives and Key Results

Objectives are long-term goals.

Example:



Key Results are specific and measurable short-term goals to achieve the long-term ones.

Example:

- ✓ 20,000 units sold this quarter
- ✓ 20% Increase in Web Traffic
- ✓ 5 Marketing Campaigns

Target key results to achieve your objectives.

2. Conduct Daily Stand-Ups.

Daily Stand-Ups are short meetings usually done at the beginning of a workday to hype up the team. It lasts for about 10-15 minutes. Every team member is given two minutes to relay to the team their answers to the following questions:

- ✓ *What did I do yesterday?*
- ✓ *What will I do today?*
- ✓ *What are possible challenges to completing the task?*

3. Conduct Weekly Check-Ins.

Weekly check-ins are done between team leads and individual team members. They can be done at the start of the week to plan the course of action or at the end of the week to evaluate what has been accomplished.



How to Conduct a Weekly Check-In



1. Observe and Gather Data

Observe and gather data regarding your remote contractor's strengths and weaknesses.



2. Provide Timely and Specific Feedback

Spot problems before they turn into something irreparable. You can also bridge the gap between what your remote contractors can do now and what needs to be done.



3. Spot Those Who Need Help

Provide solutions by recognising or acknowledging your remote contractor's call for help.



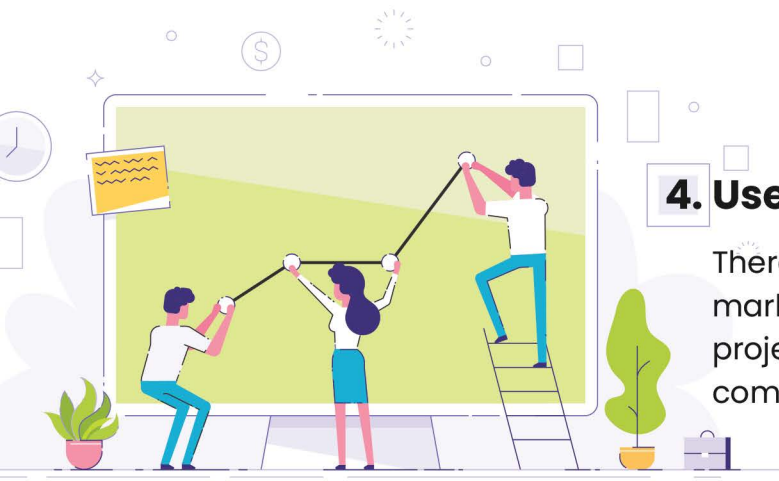
4. Document Your Observations

Be very objective in recording your observations by including measurable metrics with every observation and including both good and bad remarks.



5. Identify Possible Causes of Poor Performance

Watch out for inefficient processes, workplace tensions, work overload, and possible personal problems your remote contractor is going through.



4. Use Progress Tracking Tools

There are progress tracking tools available in the market that can help you see the completion of a project with one glance. Here is a list of some common progress tracking software you can use:

Google
Workspace

Trello

Basecamp

asana

teamgantt

wrike

monday.com

Benefits of Using Progress Tracking Tools



1. Visual Feedback

Progress tracking tools show visible quantitative measures on how good the team is doing their tasks.



2. Clear Productivity

With progress tracking tools, you do not need to pressure your team more by continually asking for updates.



3. Improving the Flow

You can see the bigger picture with these progress tracking tools, helping you improve the flow of the tasks in your team and get more things done.







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