

Managing employees who work from home

Supporting and managing employees

As an employer, you're responsible for supporting and managing your employees when they're in the workplace and when they're working remotely.

Whether employees are in the workplace or working from home, you'll need to consider:

- how to manage performance
- how to monitor performance
- training and development
- [health, safety and wellbeing when working from home](#) – including [reasonable adjustments](#)

The statutory right to request flexible working applies to anyone with the [legal status of employee](#).

Someone is not likely to be an employee if they're:

- an agency worker
- a casual worker
- on a zero-hours contract

Managing performance

You should consult your employees and their representatives about how performance will be managed.

Discuss and agree:

- how to manage and measure performance
- clear objectives
- learning and development that can be done remotely

For example, an employer might agree to assess the quality of work done rather than the time an employee spends at their desk.

Managers who previously assessed performance in person might need different skills to manage employees working from home.

Supporting staff who are working from home

You should support your employees to help them:

- motivate and organise themselves
- have a good work-life balance
- manage their time

This can help improve performance and reduce stress and anxiety.

Supporting new starters

You should help new starters settle in, so that they do not feel isolated.

For example, you could:

- send them an induction pack
- give them a clear schedule for their first week
- set up meetings to introduce them to their colleagues
- explain the organisation's structure and how their role fits in

If they will not be permanently working from home, you could give them information about the workplace.

Keeping in touch

It's important for employers and employees to keep in touch with each other when working from home.

It's a good idea to:

- agree how and when to communicate with each other
- make sure everyone has the right tools to keep in contact and knows how to use them
- be understanding and flexible about individual circumstances

Getting communication right

Where possible, you should provide different ways for people to stay in touch to prevent feelings of loneliness and isolation. For example, instant messenger tools, video meetings, as well as emails.

It's important to find the right balance and be clear about the purpose for getting in touch. Constant or unnecessary contact can cause stress and affect morale.

When arranging online meetings, you should make sure there are enough gaps between them. This will improve productivity and avoid stress, anxiety and fatigue.

Using too many different methods to communicate can also be confusing and stressful. You should talk to your employees and any representatives about which communication methods work best and when.

It can be harder to notice problems people are having if you're not meeting face-to-face. When communicating remotely, employers and managers should:

- ask the employee how they are feeling
- be aware of any changes in behaviour or tone of voice
- listen carefully to any concerns

Training

You should think about introducing training specifically for working from home and hybrid working, as well as making sure all staff have access to their usual training and development.

Training is important not just for staff who work from home. Consider how training could help their line managers.

Training could include:

- communication skills
- digital skills
- making decisions about hybrid working
- managing staff remotely
- managing work-life balance
- promoting equality
- team building

Acas training for employers and managers

Acas provides training on managing performance and flexible working, including working from home and hybrid working.

[Find training and events](#)