Working from home
Toolkit for working from home

Managing Your Relationship with Your Manager

Manage relationships with your manager proactively

Actively share information on a regular basis and choose to over inform initially, rather than under inform. It is much better to have your manager say: "I trust in your work. We can scale back on the updates" than "I'm worried that I don't know enough about what you're doing. Can you update me more?"

Establish a standard method for updating your manager on your progress before you start working from home

Make sure you include the following in your conversation:

- Best method(s) for updates: phone, email, regular in-person meeting when onsite, etc.
- Best frequency of updates: daily, weekly, biweekly, etc.
- Content of updates: timelines, conversations with clients, opportunities and challenges, etc.
- Format for the updates: including what you've accomplished this week and what you plan to accomplish next week for each of your major projects. If you need your manager to respond, you can indicate that with highlighting.

Determine manager's expectations

Ask you manager(s) for their expectations around

- Availability (how quickly you need to respond to email and phone calls)
- What happens if you are needed onsite on a day you are scheduled to work from home
- Best methods for short notice meetings and other contacts
- Reasonable boundaries for your workday (e.g., should you accept a call an hour after your workday officially ends? After two hours? Four?)

Be ready for unexpected phone calls

You will be expected to be responsive to impromptu phone calls or emails requesting for status of your projects and assignments. Be prepared for such requests by keeping your records organised and your personal logs up to date.

Keep your manager informed of unplanned disruptions

Remember that your work can still be disrupted by unexpected and important issues that need to be addressed immediately. Make sure to communicate issues to your manager and other relevant stakeholders, particularly if deadlines or other work processes need to be changed.

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