

Working From Ho! Ho! Home!



Remote elf-management

Name: _____

Department: _____

Date: _____

Score: / 24

Relevant topics:

- Managing a remote team
- Wellbeing
- Accuracy
- Time Management

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Introduction

Father Christmas and his team of elves are all working from home this year. But this means that the elves must work well together as a virtual team if they are to get all the presents delivered correctly and on time.

Instructions

Father Christmas has never managed a team remotely before and he needs your help. Read the questions below and indicate your answers by ticking the appropriate boxes. There may, or may not, be more than one answer.

Virtual team meetings - When speaking with the elves on Zoomdeer, it's best if:

- Father Christmas is the only person to speak
- Webcams are all switched on
- Everyone is unmuted
- The elves use the chat function to report present packing quantities
- The elves continue to pack presents during the meeting
- Father Christmas arrives last

Wellbeing - Father Christmas should encourage the elves to:

- Talk about what's on their minds
- Work through breaks to meet delivery deadlines
- Go outside and stroke the reindeer
- Work independently to get more done
- Thank, support and respect each other
- Pile all the presents, labels and gift wrap in their work area, close to hand

Accuracy - How can Father Christmas help his team to be accurate?

- Send an email to remind them about the importance of accuracy
- Urge them to take regular, short structured breaks
- Set up two elf teams: one for packing and one for checking
- Allow the elves to work more slowly
- Publish a daily list naming elves that have made mistakes
- Ask the elves to proactively check their own work with the mindset, 'there are mistakes here'

Time management - To help the elves manage their time effectively, Father Christmas should:

- Encourage the elves to allocate time to do specific tasks without interruption
- Keep talking to the elves throughout the day to make sure they are using their time optimally
- Communicate the team's priorities clearly
- Give a reward for the elf who wraps the most presents per hour
- Keep the elves on their toes by adding new urgent tasks to their to-do lists
- Be clear about what's required and allow the elves to get on with their work

[Check your answers here](#)