

Manager fact sheet:

Keeping Remote and Hybrid Teams Connected and Supported



Remote and hybrid work can provide flexibility, autonomy and improved work-life balance. However, when employees are not always physically present, it is important for managers to be more intentional about communication, connection and support.

Without regular face-to-face interaction, it can be easier for misunderstandings to occur, employees to feel disconnected, and wellbeing or performance concerns to go unnoticed.

Creating clear expectations, maintaining regular communication and fostering a sense of inclusion can help remote and hybrid employees stay engaged, productive and connected to their team.

Supporting Remote and Hybrid Teams

Below are some strategies you can use to help remote and hybrid employees stay connected, engaged and supported. You can also access the [Manager Assistance Program through PeopleSense by Altius](#) at any stage. Support from a qualified psychologist can help you navigate wellbeing concerns, strengthen team connection, prepare for difficult conversations and identify practical ways to support employee wellbeing and performance in remote and hybrid environments.

1. Prioritise regular check-ins

Schedule regular one-on-one conversations that focus on both work and wellbeing. Consistent contact helps build trust, strengthen relationships and identify concerns early.

2. Create clear expectations

Utilise strategies to help employees understand priorities, responsibilities, deadlines and communication expectations. Clear expectations reduce uncertainty and help employees work more confidently and independently.

3. Make communication intentional

Remote employees often miss informal conversations that happen naturally in the workplace. Share information consistently, provide regular updates and create opportunities for employees to ask questions and seek clarification.

4. Support inclusion

Ensure remote and hybrid employees have equal access to information, opportunities and decision-making processes. Consider how meetings, discussions and team activities can be structured so everyone can participate effectively, regardless of location.

5. Encourage healthy boundaries

Remote work can make it harder for employees to switch off. Encourage reasonable work hours, regular breaks, annual leave and healthy boundaries between work and personal life.

6. Make connection a priority

Create opportunities for informal interaction, team collaboration and social connection. Small moments of connection can help strengthen relationships and reduce feelings of isolation.

7. Respond early to concerns

If communication, engagement, wellbeing or performance changes, check in early. A timely conversation can often prevent small concerns from becoming larger issues.

8. Encourage access to support

Remind employees about available support services, including [EAP support through PeopleSense](#), particularly during periods of change, increased workload or personal stress.

How Manager Assistance Can Help

The [Manager Assistance Program for Workplace Support](#) provides confidential guidance from a qualified psychologist to help managers:

- support remote and hybrid employees effectively
- identify and respond to wellbeing concerns
- prepare for supportive conversations
- strengthen team connection and engagement
- manage performance concerns appropriately
- navigate complex people situations with confidence



Reaching out early makes a real difference.
Contact [PeopleSense](#) to book a confidential
appointment with a qualified psychologist.

If you are having thoughts of self-harm or suicide, seek urgent support immediately.
Call 000, Lifeline on 13 11 14.

peoplesense.altius.au
reception@peoplesense.com.au

AU: 1300 307 912
NZ: 0800 425 526