



REMOTE SUPERVISOR

BEST PRACTICES GUIDE

Our Commitment to Hybrid Work

Remote and hybrid work continues to change and evolve at a rapid pace. While we know that this is driven by market, industry and company, we also know that hybrid work is here to stay. Corporate Work Study teams across the Cristo Rey network of schools are committed to preparing and supporting students who are working in a remote or hybrid capacity.



These materials reflect the learnings and experiences of remote and hybrid students, their supervisors and Corporate Work Study team members over the last several years. We believe in following the below recommendations and best practices, you will find success in your experience as a remote supervisor for a Cristo Rey student associate! These recommendations and best practices can be implemented whether your student associate(s) will be remote for the entire year, on a hybrid schedule and/or remote occasionally.

Relationship Building

Student associates want to feel that they add value and are valued at their company. Building meaningful relationships with coworkers adds significant value to students' work performance and contributes to their growth as individuals.

Connecting with your student in a virtual setting

Intentional Communication

While we know that good communication is essential for any team, intentional and ongoing communication is especially important when supervising Cristo Rey students remotely. Intentional communication may look like:

- Scheduling multiple touch points throughout the course of the day to connect and check in with students.
 - Examples include: morning check-in, before lunch, after lunch, end of day, etc
 - These can be short 10-15 minute conversations to provide updates about work, and allow for student questions
 - Consider this “stopping by” the student’s desk like you would if they were in office with you
 - Combine verbal touchpoints with your IM system
 - Ensure that students are able to communicate with you or your team on your messaging platform (Slack, GChat, etc) with questions or updates
 - Develop a daily schedule with your student to ensure that you are aligned on expectations for the day
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Understanding Your Audience

Cristo Rey students are eager to work and grow with you. As their supervisor, we expect you to challenge them and help them develop new skills, including conversational skills or “professional small talk”. Entering into these conversations with the understanding that students may need a bit more practice, can help guide conversations along the way.

- Corporate Work Study staff will be working with students on this skill and may even provide “homework” or “to-dos” that include asking you a few questions- use these as a jumping off point for more conversation
- Cristo Rey students are oftentimes highly involved in their campus community and their communities outside of school. Ask students about extracurricular activities, community involvement, their families, their interests, etc to learn what they are passionate about
- Share your own experiences! Finding a commonality between yourself and your student will aid the student in feeling more connected and comfortable with you
- Use some of the conversation starters in the appendix to get started with your student!

Relationship Building

Transformational Relationships

Not only will Cristo Rey students learn the technical aspects of their job as well as your industry, company, and department, but they will learn what it means to be a young professional in the workplace. Time spent with your student should not only focus on technical learning, completion of tasks and checking off their to-do list but rather consider this an opportunity to truly act as a professional mentor for your student!

- Create a safe space where student associates can approach you with questions beyond those about projects, but about your profession, your career pathway, etc.
- Set up specific mentoring time. Ask your student to set an agenda for what they want to learn and use the information you gain in these sessions as a launchpad to determine who else in your network would make a great mentor for your student associate.
- Provide appropriate advice or feedback when you feel comfortable with the topics discussed.
- Connect your student associate(s) to networks or resources that may support improvement of academic success, provide access and exposure to enrichment opportunities, and other community support.
- Consider how you got to where you are and share relatable experiences with your student:
 - What was your college experience?
 - What did you study?
 - Who was a mentor to you throughout your professional journey?
 - What jobs did you have in high school and college?

Although your student associate will be working with you virtually, consider how you might include them in celebrations, meaningful company events, and other team building opportunities or activities. Consider inviting them to an appropriate training or virtual lunch and learn. A strong working relationship coupled with meaningful student work, will lead to an engaging and productive relationship for both students and your team.

When the workplace is an accepting learning environment built on strong relationships, students are able to engage with the work in new and different ways.

Meaningful Remote Work

Over the course of the past three years, Cristo Rey students have taken on a variety of remote and hybrid work opportunities. While some companies have moved back to their offices and brought their students with them, flexibility across work environments has increased across the country, impacting all of our Cristo Rey schools. However, just because your student is working remotely (permanently or on an as needed basis) does not mean they cannot complete meaningful work for you and your team for the entirety of their work day. Below are some opportunities that remote or hybrid students have found success in, across the Cristo Rey Network.



Providing enough work for your student to complete over the course of their work day is essential to creating a meaningful experience for students! Checking in with students about their work load throughout the day is a great way to ensure they have enough tasks and responsibilities to fill their workday. If you are concerned with the amount of work that you have for your student reach out to your account manager.

Meaningful Remote Work

Departments and Tasks Where Students Have Found Success with Remote Supervisors

Department	Task or Job Duties
Community Engagement and Outreach	<ul style="list-style-type: none">• Volunteer outreach<ul style="list-style-type: none">◦ Tracking volunteer data◦ Scheduling volunteers◦ Conducting volunteer background checks◦ Assisting with onboarding paperwork• Event planning<ul style="list-style-type: none">◦ Organizing materials◦ Soliciting venues and pricing/budgeting◦ Scheduling volunteer and work assignment◦ Logistics planning◦ Vendor management
Cross Cutting <i>(may be applicable in multiple departments)</i>	<ul style="list-style-type: none">• Organizing digital files<ul style="list-style-type: none">◦ Removing, digitizing, sorting files in virtual databases◦ Converting files to new platforms• Informational interviews and reports<ul style="list-style-type: none">◦ Student has the opportunity to interview to members of different departments to learn about their jobs and responsibilities and how all of that work coalesces for your team• Translation services• Data entry• Comparative analysis and reporting<ul style="list-style-type: none">◦ Competitor research◦ Industry trends• Attend meetings<ul style="list-style-type: none">◦ Take meeting minutes/notes◦ Draft summaries & memos◦ Create next steps or follow ups• Website Design and Testing
Marketing	<ul style="list-style-type: none">• Social media content development• Canva brochures and infographics• Assembling testimonials• Video editing• Taking notes during focus groups• Preparing Powerpoint presentations
Human Resources	<ul style="list-style-type: none">• Ensure employees have completed mandatory trainings• Appropriate follow up as needed• Track attendance at company wide events, manage participation records and reports• Audit and report on employee database• Appropriate follow up with employees regarding missing information, files, etc• Research, analyze, present a case for employee gifts, incentives, etc

Steps to Success

Your commitment as a supervisor of a Cristo Rey student associate working remotely is very similar to that of an on-site supervisor. You are committed to being a professional mentor, have vested interest in the student associate's success, and will supervise the student's meaningful work throughout the day. Below are some best practices and steps for a successful work experience.

Tips & Tricks to Ensure Success: Logistics

- **Establish communication preferences with your student early on**
 - Communicate your preferences for urgent requests.
 - Process by which students should reach out with questions.
 - Who the student should reach out to if you're not available.
- **Ensure student technology needs are met**
 - Corporate partners provides laptop, any monitors, headsets, or other necessary accessories.
 - Ensure you have conveyed to CWS staff the needed accessibility requirements, especially if they are outside typical work environments (*ie. security clearance VPN*).
 - Provide student associates and CWS staff with the proper contact information for the designated IT specialist at your company.
- **Provide a set structure and schedule for your student throughout the day**
 - Review any virtual work practices or procedures that your company has.
 - Indicate at the morning check in when you plan to meet with the student the rest of the day.
- **Connect regularly and often with your corporate work study account manager**
 - In many cases, remote students will have the same supervisor each time they work in their school sponsored hybrid work lab. These account managers will meet with students on a regular basis and can be key to understanding your students situation.
- **Assist in making the student's hybrid work lab feel like your office**
 - Send some company "swag" for students to have and use.
 - Bring branded posters or a form of your company's logo for students to display in their work space!
- **If scheduling conflicts arise or students need to work in their hybrid work lab unexpectedly, communicate as soon as possible with your account manager**

Steps to Success

Tips & Tricks to Ensure Success: Relationship Building

- Arrange to spend some time with your student at their hybrid work lab or in your office
 - When possible, visit the student on their first day! Going over your expectations, company policy, etc in person can be very beneficial for students and you!
- **Provide consistent and specific feedback**
 - Provide feedback as quickly as possible so students can draw connections between their performance and your comments/constructive feedback.
 - Timecards for each student are not only a U.S. Department of Labor requirement, but the CWS team reads every supervisor comment and uses that to celebrate accomplishments and, when necessary, to work on professional improvement. Remember, our students are working in a professional setting for the first time and your feedback helps them grow.
- **Keep mentorship at the forefront**
 - As students become more comfortable with the work you assign, it can be easy to focus on work tasks and completion. Remember that students want to learn and develop skills outside of just technical work skills.
- **Account Managers are here to help and support!**
 - Professional development planning, reinforcing workplace expectations and providing other mentoring contacts for students are all areas of support account managers can provide

Remember, our students are working in a professional setting for the first time and your feedback helps them grow.

Clear and consistent communication with your student and CWS account manager will ensure everyone is aligned over the course of the year!

Appendix

Successful Remote Supervisors Are...

- Tips & Tricks for successful remote supervisors

Recommended Technology

- A checklist to ensure students have appropriate technology to complete their work

Professional and Workplace Skill Development Plan

- Work with your student to identify key skills to further develop or opportunities for continued growth. Sharing this template with your student and corporate work study account manager will allow your student to receive additional support.





SUCCESSFUL REMOTE SUPERVISORS ARE....



GREAT COMMUNICATORS

Supervising students virtually requires extra, intentional communication and regular conversation throughout the day! Communicating regularly with your Corporate Work Study account manager will ensure everything is running smoothly!

MENTORS & LEADERS

Students are excited to learn not just the professional, technical aspects of your job but what it means to be a professional in the workplace!

RELATIONSHIP BUILDERS

Building a strong relationship with your student is key! Learning about student interests outside the workplace, future career goals and college plans will strengthen your working relationship!

MISSION ALIGNED

Understanding why our students have chosen Cristo Rey and the impact that you are having on them and their future, makes this relationship rewarding on both sides! You are a change maker and our students will grow because of you!

In addition to the above qualities, a successful remote supervisor can also meet the expectations of 8 hours of work, can meet at least twice per day with their student and provide a holistic experience for their student as part of their team!



RECOMMENDED TECHNOLOGY

Students and supervisors alike benefit when technology has been provided by the company with training for the student or corporate work study account manager. Below is a non-exhaustive technology checklist for student success!

- ☐ Laptop fully loaded with required software and programming
 - ☐ Ensure that students have appropriate access to any/all software and programs they will need to complete their work
- ☐ Additional monitor if required for student's workload
- ☐ Keyboard and mouse
- ☐ Headphones for online meetings and calls (*noise cancelling if possible*)
- ☐ Contact information for technology support should students run into issue with any of the equipment



Professional and Workplace Skill Development Plan



Student: _____

Company: _____

Programs/Skills Used

Improvement Goals

Why is it important to improve in these areas? _____

Action Steps/Plan	Completion Progress

Student Signature	Supervisor Signature	Date

