



Mastering Remote Recruitment:

MAINTAINING QUALITY



regents remote services

WHY YOU SHOULD READ *this* EBOOK



If you have read the first two books in this series—and why wouldn't you?—then you are probably already convinced that remote digital assistants can be an excellent way to expand and grow your business. Perhaps you are recruiting (the subject of book 1) and interviewing high-quality talent. Maybe you already have an onboarding plan (covered in book 2) in place.

The question still remains, how can you get great ongoing engagement from digital assistants? And how can you maintain that high level of quality over a long period of time? That is the topic of this book.

Look inside to find best practices Regents
utilize to guide our remote workers to success.



From the
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REMOTE
SERVICES

As a law firm owner and practicing lawyer for over 20 years, I found my overhead costs rising for retaining qualified members for our legal support team. Conversely, the talent pool that I could employ from became less qualified and less talented. I turned to hiring international, multilingual assistants for my firm. It took some trial and error to perfect. I struggled to find proficient English speakers who could seamlessly integrate into my existing team while working remotely. Language barriers and differing time zones became daily hurdles.

But we were motivated to overcome these challenges. We developed a meticulous approach to recruitment, interviewing, and evaluation of international applicants. As a result, these virtual relationships flourished and enriched our ability to respond to clients' legal needs.

After honing this successful strategy, we launched Regents Remote Services, a company dedicated to connecting businesses with these exceptional professionals. Now, we take pride in facilitating smooth, international hiring that powers companies' ongoing success.

I hope that my experience with building and maintaining an excellent team of top-notch digital assistants can help you build your remote team into a valued part of your business.



Jason Melton, Esq.
Co-founder,
Regents Remote Services

Building Trust with Over-communication: **“SHOW THEM, ASK THEM”**

As this series has emphasized repeatedly, over-communication is the key to success with digital assistants. Remote workers can feel as if they are isolated and cut off from office culture, their coworkers, and (most importantly for productivity) their managers. We have found that a “show them, ask them” approach supports success and quality work with remote virtual assistants. This involves a clear demonstration of tasks before soliciting any input or action. The rationale is straightforward: there is no benefit in concealing information or expectations. Playing “hide the ball” is counterproductive when managing remote teams.

In traditional office settings, it is common to challenge employees by withholding certain information. The premise is that it encourages problem-solving and independence. However, in an office, you have the luxury of face-to-face follow-ups and clarification within a short time frame.

Playing “hide the ball” is counterproductive when managing remote teams.

Virtual assistants will communicate less frequently than they would if they were in the same physical office. Consequently, they are less likely to ask for clarification. If they find themselves without clear guidance or adequate information, their trust in you will erode. That trust is essential for productive remote relationships.

Trust is the cornerstone of successful business relationships, and by building trust early and often, you will be preparing your remote workers for those times when you truly need to rely on them to face unexpected challenges and emergency assignments. By relying on the “show them, ask them” approach, they will trust that you will never ask them to do something they have never done before without telling them that this is new and essential work.

Over-communication ensures that remote digital assistants feel at ease discussing assignments, are receptive to feedback and revisions, and can communicate effectively without apprehension. This philosophy gives both workers and managers the confidence to engage in open dialogue, share concerns, and collaboratively find solutions. For us and our assistants, it leads to a more dynamic, flexible, and resilient working relationship.

Creative workers: sometimes, you *should* hide the ball!

While the “hide the ball” strategy is a bad practice in most remote working scenarios, there is an exception with creative workers. For professionals such as artists, video editors, graphic designers, and musicians, a degree of ambiguity can act as a catalyst for creativity. Withholding specific guidelines can empower creative workers to explore their ideas freely, leading to innovative solutions and outcomes.

By leaving room for personal interpretation, their creative freedom will have fewer restrictions. These workers will feel invited to incorporate their unique perspectives and ideas. Letting them run with their creativity can produce results that may have remained undiscovered under strict guidelines.

Seek the right balance by providing enough freedom for creative expression while maintaining an open door for dialogue and feedback. In doing so, managers can foster an environment that not only values over-communication, but also supports the diverse capabilities of creators.

CORE TASKS *and* HIGH QUALITY WORK

Developing a policy of over-communication starts remote digital assistants on the path to delivering high-quality results, but it is just the first rung on the ladder of professional development. To develop into top-notch employees and workers, both managers and digital assistants need to identify and learn the core tasks that are associated with their remote role.

Core tasks are the essential functions and responsibilities that constitute the primary focus of a job role. These tasks directly contribute to the job's main purpose and objectives, often determining how an employee's effectiveness is measured. Core tasks are different for every profession.

The core tasks of a remote assistant at a repair store, for instance, revolve around managing incoming calls. This involves categorizing callers, understanding the flow-through process for these calls, capturing essential information during the call, and directing the calls appropriately. Each of these steps is critical in ensuring efficient operation and customer satisfaction. Managers will evaluate a worker's effectiveness based on how well they manage incoming calls.

In a law office, a remote legal assistant's core tasks might include understanding the elements that constitute a legal pleading, being familiar with document templates, and knowing how to accurately fill out these

templates based on different types of legal work. Law firms may train their staff in specific processes such as document review, how to catalog findings, and the preferred method of note-taking.

Core tasks are the essential functions and responsibilities that constitute the primary focus of a job role.



Core Tasks for Different Roles

REPAIR STORE RECEPTION

- Answer incoming calls
- Categorize callers
- Understand flow of calls
- Capturing essential information
- Direct calls properly

LAW OFFICE ASSISTANT

- Understanding elements of legal pleading
- Use document templates correctly
- Document review
- Catalog findings
- Note-taking

While identifying the core tasks for each remote position might seem painfully obvious to you as the owner, employer, or manager, it may be completely alien to your remote workers. Usually these remote workers are in a brand-new situation. They have never worked with anybody like you, and they have never been in a situation like this before. Since your goal is to build a foundation of over-communication and trust, the identification and assignment of core tasks is crucial.

You are investing a great deal of time and resources into your remote digital assistants. As workers advance, the complexity and number of core tasks will increase. Through a clear communication and comprehension of these core tasks, remote workers can achieve the high standards of work quality that you seek.

Training in these core activities not only equips remote assistants with the necessary skills to perform their roles effectively, but also inspires them to be confident. This gives them the ability to navigate their responsibilities with greater autonomy and efficiency.

Finding Highly Educated Workers

Remote work offers businesses the chance to tap into the global talent pool. This presents opportunities to engage with highly educated individuals for roles that might lie outside their field of study. Businesses hiring remote digital assistants have a powerful advantage: the ability to harness diverse educational backgrounds and the powerful capacity these individuals bring to the job: the ability to learn.

Consider the example of an oral surgeon applying her higher education learning skills to a legal intake role; it highlights an essential truth about high achievers. They possess not just domain-specific knowledge, but also a proven ability to adapt and acquire new skills rapidly.

Addressing this topic requires sensitivity, especially regarding economic disparities between countries. It is important to recognize that the decision to hire internationally should not be driven solely by cost considerations but rather by the rich blend of perspectives and capabilities global professionals contribute. Such a strategy fosters innovation and bolsters team dynamics, building a powerhouse team that delivers high quality work.



BEST PRACTICES *for* MAINTAINING QUALITY *with* REMOTE ASSISTANTS

Open and Consistent Communications

Emphasize the importance of utilizing communication tools like Slack, Ring Central, and Google Workspaces to maintain transparent and ongoing communication. Establish clear expectations (and prove it true) that employees can reach out when they have questions. Regular one-on-ones and follow-ups ensure alignment and address any feelings of isolation.

Use Effective Tools

Software isn't just for communication, and it is important to keep employee hardware current. Adopt time tracking and productivity monitoring tools to verify progress and maintain productivity. Ensure employees have access to the right software specific for their role—and the hardware to run it.

Build a Knowledge Base

Establishing a centralized knowledge base—accessible via a drive, cloud platform, or specific tool—is extremely valuable. This repository should contain resources necessary for employees' growth from their initial training and onwards. Many top-performing remote staff link their success to accessing a knowledge base. This tool can boost independence, increase confidence, and reduce errors.

Define KPIs and Audit Against Them

Auditing against defined KPIs can significantly improve performance. KPIs can pinpoint areas to improve by offering insight into procedures and duties. They also aid in evaluating the performance of employees against established norms. This technique is particularly relevant for positions such as intake specialists.

Create and Communicate Timelines

While we already emphasized the importance of a timeline during training, it is imperative that employees and the firm know what to expect and when. Timelines and deadlines should be clearly defined and communicated to remote workers as early as possible.



THE DECIDING FACTORS

Maintaining high-quality output in remote workers hinges on several critical factors, including building rapport between offices, optimizing workflow, and maintaining a culture of open communication.

Building rapport

Building rapport between offices helps build trust. It can take the form of weekly lunches over video chat, shared celebrations such as birthdays and holidays, or even something as simple as sending company-branded items such as t-shirts and coffee mugs to your remote workers. Gestures that might seem small, such as acknowledging special occasions or achievements, can have a profound impact on team unity.

Workflow clarity

Workflow clarity means having a comprehensive understanding of the tasks at hand, the time allocated for each task, and the expected turnaround times. Incorporating feedback mechanisms into task assignments ensures that remote workers quickly know how they are progressing and what can be done to maintain or improve the quality of their work. Schedule weekly feedback sessions over video chat, and don't let them get canceled. These sessions give managers a chance to be transparent about expectations and are a key opportunity to understand workflows.

The Best Swag

Sending small gifts to digital assistants and remote offices can really help build camaraderie and team cohesion.

- Coffee mugs
- T-shirts
- Water bottles
- Pens and other office supplies
- Tote bags



Open Communication

It is important to foster an environment that encourages digital assistants to voice questions, concerns, and difficulties. In remote work scenarios where physical cues are absent, creating avenues for open dialogue becomes imperative. This not only aids in addressing any challenges promptly, but also contributes significantly to continuous process improvement.

Professionals, especially those of high caliber and higher education, are prone to meticulousness. They can sometimes spend too much time on simple tasks and deliver more than is necessary. For instance, a task requiring a concise paragraph might result in a five-page draft. While this certainly demonstrates their dedication and intelligence, it also underscores the need for clear guidelines. Share real-world examples of successful previous assignments to give them a sense of the scope, expectations, and standards.

Providing Guidance for Feedback

Supervisors should instruct remote workers on the preferred communication channels and protocols for questions and submissions. For instance, specifying that email is the preferred method and identifying the point of contact for specific types of queries can streamline communication and ensure clarity.

Providing good, real-world examples of how to structure such communications can alleviate misunderstandings and ensure that the proper channels are used promptly and effectively.





FOCUSING *on* SUPERVISORS

While we have rightly given much attention to training your remote employees, an often overlooked aspect is the training and support needed by the supervisors who manage these remote teams. Effective management of remote workers requires supervisors to adapt traditional supervisory skills to a virtual context—a transition that may not come naturally. In fact, it is quite possible that supervisors will be supervising workers for the first time, making the challenges associated with managing remote workers even more acute.

Focused training on remote management practices is crucial. You may want supervisors to be familiar with the material in this ebook series, especially those sections that emphasize the importance of building trust and over-communicating.

When selecting supervisors, you may wish to leverage any cultural or linguistic knowledge within your team, such as fluency in the remote team's native language, to facilitate better understanding and communication.

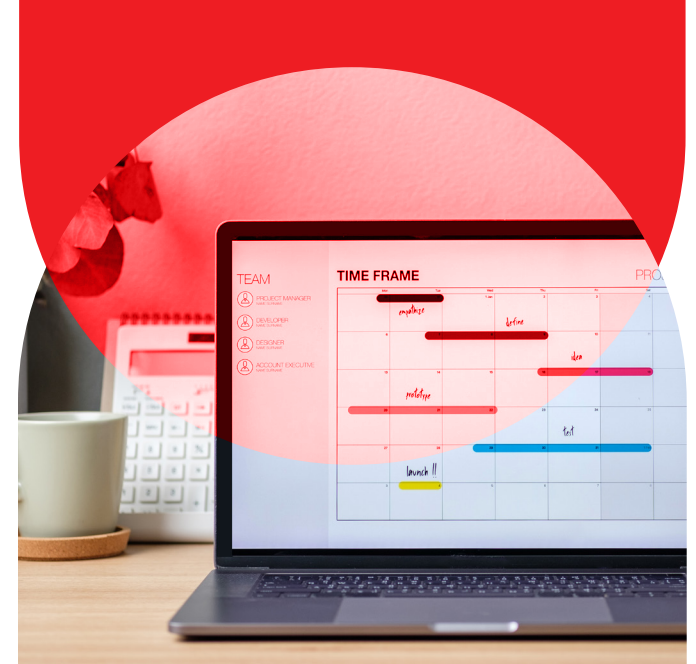
It can be beneficial to have multiple local supervisors available for digital assistants as well. This creates opportunities for remote workers to receive assignments from a variety of team members, which diversifies their work experience and can foster trust within the team.

USING *the* BEST TOOLS *for the* JOB

We have mentioned communication many, many times.
Hopefully its importance has sunk in.

Remote work is a reality for many offices now, so there are plenty of excellent, modern communication tools that teams and supervisors can use to keep in touch. Put those tools to work! Supervisors should be trained in their use, and digital assistants should be given access to those tools right away.

Using the best available software tools gives your digital assistants a better chance at success, and can help achieve and maintain high quality work.



Remote Communication

Team text chat tools include:

- Slack
- Google Spaces
- Microsoft Teams
- Discord

Video Conferencing Adds a Personal Touch

For remote workers, video conferencing adds a personal touch and helps build stronger connections. Whenever possible, use video calls over audio calls or text-based communication.

Video chat tools include:

- Zoom
- Google Meet
- Microsoft Teams
- Jitsy Meet

Project and Case Management

Some professions use specialized software for this category. For example, law firms frequently use software like:

- FileVine
- CloudLex
- Smart Advocate
- Litify

Generalized

More generalized project and task management tools include:

- Asana
- Wrike
- Trello
- Jira



HIGH QUALITY WORK *from* REMOTE TEAM MEMBERS

Through good communication, trust building, and inclusivity, you, too, will discover that high quality and remote work can go hand-in-hand.

My business and clients thrive with the talent of our remote workers. By following these practices, you can have the same experience.

Regents Remote Services is built on our experience with productive remote workers. To learn more, [reach out to us!](#)



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