



Telework Etiquette Guidance

The Office of Human Resources (OHR) provides this guidance to assist departments in communicating telework etiquette and expectations to their employees. When there are established norms and expectations, telework can benefit both employees and supervisors. Employees must do their part to ensure the success of their teleworking arrangement and, by extension, the normal functions and performance standards of Montgomery County Government (MCG).

More information on the Telework Program can be found at: www.montgomerycountymd.gov/telework

Telework Expectations

MCG's expectations for employees who are teleworking are identical to on-site employee expectations. Therefore, all employees should be:

- **Present:** Joining scheduled meetings with cameras on, dressing professionally, and in a workspace that is void of distractions.
- **Responsive:** Answering emails, chats, and phone calls at an acceptable rate, which should be the same rate regardless of location.
- **Flexible:** Adapting quickly to changing circumstances to continue meeting the demands of internal and external customers.
- **Productive:** Productivity during remote work should be at least at the same volume and quality as on-site work.
- **Accountable:** Taking ownership and responsibility for the work assigned, assuring the work is complete, and working collaboratively to keep team/office/department commitments.

Telework Dos and Don'ts

Do:

- Establish and maintain a dedicated telework workspace free from clutter, distractions, and hazards.
- Accomplish tasks, stick to deadlines, and practice good time management.
- Respond to emails, calls, and other official forms of work-related communications.
- Communicate and collaborate with your team members effectively.
- Keep your supervisor informed of any situational changes.
- Ensure your video and audio equipment are working prior to joining virtual meetings.
- Dress appropriately and conduct yourself professionally.
- Return to the main work location if your hardware or software encounters issues.
- Start your workday on time, take your approved breaks on schedule, and finish your day at your scheduled end time.

Don't:

- Use work time to take care of household chores, errands, or other non-work tasks.
- Leave your computer unlocked when unattended.
- Develop bad habits at home.

Video Meeting Etiquette

Video meetings allow for face-to-face interaction and engagement and closely resemble in-person meetings. Establishing and maintaining good video meeting etiquette is critical to ensuring successful and productive video meetings.

Examples of good video meeting etiquette include:

- Wearing professional and appropriate attire while teleworking.
- Keeping your camera on and staying within the frame.
- Ensuring your workspace is well-lit.
- Being aware of your body language and nonverbal behavior when on camera.
- Keeping your microphone muted when not talking.
- Listing out your full name when in the meeting.
- Using the raise hand feature if you want to speak.
- Avoiding interrupting others when they are speaking.
- Maintaining a dedicated and quiet workspace free of distractions.
- Being mindful of your surroundings and avoiding distracting noises while your microphone is unmuted.
- Being an active listener during meetings and giving participants your undivided attention.
- Maintaining eye contact with the camera when talking and listening.
- Having a clear objective for the meeting.
- Being mindful of others' time.

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