

Managing Remote Workers in new 2020 Reality



How will you respond to this CHALLENGE ?



Importance of keeping **connected to staff** and **keeping them informed**

Health and safety of employees, sources, customers, etc. is key

How can you **keep the culture** you established and **keep your staff engaged?**

Remote Working Plans



Remote Working Policies include :

- Is the **job conducive** to remote working option?
- Is the employee **meeting performance expectations** and have rating of Meets Expectations or higher on last review?
- Does the employee have a **defined workspace** at home? Has risk manager visited?
- Has **IT been contacted** to be sure employee will have proper equipment (hardware, software, data lines and \or secure internet connections)
- Does employee agree that **no children** will be present during working hours unless unusual circumstances occur. In such case manager will be contacted.

MARCH 2020

“Effective at noon today all employees will pack up to begin working remotely from home.”

- At 1:00PM all employees will log on to XXX to determine if the system can manage the volume
- Managers will hold department calls between 9am -10 am on Monday to discuss next steps and respond to your questions and concerns. Watch you email for more details.

Effective Managers and Leaders:



Great employees are Great employees no matter where they work

- Assume good intentions
- Let employees set agendas for 1on1 meetings
- Create touch points\discuss how often to talk\communicate
- Determine how to reach if urgent
- Have any priorities changed? Deadlines?
- Ask if they have everything they need to be successful
- Ask about challenges they are facing
- Set new expectations for when to be working and available

Leaders Practice What They Preach

- Procrastination and distractions are inevitable
- Self Direction is key
- Establish a routine or schedule
- Do the most urgent things first
- Take breaks, get outside, walk around
- Use noise cancelling headphones, if needed
- Plan times to connect with boss and others
- Pick up the phone vs. always responding by email or text
- Set boundaries so you don't work 24/7
- Be flexible and take advantage of having no commute

Tips for Increasing Productivity Now

- Expect a period of adjustment
- Set a defined space to work, remember ergonomic issues
- Let others in the household know your schedule and when you should not be interrupted





zoom



SOAPBOX



Office



Microsoft Teams



Jamboard

GoToMeeting



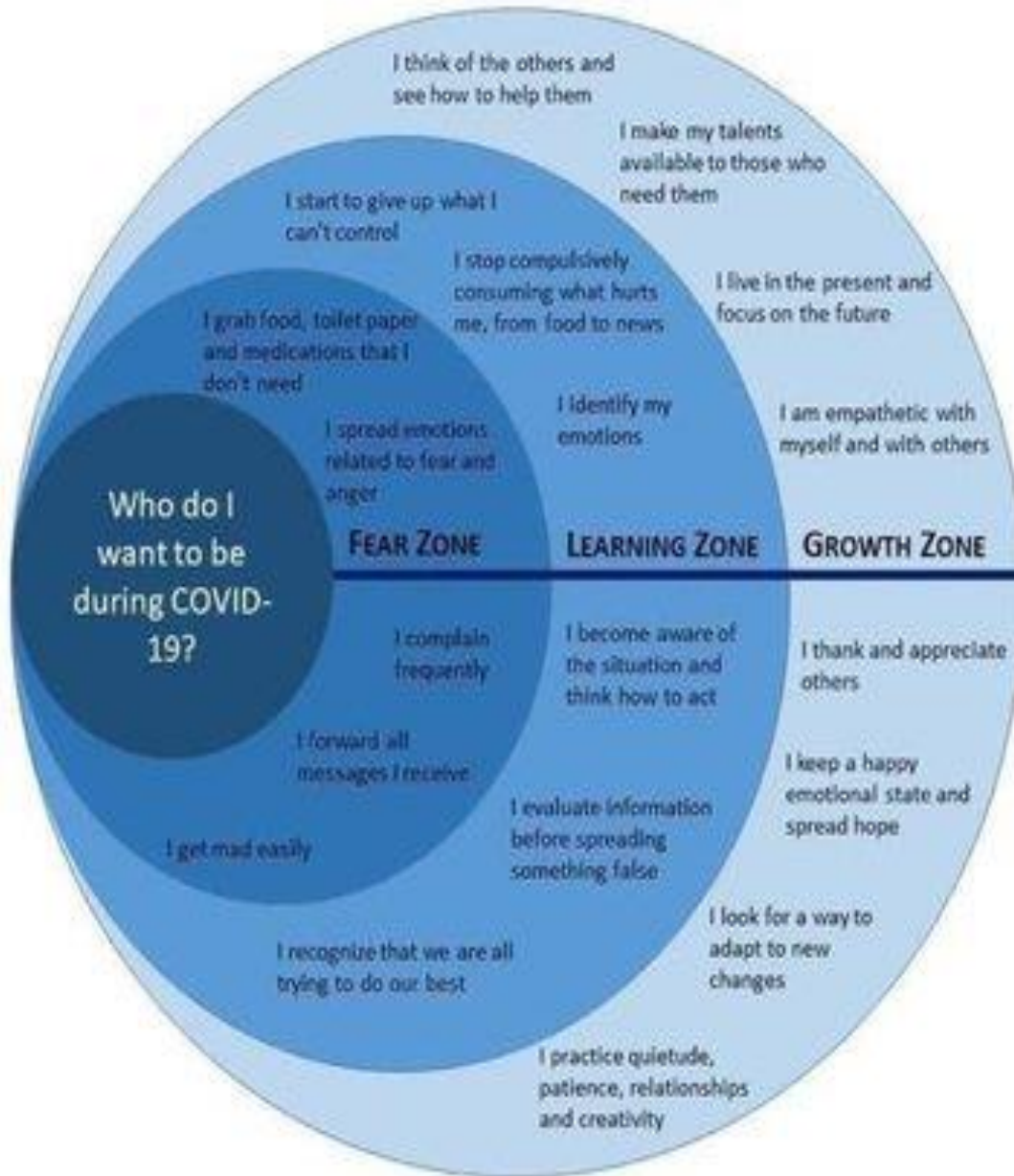
slack



Tips to Improve Remote Meetings

- Anticipate technical difficulties
- Set agenda/get out in advance; limit topics, assign time limits, important items first, add break if >90 min
- Use survey monkey or other tool to gather ideas in advance
- Have facilitator, note taker, time keeper, record action items and deadlines
- Establish rules: no multitasking, when to use mute, how to include all
- Assign all to watch video on setting up for remote meetings
- Find a way to socialize or connect about non-work but new reality
- Use one of the virtual resources so you can see everyone. Conference calls mean you lose body language, facial expressions
- Have different type meetings (15 min call Monday morning 8:30 “What’s on fire from weekend”)

Mental Health Burnout\Stress



Burnout Isn't Just in Your Head. It's in Your Circumstances

<https://www.nytimes.com/2020/03/19/smarter-living/>

10 Little Things to do When you are Feeling Lonely

<https://www.huffpost.com/entry/t-hings-to-do-when-lonely-15e1e8f56c5b673621f6d6ecd>

12 Tips for Self Care

<https://experiencelife.com/article/12-strategies-for-self-care-while-social-distancing/>

Resources are Everywhere

- **Don't Micromanage During the Coronavirus**

<https://www.shrm.org/resourcesandtools/hr-topics/people-managers/pages/coronavirus-micromanaging.aspx?linktext=dont-micromanage-during-the-coronavirus>

- **Huffington Post Guide to Working at Home**

https://www.huffpost.com/entry/guide-to-working-from-home_l_5e6bab4ac5b6747ef11c0eda?

- **How to Maintain Cybersecurity for Your Remote Workers**

<https://www.shrm.org/resourcesandtools/hr-topics/technology/pages/how-to-maintain-cybersecurity-for-your-remote-workers.aspx?linktext=how-to-maintain-cybersecurity-for-your-remote-workers>

- **Zoom | Support during the COVID-19 pandemic**

<https://zoom.us/docs.en-us/covide19.html>

- **Lessons Learned from Telecommuting**

<https://www.shrm.org/resourcesandtools/hr-topics/employee-relations/pages/viewpoint-lessons-learned-from-telecommuting.aspx?>

- **All Things Work From SHRM-several podcasts about remote working**

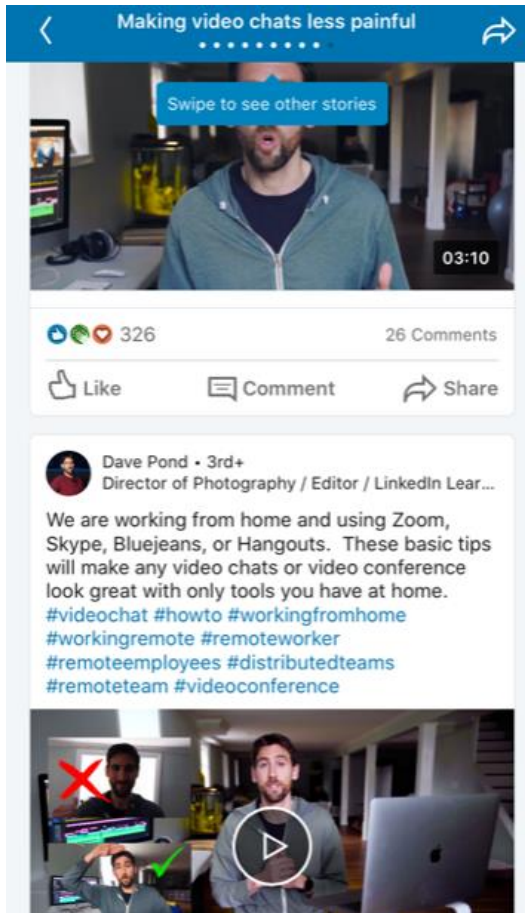
<https://podcasts.apple.com/us/podcast/all-things-work-from-shrm/id1450310325>

- **Tips for Working Remotely:**

<https://gobehere.com/tips-for-remote-work/>

From LinkedIn

Virtual FUN



- Social Distancing doesn't have to mean social isolation
- <https://www.self.com/story/stuck-at-home-tips>
- 8 Tips for Hosting the Perfect Virtual Hangout
- <https://www.thelily.com/8-tips-for-hosting-the-perfect-virtual-hangout/>