



LEADING A REMOTE WORLD: CHALLENGES AND OPPORTUNITIES

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Agenda

Introductions

How We Adapted

Best Practices

Learnings / Challenges

Workforce of the Future – What's Next

Q&A

Lift and Shift

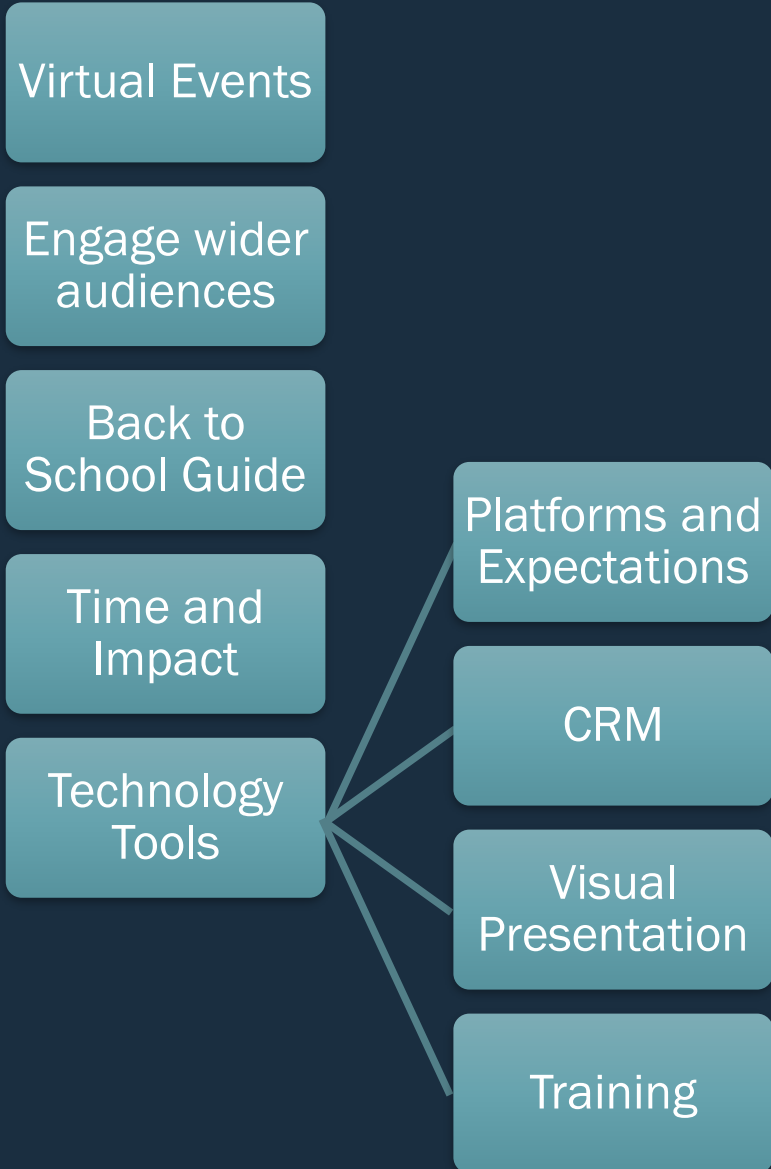


We quickly re-created the office. We took it home and online and fundamentally changed the way we work without any meaningful redesign.

What Have
We Done So
Far in 2020?

How We Adapted & Learnings

- Leadership Visibility
- Set Clear Expectations
- Communicate, Communicate, Communicate
- Act Like a Duck
- Flexibility
- EAP/Wellness Programs
- Virtual Professionalism
- New Tools come with new challenges
- Employee Populations Differ
- Stipends for Internet, Supplies, Etc.
- Organic Learning
- Onboarding



Some Best Practices

Some of the things Employers love about remote working...

Reduced -- T&E
expenses, utilities,
rent?

Reduced accidents

More accessible
employees due to
reduced travel

Greater participation
in Town Halls or other
all employee
sessions

Productivity has
increased

More time with
family and
children

No commute;
ability to work
from anywhere

More sleep

Casual dress

Flexible hours

More exercise
and outside
time

Some of the
things
employees
love about
working
remotely...



WORKPLACE OF THE FUTURE

Where are we now?

- Employers have decisions to make; Remain remote? Establish some type of hybrid? *OR* Return to office, if local conditions allow
- Many employees have issues related to childcare, schools or other care giving responsibilities
- We have learned that virtual collaboration can be challenging but effective
- Zoom fatigue is real
- Any vaccine developed won't have much impact this year

Lockdown's
didn't end the
Pandemic

Health and safety
of employees and
their families
must come first

Re-creating the
office remotely
has been *mostly*
successful

Productivity in
most cases
hasn't suffered;
some people are
even more
productive from
home

Learning's from 2020



THE GENIE IS OUT OF THE BOTTLE...

Many believe we are NEVER going back to the way
it was



WHAT DO YOU NEED TO DO?

Take stock of where
you are

Look to the future

Adapt learning's from
others

Employee Needs Haven't Changed

- Meaningful work and ability to pay their bills
- Clarity on direction of the company—update on annual goals and financial status
- Early notice on big changes like return to work date, furloughs or layoffs, benefit changes
- Clear Expectations for their role
- Timely and open, honest communication from their boss
- Flexibility
- Traditional end of year things- evaluations, raises or bonus

Remote Working Challenges

For Employer

- “Stigma” & “Perk” related to working from home is gone
- Technology issues must now be resolved
- Occasional security concerns
- Communication
- Engagement
 - *Including essential workers*
- Ability to monitor work and workload

For Employee

- School and Childcare issues
- Burn-out
 - *mental health*
- Inadequate feedback
- Feeling of being in limbo
- Disconnected and miss camaraderie



Do you know what matters most to your employees?



Are your managers more focused on output and results vs. the usual focus of getting work done during a shift?



Do you know how 2020 has changed the "workplace" culture? Are your employees engaged?



Has your workforce changed? Can employees work from anywhere? Should you have freelancer, part-time or job-sharing roles?



Should workers have more flexible hours to meet individual/family needs or body clock?



Do some of your policies or benefits need to change to adapt to needs of employees?



Should you change how recruit, onboard and retain employees?

2020 Gives You An Opportunity to Re-Think Things Related to Employees

Ideas from Others

Employers have not re-designed work or adapted to take advantage of what a true “distributed” workforce would look like

- Tech or other **stipend** to help offset any remote working expenses
- **Payout or carry over** of some of the vacation\PTO employees were unable to use since they couldn't go anywhere
- **Virtual Training** sessions for all. Keeping up with employee development, team building and leadership training programs
- **Virtual Intern Programs**
- **Mentoring** for all New Employees plus planned check-ins with those inside and outside department at 30 and 60 days
- **Retention plans** and discussions for every employee
- **Increase staff diversity** since you can tap into huge remote workforce

Employee Related Learnings



- Host virtual lunches, happy hours, talent shows, games or other events where no work is discussed
- Encourage employees to take time off and limit daily hours worked; 8 – 8 – 8 plan
- Offer ergonomic assessments, stress management, and mindfulness classes virtually
- Encourage walking/talking meetings vs Zoom
- Offer online gym access and wellness challenges to get employees out of their chairs
- Match employees with someone from another dept. for weekly check in. Re-match every month

Learning's from Others - School/Childcare



- Childcare stipends to help cover home schooling and related costs
- Create On-site One Room School House or childcare pods. Partner with others like YMCA who are experienced with afterschool care and helping with schoolwork.
- Allow employees to volunteer to mentor or tutor children of other employees for an hour or more weekly
- Allow flexible work hours if work is getting done and employee is available when needed
- Allow job sharing or work with employees to find creative win-win solutions

Ways to Change Workday and Meetings

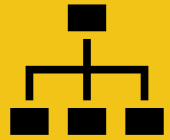
- Re-assess meetings; hold only when necessary and invite only those who need to attend
- Set blocks of time daily or weekly for all employees as *NO meeting zones* to allow for uninterrupted work
- Always have meeting agenda, timekeepers and articulated outcomes
- If something is urgent, pick up the phone
- Train all staff on meetings and use of all technology tools
- Shorten meetings; try for 30 minutes and always end before the hour
- Use technology to share documents
- Use surveys and other tools before meetings to gather ideas and concerns. Not everyone feels comfortable sharing in virtual sessions.
- Have official "No Zoom" meeting days
- Take advantage of technology tools; tape sessions, use online tools like white boards, surveys, breakout rooms, post-it-notes...



Building Related Learnings

Things to Consider for Future

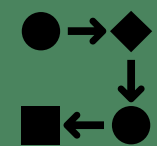
- What are the **biggest risks facing your business?**
- **Will you maintain any office space** or save money by continuing remote working and getting out of large brick and mortar space?
- Have your **employee, customer and community needs** changed?
- Is this a good time to expand your coverage of **under-represented communities?**



What are your top 3 priorities?



What are your 3 biggest challenges?



What do you need to do to move forward and how will you measure your success?

Next Steps:
Time to take
Action!



Q & A

