



Remote Work

Tips and Checklists for Management of Newly Remote Workers

Quick Facts

- Remote work has grown 173 percent since 2005, 11 percent faster than the rest of the workforce. Over half of the workforce holds a job that could be done, at least partially, from home—and employers are increasingly allowing it as COVID-19 continues to spread. In addition to reducing health risks, remote work has been shown to increase productivity, decrease absenteeism, decrease turnover, and save money. As more employers realize these benefits, many expect remote work to become more common after the dust settles from COVID-19.
- But, as we've come to see, remote workers have different needs than office workers. They need the right office set-up to perform their jobs, but within the confines of their home. They can't walk down the hall to a colleague's desk to ask a question, so they need tools that enable communication. They don't physically come into an office, so they need to know when they're expected to be available virtually. Their employee experience is different, and they need unique systems and programs to support them even if this is a temporary period, such as the one that is has been forced upon many employers due to the COVID-19 outbreak.

SURGE IN REMOTE WORK

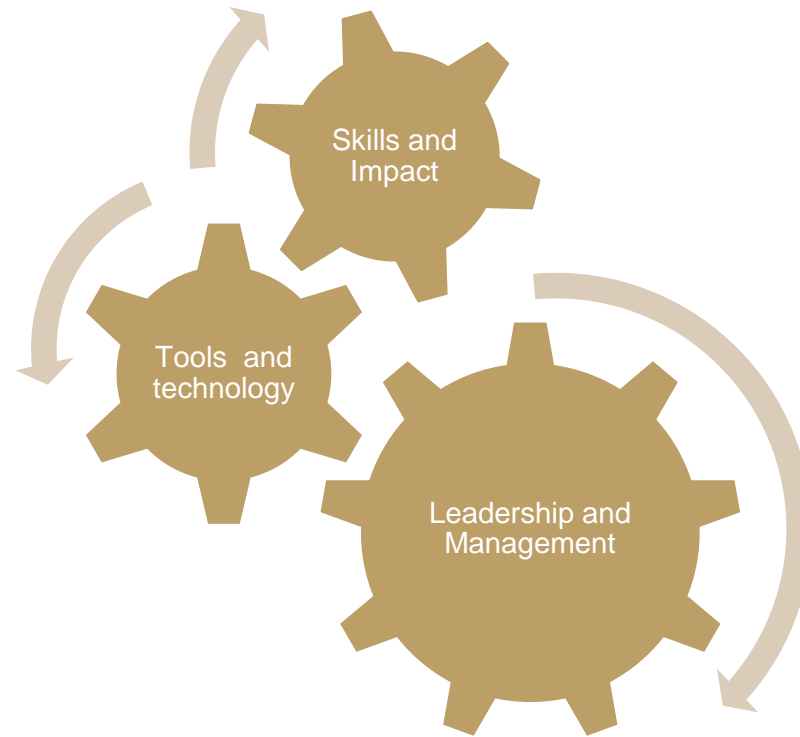
To measure the employer response to the COVID-19 crisis, law firm Seyfarth sent a flash survey to its clients and collected responses from 550 U.S. employers from March 12 to March 16.

The results showed:



Leading from a Distance

The Distance Management Model



Leading from a Distance – Challenges

Leadership and Management

- Coaching
 - Make it a conversation
 - Set high expectations
 - Talk about success
 - Give Feedback
 - Use the web cam whenever possible
 - Make coaching frequent and consistent (make canceled meetings very rare and if you have to cancel reschedule asap and keep the appointment!)

Leadership and Management

- Building Trust
 - Isolation of the remote worker inhibits the feeling of trust towards their supervisor, it's the supervisors job to instill processes that help build that trust.
 - Schedule more team meetings
 - Encourage one to one Interactions
 - Increase Project Collaborations

Challenges –Leading At a Distance

Tools and Technology

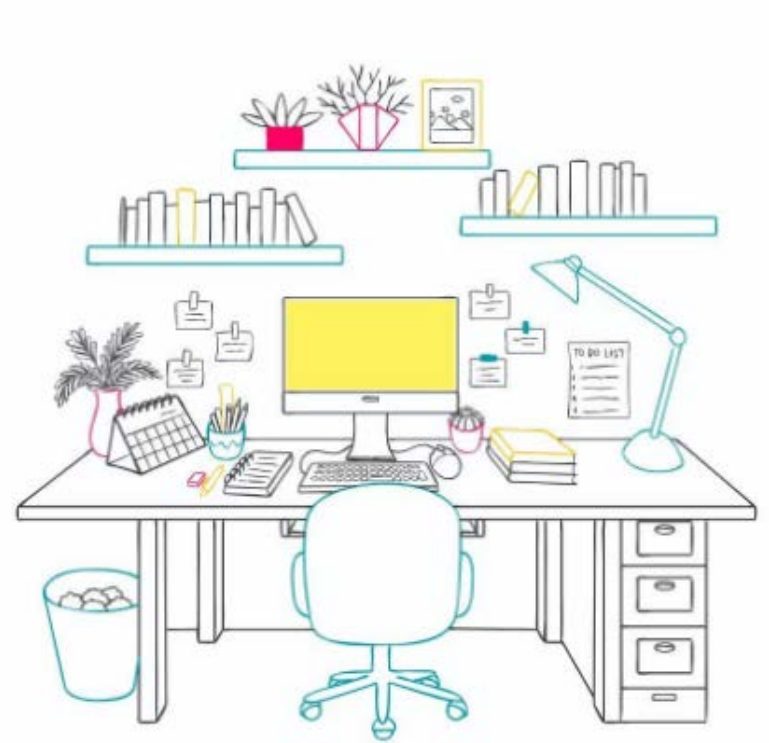
- What Tools do you have?
- Do you know what tools you need for which job?
- Do you rely too much on the tools your comfortable?

Skills and Impact

- Can you use the tools well?
- Have you practiced?
- Have you researched what's new?

Ensure Proper Working Conditions

- The first step to successful remote working is discussing with your employees about a specific work location in their home. This allows them to mentally and physically become present for work activity, and it helps them ignore other pressing household tasks.



Ensure Proper Working Conditions

In the beginning of the remote work agreement ask some questions:

- Does the employee have a quiet place to work?
 - Is working at a Starbucks or public place ok?
 - Is there a quiet place away from the children for the employee to work?
 - Can the employee carve out a quiet time?

Ensure Proper Working Conditions

- Does your employee have adequate equipment?
- Based on their role in the company this could include:
 - Separate monitor
 - Detached mouse
 - Detached keyboard
 - Electrical outlets
 - Appropriate air ventilation and lighting

Ensure Proper Working Conditions



- Encourage your team to communicate to housemates that “this” is their area and time for work.
- Setting clear boundaries ahead of time helps people know when it’s okay to talk, and when it’s not.

Ensure Proper Working Conditions

- Are there confidentiality or privacy issues?
- What files will your employees need to have at home?
- Can you move files to a share google drive ? Go to google suite for small businesses for more info.

https://gsuite.google.com/intl/en_us/?utm_source=bing&utm_source=bing&utm_medium=cpc&utm_medium=cpc&utm_campaign=na-us-all-en-dr-bkws-all-all-trial-p-dr-

Productivity - Employee Time Tracking & Scheduling



Productivity - Employee Time Tracking & Scheduling

You'll need a way to track employee worked hours remotely, particularly if you have hourly or scheduled employees. The best way to do this is by using a mobile-friendly time and attendance tracker like;

- Paycom
- Paychexs
- Zenefits' Time & Scheduling
- Clockshark.com
- Time Clock Wizard (free)
- Mobile time and scheduling tools allow users to clock-in and clock-out directly from their mobile phone, providing real-time accountability to managers. Some apps automatically sync with payroll so you're not spending time inputting remotely logged hours into a local spreadsheet.

Productivity

- Getting Things Done
 - Make sure the hours of work are clearly defined (Be flexible in the current climate of the COVID-19)
 - Help your employee plan their time, if they are not used to working at home.
 - Work with them and review their calendar to help them organize their time effectively.
 - Make expectations clear.
- Finishing Projects
 - Regularly review ongoing projects with your staff to keep them on track.

The Buddy



The Buddy

Match new remote workers with a remote buddy

- A [buddy program](#) is a great way to help new employees acclimate to your organization. Buddies can help new hires learn things like who to go to for IT support, and how other employees use tools like Slack and Asana to communicate.
- If you have a hybrid workforce, matching your remote workers with other remote employees can be helpful. They can help answer questions that are more specific to this type of worker. For instance, how to handle daily interruptions at home, how to use the VPN, and anything else that may be unique to working remotely.

Virtual Conferencing set-up and expectations

- Virtual meetings make remote work meetings much easier and more effective. While phones and email work for some activities, virtual conference rooms are great for teams and collaboration.

Virtual Conferencing set-up and expectations



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Virtual Conferencing Sites

	Free	Paid version	Notes	Zenefits' notes
RingCentral	✓	\$14.99/mo	Free version: Up to 100 participants, 40 mins per meeting.	
GoToMeeting	X	Starting at \$12/mo	The Professional and Business plans can host conference calls with up to 150 and 250 participants, respectively.	
UberConference	✓	Starting at \$15/mo	Free version: Up to 10 participants, 45 mins per meeting.	Easiest to use
Zoom	✓	Starting at \$14.99/mo	Free version: Up to 100 participants, 40 mins per meeting.	Best reliability
FreeConferenceCall	✓	Paid features available	Free version: Up to 1,000 participants.	
Google Hangouts	✓	\$6/mo	Best for 1 on 1 calls, up to 25 meetings.	Best if you already have G-suite
Vast Conference	X	Starting at \$11.99/mo	Offers operated assisted calling.	
Webex	✓	Starting at \$13.50/mo	Free version: Up to 50 participants, 40 minute meetings.	What we use at Zenefits

Virtual Conference - Operations

- Decide on one virtual conferencing platform for your entire organization.
- Send an email to all employees with your chosen platform and directions on how to use the program (many virtual conferencing lines provide help documentation and FAQs)
- Host an internal “test call” to:
 - Verify employee access
 - Verify speaker and microphone proficiency
- If you have clients or congregants that will also need access to your conference line, send them an email with the new expectations and clear directions on how to use the system.

Video Conference Employees

All Employees

- Email any customer or client you manage directly with a personal email regarding your remote work shift, and what changes they should expect.
- Practice using your new technology (if necessary) to ensure mics, cameras, and screen sharing work.

Internal Communications



- Good communication is key in business, but it's mission critical with remote teams and takes structuring to pull off well.

Remote Team Communication Sites

	Free	Paid version	Notes	Zenefits' Notes
Microsoft Teams	✓	Starting at \$5/user/mo	Comes free with O365, has user specifications for healthcare, IT / security, and compliance.	Great for teams that need user provisioning
Slack	✓	Starting at \$6.67/user/mo	Best for midsize teams with cross-functional collaboration needs, and document sharing	What we use at Zenefits'
Google Chat	✓	Starting at \$6/mo	If you're already using G-suite for email, adopting a chat culture can be an easy ask	Best if you already have G-suite
Chanty	✓	Starting at \$3/user/mo	'Faster and more affordable (up to 75% cheaper) and it offers twice as much storage compared to Slack, according to this .	

Meetings Are Important!

- When initiating remote work begin and end the week with the new remote worker.
- Help your remote worker plan for the next week and encourage and congratulate the remote worker on what went well in your re-cap.
- Provide proactive information about your plans for next week and expectations.

Thank You

For more information or questions on human resources or managing remotely, please contact; Vivian Lewis, Senior Director of Human Resources at 917-692-8732.