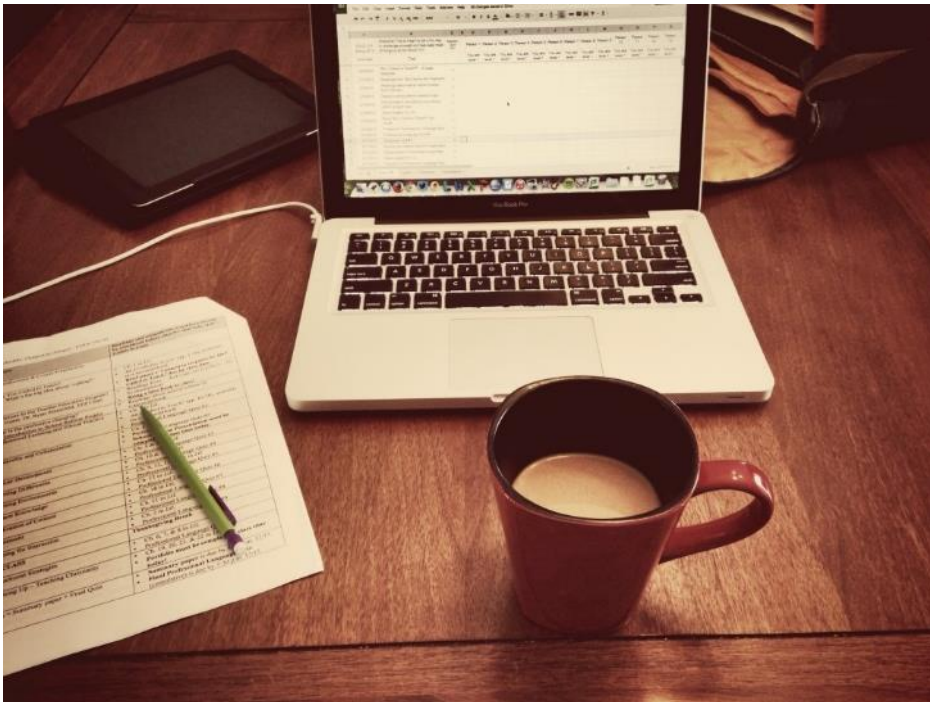


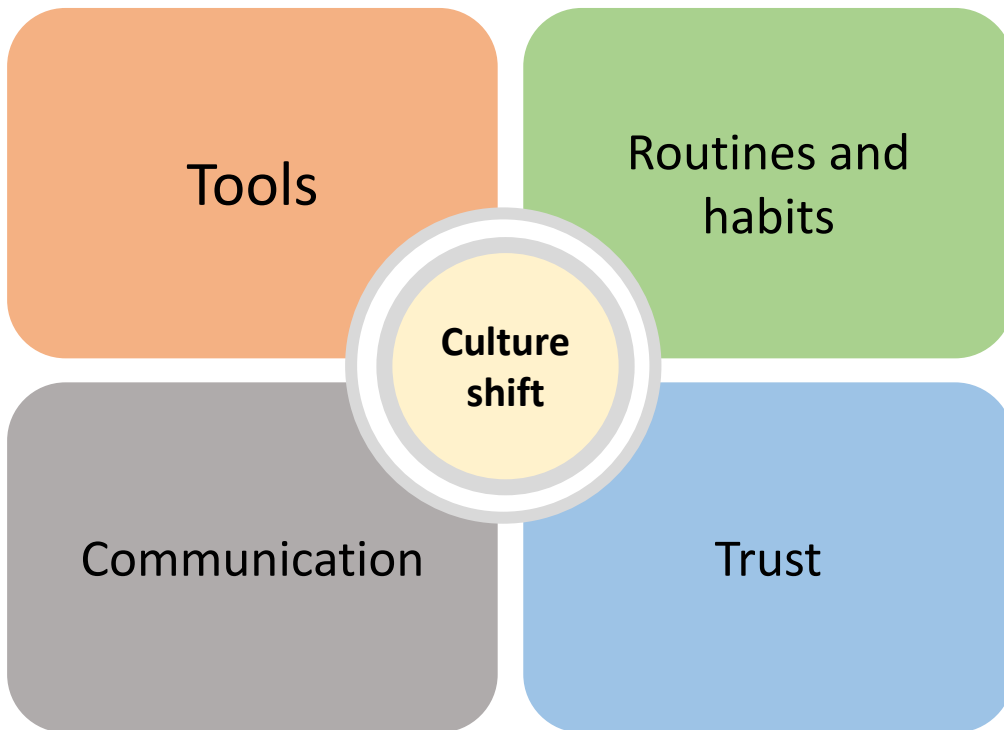
# A Quick Guide to Working at Home



Part one: Individual considerations

Part two: Manager considerations

# Remote work is a culture shift



This is the new normal, at least on a temporary basis. It is also a great talent strategy.

Most see productivity increases, but the change can create issues. The greatest areas of change are:

New Tools – you need a set of tech tools and a good environment. So many tools and ways to make it better. Video, IM, text, team suites....

Routines and habits – set them up and it will make it much easier for you and your family, team and manager to transition

Communication – that’s the key – can’t get too much.

Trust – you must have it and earn it. This is work, folks, not a vacation! Seriously, this is all based on trust and if we earn it, this can grow. Set output, measures, accountability and time zones.



# Clear advantages

There are many:

- No loss of time to commute
- Less time in idle chat
- More opportunities to balance work and home life

Many companies see productivity gains.

But to do that, there needs to be new values, habits and leadership.

# The challenges to remote work

It can be lonely  
Collaboration can be harder



There are distractions

Expectations change



All of those can be dealt with good communication, crafting interactions and a sea of resources.

Building up those new habits – that is what this is all about.

Let's dive into those.

# Key points for new remote workers

## Differentiate work and home

- Gives yourself space and set boundaries
- Allow yourself time to balance
- Think about shifts and schedule them

## Create a dedicated space

- Helps to separate and focus
- Set up your tech needs

## Schedule time to talk to people

- Use tools and promotes collaboration
- Set up video calls when you can

## Find your routine

- Adapt to change
- Start with old schedule
- Create time on your calendar for work

# Technology considerations

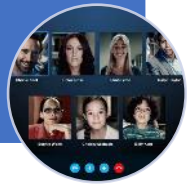
Get the highest bandwidth you can, for video especially.

Bandwidth



Sign up for tools: Zoom, Microsoft Teams, Hangouts, FB Workplace, etc.

Collaboration



Be vigilant. Use a VPN, update security software, surf with care.

Security



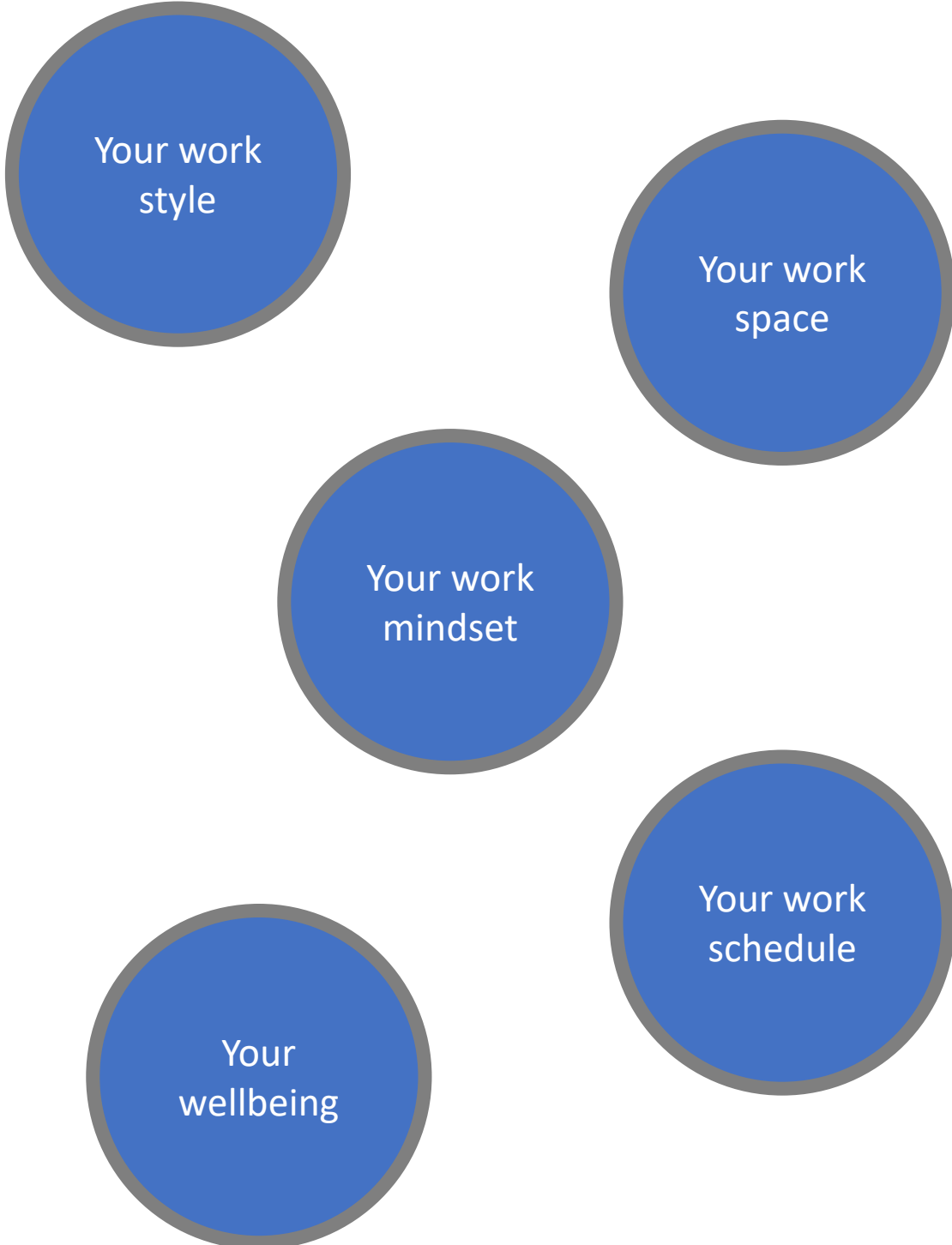
Laptop, screen, kbd., mouse, printer, camera & headset & backup

Hardware



**If you have an IT department,  
work with them to set up your infrastructure.**

# Preparing for remote work



Your work  
style

Your work  
space

Your work  
mindset

Your work  
schedule

Your  
wellbeing





Be aware of your work style:

- When are you the most productive?
- How do you work best?
- When are you least focused?

Remember, even though you are at home:

- Get started and focused
- Get dressed for work, creates a mindset
- Be ruthless about distractions

Become more aware of your status:

- Allow yourself breaks
- Stand up or walk occasionally
- Keep organized and focused

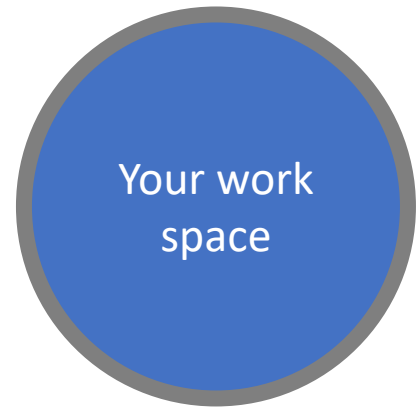
Compensate for your challenges:

- Over communicate
- Find ways to collaborate
- Document "it"

Know your style







#### Best solution:

- A dedicated space
- Room for technology
- Quiet and isolated

#### Technology considerations:

- Good internet connection
- Tools: Video conferencing, Office/Team tools
- Laptop: + monitor, keyboard, mouse, etc.

#### Office desk and chair:

- Think ergonomically
- Good chair, desk, with good light
- Space for files, white board

#### Prep for video:

- Sound isolation (close door)
- Un cluttered background
- Dress for video appearances

This can be a room, a corner or even a closet





#### Everyday best practices:

- Set times to start, break and end
- Dress as if you are in the office
- Prepare your routine

#### Emergency or contingent plans:

- Talk to your family about routine
- Set up when, how to interrupt
- Communicate to your team with what ifs

#### Be ready to deal with distractions:

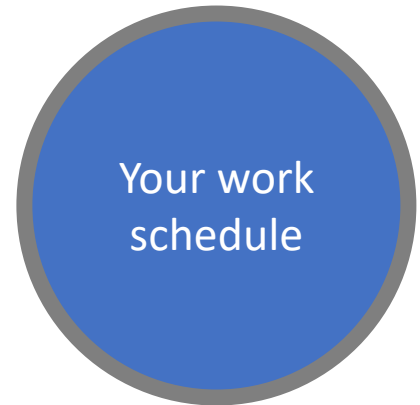
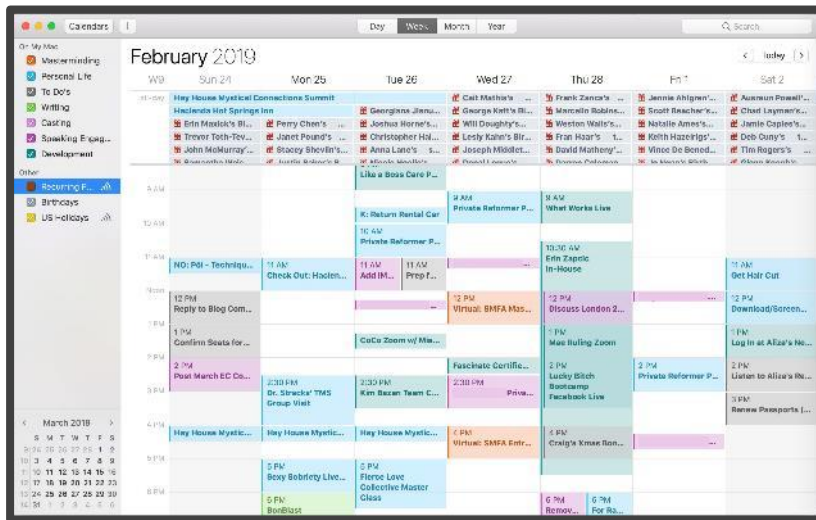
- Establish how you will manage distractions
- Be clear on expectations to you, family and manager
- Be forgiving but clear

#### Keep your goals clear:

- Work is this time
- Manage your time
- Stick to a schedule

Dressing each day  
helps set up your  
mood & mindset





### Set a schedule:

- Time to start, break, end
- Be mindful of time zones
- Use your calendar app extensively

### Be aware that remote means new expectations:

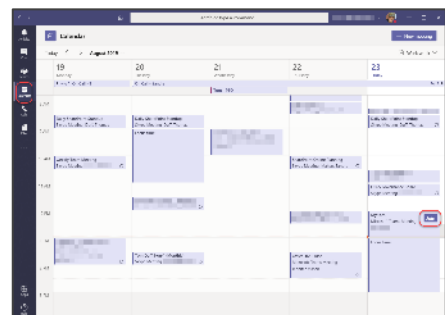
- Collaboration might take longer
- Build in delays in communications
- Set deadlines and stick to them

### Work in your style:

- Best creative times
- Best heads down times
- Set up open office hours with teams

### Build up a habit:

- Using the office timelines to start
- Open up team calendars
- Set up times to collaborate



**BUT...**  
**Focus on outcomes,**  
**Not time**



Remote work gets lonely:

- For introverts and extroverts
- Build in time to talk, video
- Do video conferences rather than just a phone

Deal with expectations:

- Remote does not mean 24/7
- Remote is not family time
- Global work requires balance

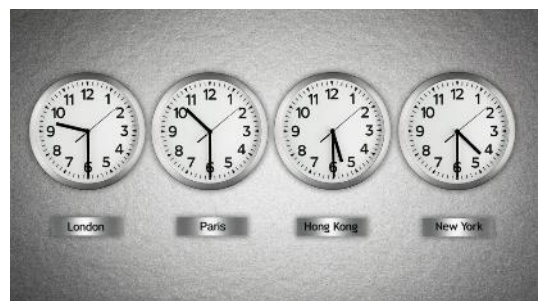
Get up and walk:

- Make yourself break, get outside
- Set up walking meetings
- Set up coffee or lunch chats

Be prepared for change:

- Be adaptable
- Help family deal with change
- Communicate changes

Take care of you,  
your team and family



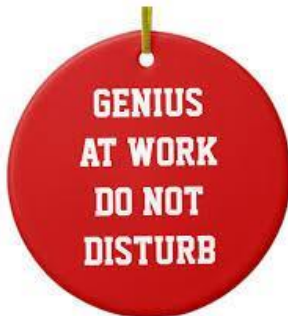
# What about kids and family?

Your wellbeing



- Set a schedule
- Talk about new rules
- Work in bursts or shifts
- Agile methodology

- Provide tasks and activities
- Work with schools, teachers



- Work together on hours
- Define emergencies
- Be open with teams

Changing to work at home, even temporarily means changes for the whole family.

Work together to find solutions with some clear definitions and be open to working in short bursts.

Be adaptive.

# Managing a remote team



As leaders and managers, we need to set up new ways of working as well.

Establish your team's values, communicate more, set up realistic expectations and stick to them.



# Create your values



Lead with greater:  
Communication  
Time  
Compassion  
Empathy

**Lead by example**  
**Plan interactions**

Focus on outcomes, not time



# Managing a remote workforce



## Setting it up with your team

- Create an agile environment: short, fast bursts with stand ups
- Plan out meetings
- Establish a robust team / 1:1 meeting frequency
- Provide tools: meeting platform, collaborative platform, VPN
- Set expectations: Time, video, reports, collaboration, transparency
- Define response times and emergencies
- Promote team collaboration, coaching, buddies
- Set clear roles, feedback processes, purpose, behaviors



**Over communicate**

# Managing a remote workforce

## Ideas to increase communications

- Open office hours
- Daily stand ups
- Scheduled check ins
- Discussion channels, virtual water cooler
- Set up champion, expert networks
- Establish a collaborative network (Slack, Teams, etc.)



Have empathy  
Be flexible and inclusive  
Do tool tutorials  
**Above all else, trust....**

# Free tools

- TechSmith Snagit

<https://discover.techsmith.com/remote-techsmith/>

- - Adobe Connect (90 days free)

<https://www.adobe.com/products/adobeconnect/trial.html>

- - Zoom

(free for 100 participants for maximum of 40 minutes per session)

<https://zoom.us/pricing>

- GitLab Remote handbook:

[www.allremote.info](http://www.allremote.info)

- WillLearn consulting help:

Contact us to help with your digital learning design and strategy [Becky.Willis@WillLearnConsulting.com](mailto:Becky.Willis@WillLearnConsulting.com)

# Resources

- Running virtual instructor led: <https://community.brightspace.com/s/article/Leading-Successful-Virtual-Classroom-Sessions>
- Leading virtual meetings: <https://lp.ddiworld.com/eg/leading-virtual-meetings>
- Going remote guide: <https://engage.thinkherrmann.com/remote-work-ebook>
- Range remote primer: [www.range.co/remote-work.pdf](http://www.range.co/remote-work.pdf)
- Free courses: <https://www.linkedin.com/learning/paths/remote-working-setting-yourself-and-your-teams-up-for-success>
- Comprehensive guide: [https://www.ceros.com/inspire/blog/remote-work-ultimate-guide-2020/?utm\\_source=Facebook&utm\\_medium=Newsfeed&utm\\_campaign=2020\\_Q1\\_Remote\\_Working+%5BInspire%5D&hsa\\_acc=830135290391074&hsa\\_cam=6164955975293&hsa\\_grp=6168207704893&hsa\\_ad=6168207704693&hsa\\_src=fb&hsa\\_net=facebook&hsa\\_ver=3](https://www.ceros.com/inspire/blog/remote-work-ultimate-guide-2020/?utm_source=Facebook&utm_medium=Newsfeed&utm_campaign=2020_Q1_Remote_Working+%5BInspire%5D&hsa_acc=830135290391074&hsa_cam=6164955975293&hsa_grp=6168207704893&hsa_ad=6168207704693&hsa_src=fb&hsa_net=facebook&hsa_ver=3)
- Remote meetings: [8 Ways to Take the Pain Out of Virtual Meetings](#)
- LinkedIn articles: [Remote Working: Setting Yourself and Your Teams Up for Success](#)
- General COVID-19 list: [https://docs.google.com/document/d/12tT0\\_5zGELxs7M-iCwf9enUJ0-lbe0K8tkBSbbWhYFM/edit](https://docs.google.com/document/d/12tT0_5zGELxs7M-iCwf9enUJ0-lbe0K8tkBSbbWhYFM/edit)
- For leaders: [https://www.fastcompany.com/90475330/8-strategies-to-set-up-remote-work-during-the-coronavirus-outbreak?utm\\_campaign=eem524%3A524%3As00%3A20200311\\_fc&utm\\_medium=Compass&utm\\_source=newsletter](https://www.fastcompany.com/90475330/8-strategies-to-set-up-remote-work-during-the-coronavirus-outbreak?utm_campaign=eem524%3A524%3As00%3A20200311_fc&utm_medium=Compass&utm_source=newsletter)
- [https://business.linkedin.com/talent-solutions/blog/work-flexibility/2020/tips-for-managing-remote-workforce-during-coronavirus?src=tw-tw&veh=tw-tw&utm\\_source=tw-tw&utm\\_medium=tw-tw&utm\\_campaign=tw-tw](https://business.linkedin.com/talent-solutions/blog/work-flexibility/2020/tips-for-managing-remote-workforce-during-coronavirus?src=tw-tw&veh=tw-tw&utm_source=tw-tw&utm_medium=tw-tw&utm_campaign=tw-tw)
- Pluralsight: <https://www.pluralsight.com/blog/remote-work-guide>
- Productive: [https://thriveglobal.com/stories/how-to-stay-focused-productive-work-from-home-tips/?utm\\_source=Newsletter\\_General&utm\\_medium=Thrive](https://thriveglobal.com/stories/how-to-stay-focused-productive-work-from-home-tips/?utm_source=Newsletter_General&utm_medium=Thrive)
- Microsoft infographic: [https://www.microsoft.com/en-us/microsoft-365/blog/wp-content/uploads/sites/2/2020/03/Remote-Work-Preparedness-List\\_infographic\\_V3b.pdf](https://www.microsoft.com/en-us/microsoft-365/blog/wp-content/uploads/sites/2/2020/03/Remote-Work-Preparedness-List_infographic_V3b.pdf)
- NY Times: <https://www.nytimes.com/2020/03/25/technology/personaltech/online-video-meetings-etiquette-virus.html?referringSource=articleShare>



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Thanks for using the guide.

We have been working at home for at least 15 of the last 20 years, so we get it.

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If you have any ideas to make it better, please email me!

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**Contact:** Becky Willis 970.219.4673

[Becky.Willis@WillLearnConsulting.com](mailto:Becky.Willis@WillLearnConsulting.com)

