

HOW TO PERMANENTLY ADOPT REMOTE WORKING

And succeed at different models of remote working



Partial Remote



Hybrid

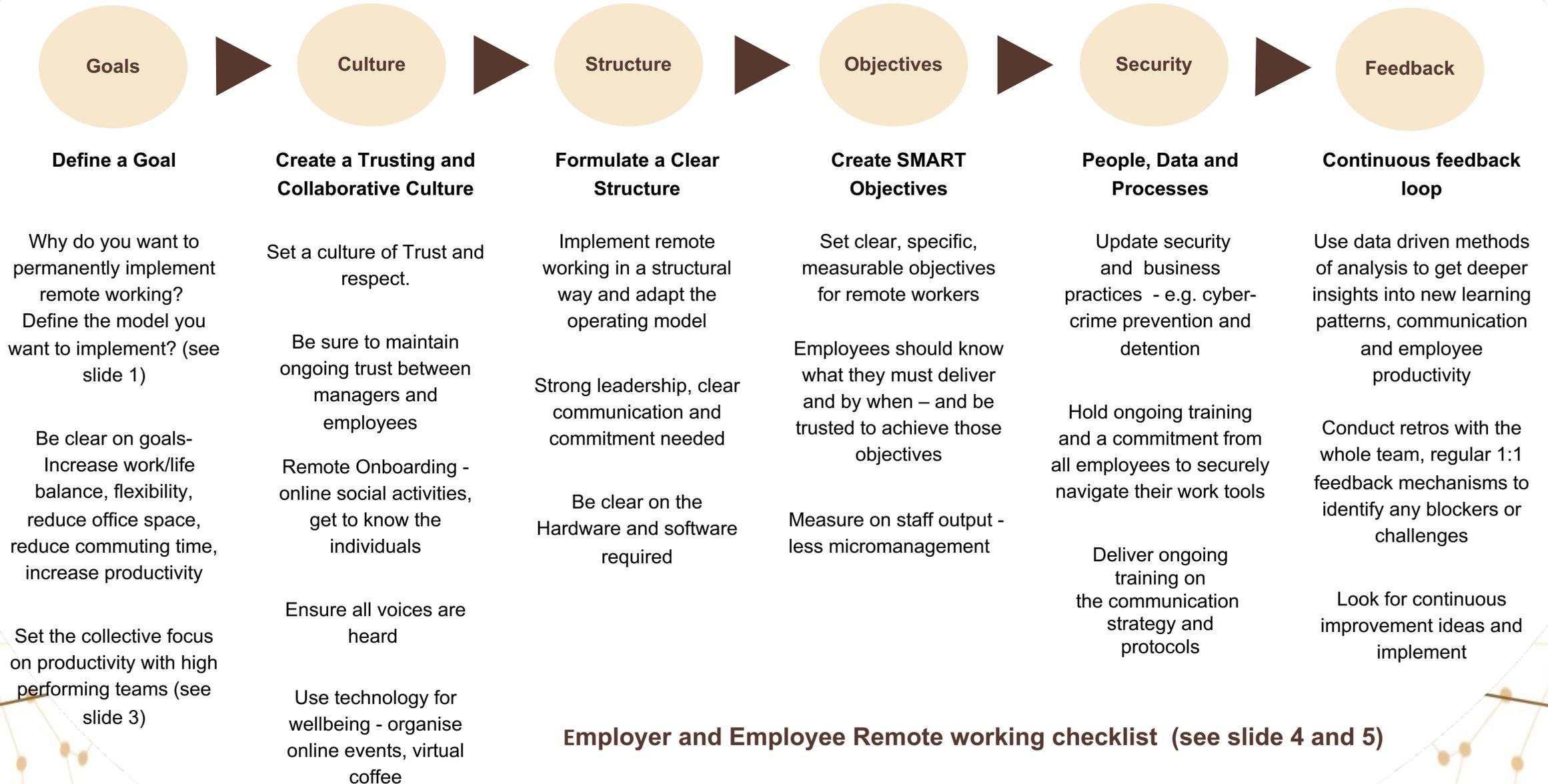


Remote biased



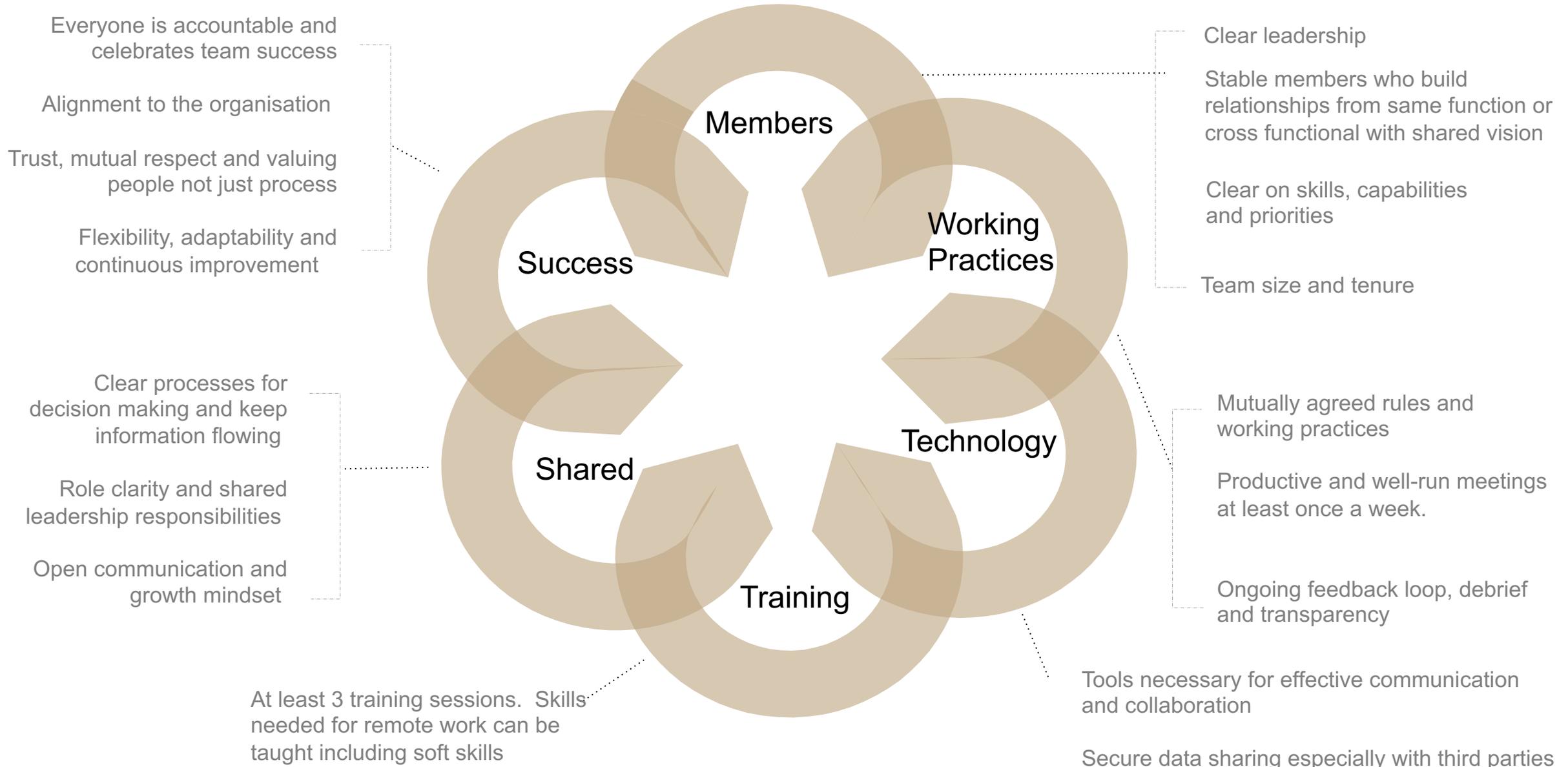
Fully Remote

Successful Remote Working Pathway



Employer and Employee Remote working checklist (see slide 4 and 5)

What Makes High Performing Remote Teams?



Employer Remote Working Checklist

Successful Setup

- Strategically overcommunicate and create a trusting culture and values – lead by example
- Set up new operating model, more structure and infrastructure
- Create one place of truth for updated policies, working practices and protocols
- Supply secure equipment and software, GDPR, remote data security and ongoing remote tech support
- Be clear and communicate be clear on shared purpose and successful outputs
- Define roles, priorities and outcomes
- Define clear, specific and measurable objectives and successes
- Training for all on virtual working and professional and soft skills
- Remote personal support- mentoring and buddy system
- Contract changes, liabilities, employee rights and confidentiality

Onboarding

- Induction - Remote work guidelines including tips, ground rules and best practice
- Create and maintain digital paperwork and storage– one place of truth
- Employee manual, remote worker policy, ergonomics policy, H&S policy
- Contracts: employee rights in different countries
- Provide wellbeing resources and contact details for mental health first aiders
- Update compensation/benefits: paid team lunches, paid high speed Wi-Fi etc.
- Time Zone differences: regulation in host and employer countries
- Taxation changes
- Home set-up: Wi-Fi, ergonomic chair and desk, laptop with camera, screen, lighting
- Review and test hardware, software, high speed broadband, data and network security
- Expenses online
- Work from home supplies

Teamwork & Culture

- Strong open and honest communication, clear goals, outcomes, deadlines, regular team check-ins
- Use the digital environment and tech to the fullest to improve efficiency in working practices and communication
- Keep connected and socialise
- Be Mindful and inclusive – value and care for your diverse team and create a sense of belonging
- Create Trust and respect the individual – avoid micromanaging
- Knowledge sharing sessions - share remote working case studies and reward successes
- Online company-wide meetings/recorded
- Online meeting and communication best practice
- Strategically over communicate but use tech for status updated not meetings
- Create fun virtual team experiences – the forum to build strong relationships
- Offer wellbeing support, counselling, medical, mental health, nutrition and exercise

Employee Remote Working Checklist

Successful Setup

- Role Suitable for remote work with clear on goals and output deadlines
- Home workspace: strong Wi-Fi, ergonomic chair and desk, laptop with camera, screen, lighting
- Secure equipment and software, GDPR and data security
- Communication protocols, check-ins, team updates are clear and establish boundaries
- Provide ongoing remote IT support
- Ongoing review of role, priorities and outcomes clearly defined
- Create a timetable for meetings, breaks, lunch, admin, exercise – start and finish times
- Be clear on the effective use of our Digital Workspace

Onboarding

- Read Employee Manual: remote working guidelines, H&S , lone remote working policy and more
- Fill in Digital 'paperwork'
- Read Mental Health First Aid – wellbeing resources
- Culture – set up and join online team events
- Set up digital profile, mobile contacts, social media work presence
- Check contract changes – wage and hour compliance (timekeeping, break compliance)
- Training – support, systems and sharing of best practice home working ideas for wellbeing and productivity
- Mentor - 'buddy' system for virtual culture and remote working practices

Teamwork & Culture

- Over-communicate and create 2-way leadership communication
- Be mindful and inclusive – value and care for the individual
- Create a trusting team environment and avoid micromanaging and intrusion
- Regular team check-in
- Knowledge sharing sessions
- Company-wide meetings are virtual and recorded
- Create water-cooler/hallway moments
- Create fun virtual team experiences
- Access wellbeing support, counselling, medical, mental health, nutrition and exercise

To Consider:

- Work from home expense claims, supplies, packages delivered?
- Direct communication links to everyone- leadership and peers
- Where is the one place for policies, procedures, help and support

Best Practice:

- Trust, respect and include each other
- Make the most of digital, tech, tools and data
- Strategically over communicate
- Keep connected and socialise
- Online meeting best practice
- Set boundaries and be clear on expectation and accountability
- Maintain regular hours, schedule breaks and personal time
- Create new routines
- Take care of YOU and don't be afraid to ask for help

Thank you to our co-creators

Tracey Rob Perera CA FCMI

Team Leader

<https://www.linkedin.com/in/traceyrobperera-ca/>



Emily Blake

<https://www.linkedin.com/in/emily-blake-a06a851a/>



Katya Linossi

<https://www.linkedin.com/in/katya-linossi>



Useful Resources

- Gitlabs [All remote play book](#)
- Thoughtworks [playbook](#)
- [Flex Appeal](#)
- [Making projects work](#) by Dr Penny Pullman
- Mindset shift - read [The Little Book of Mindfulness](#) by Patrizia Collard
- [Virtual Leadership: Practical Strategies for Getting the Best Out of Virtual Work and Virtual Teams](#) by Dr Penny Pullman
- [Remote working Readiness checklist with resources](#)
- [Forbes remote working checklist](#)
- [Remote employees onboarding checklist and resources](#)