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## Making Remote Work, Work!

### Tips for Leaders

#### **Trust**

- While working remotely may be a new, untested concept, assume the best of your employees and their willingness to continue to contribute and go from there.

#### **Connectivity**

- Communicate – often! Working alone may lead to feelings of isolation – encourage live video/chat and screen sharing with your team to help with this. Some employees may want this more than others – be flexible whenever possible.
- Use a team app, such as Slack or Teams, to share information and even have a little fun.

#### **Culture**

- Ensure your employees feel like part of the larger team. Encourage partnerships on projects, provide contact lists so employees can reach out to colleagues for help and celebrate each other's successes.
- Relationships matter – both professional and personal. Taking the time to simply ask how someone's remote work experience is going (and caring about the answer) will go a long way.
- Respect employee boundaries. Treat work-from-home days the same as you would any other workday. When it ends, it ends.

#### **Structure & Consistency**

- Ensure expectations are clear, such as core hours of availability, required response turnaround times, communication standards and project due dates.
- Maintain schedules – a regular Tuesday meeting can still happen online. Try not to cancel or move prescheduled meeting whenever possible, so everyone can plan for it accordingly.

#### **Security**

- Work with IT and Document and Data professionals to develop security policies and procedures for remote work:
  - Use of VPNs and secure Wi-Fi versus public Wi-Fi
  - Handling of paper documents
  - Use of shared drives
  - Access to reliable tech support for any issues
- Provide security training (new and ongoing) – if completely new, remote work may come with its own minefields of unforeseen security issues.



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## **Tips for Employees**

### **Boundaries**

- Avoid burnout:
  - Work in a separate designated space whenever possible to limit distractions and set expectations with family members (e.g. door closed = do not disturb)
  - Put aside the phone and laptop at the end of the workday
  - Set task reminders for breaks, meals, and short walks
  - Stay healthy!

### **Structure**

- Follow a routine and schedule – Get “ready” in the morning per your regular routine. Get dressed and then... what?
  - Do you normally have breakfast, exercise, meditate? Stick to it!
- Work from the same desk or table and chair in a secluded area and keep it as clutter-free as possible
- Take a few minutes at the end of one day to review your plans for the next one:
  - What do you need to accomplish aside from work assignments? Block out time and be willing to flex a bit as needed

### **Self-Awareness**

Are you an “extra” extrovert? An extreme introvert? Recognize how your behavioral tendencies may affect others and adjust as needed to work most efficiently and cooperatively with your team.

### **Don't Go “Dark”**

- Review expectations set by your leader and ensure your availability meets the standards.
- Even when work is slow, be visible. Communicate with team members and participate in discussions.
- Offer to assist with projects where feasible – while you are having a lull, a teammate may be swamped.