



Best Practices for Effective Remote Work

From the Sudden to the Sustainable

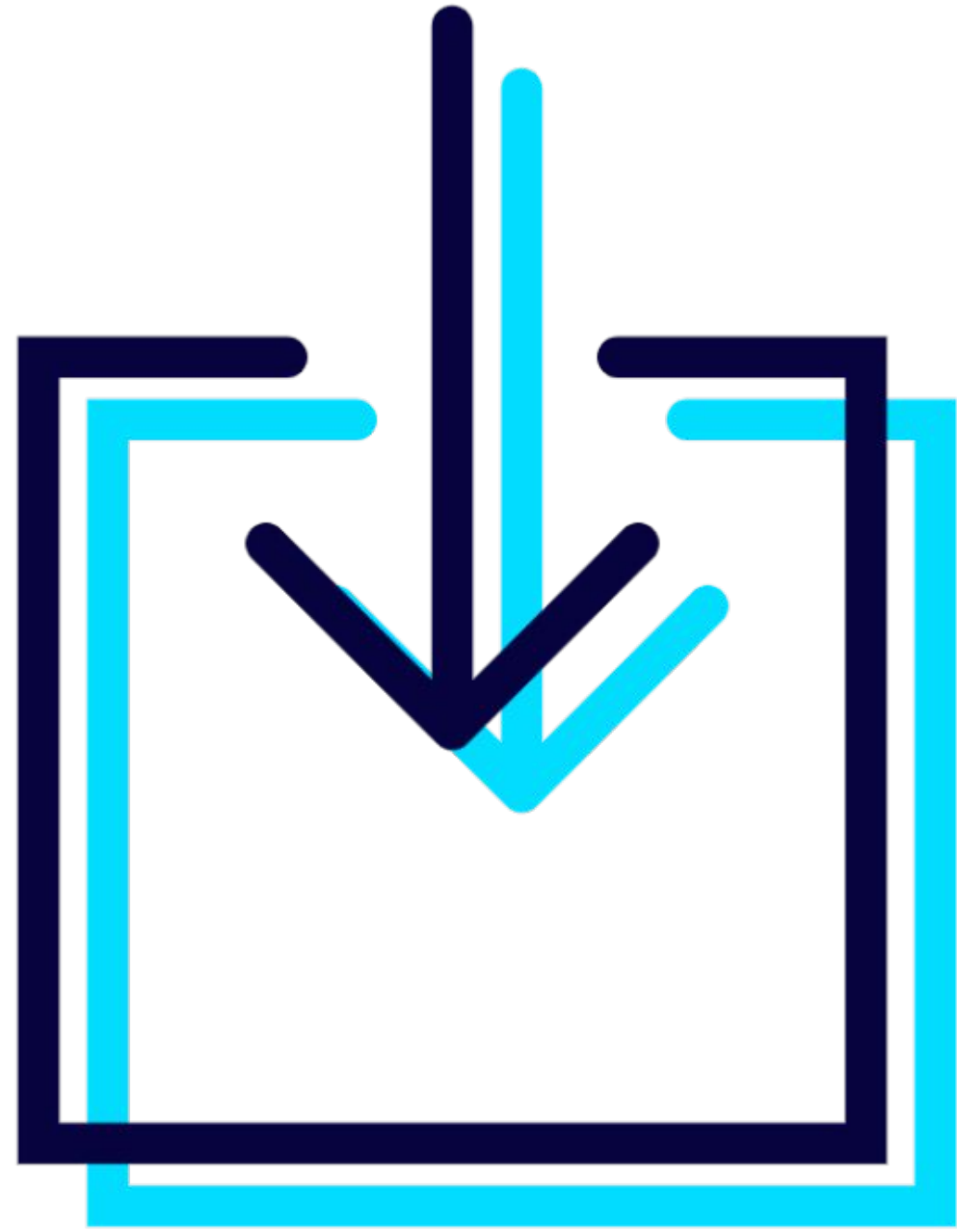


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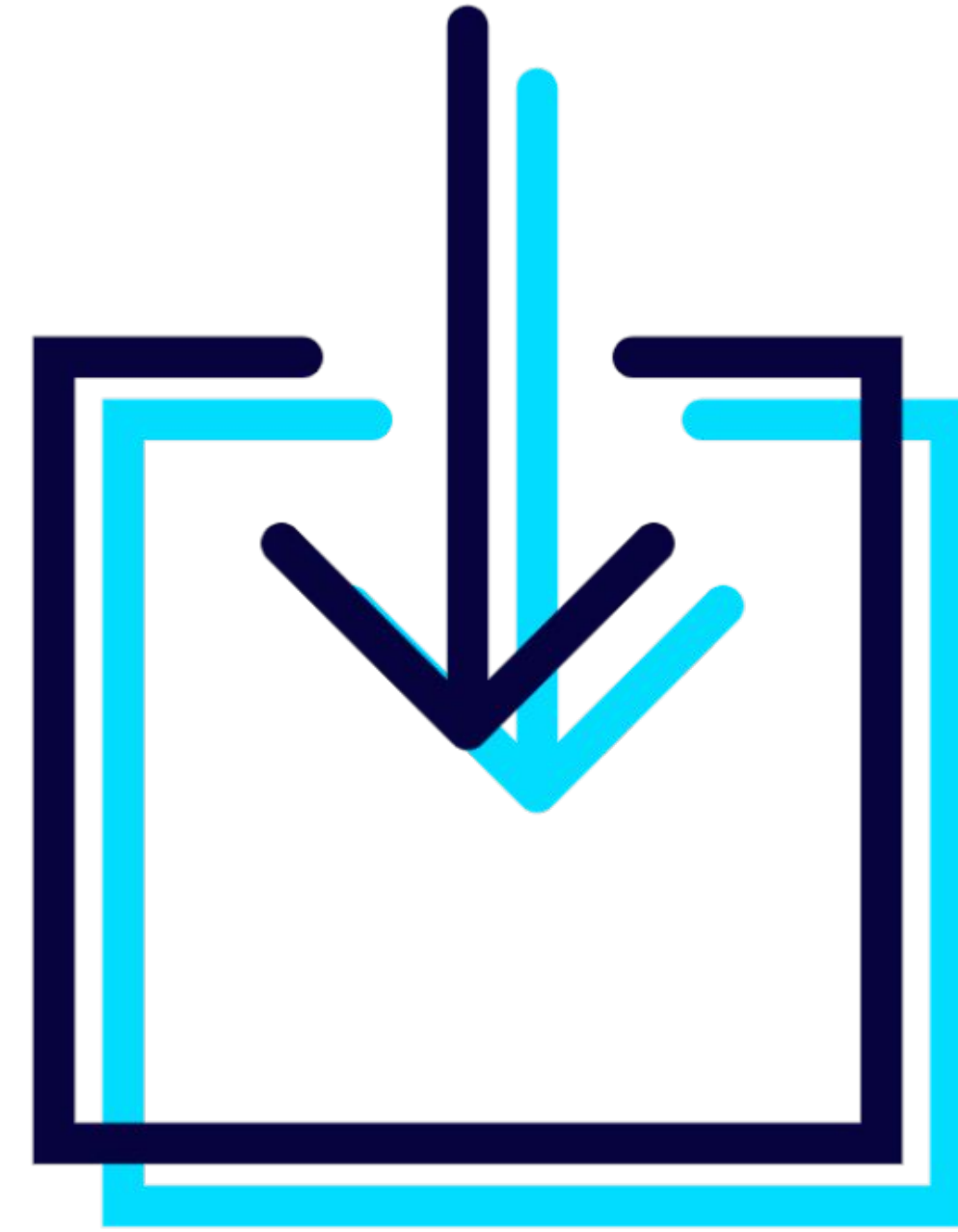
Poll: What describes your current situation? (Select all that apply)



- A. Currently working remotely
- B. Currently managing others who work remotely
- C. Currently supporting others who work remotely
- D. Other



**Download the
Worksheet as a
Google Doc**

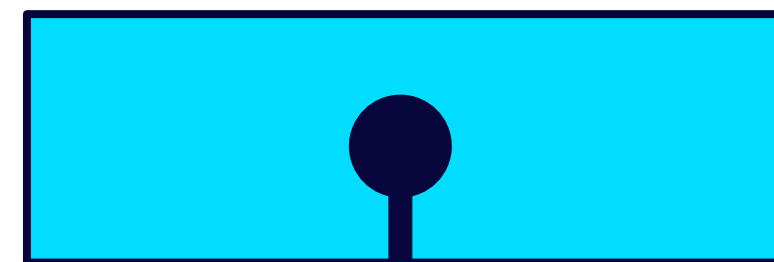


**Download the
Worksheet as an
Editable PDF**



Worked in
edtech,
higher ed,
publishing,
corporate
training

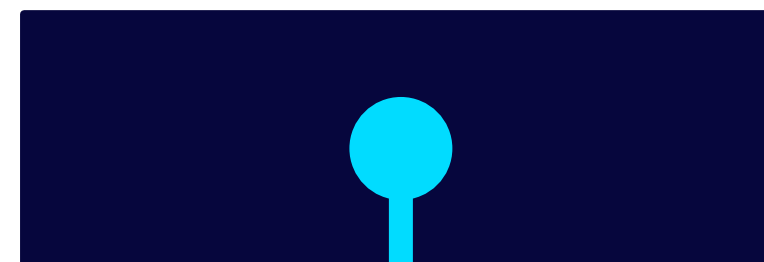
2011



Started working
remotely full time

2011-17

2017



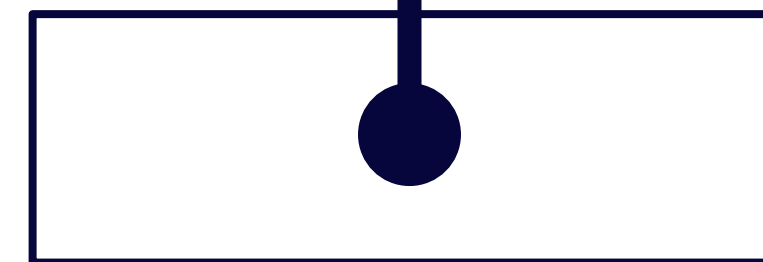
Founded
Workplaceless



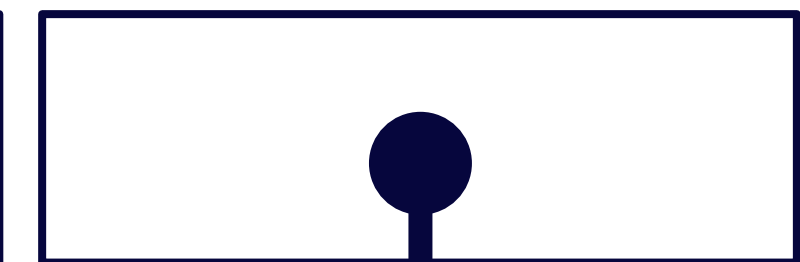
**WORK
PLACE
LESS**

Launched
Remote Work
Certification

2018



2020



Workplaceless
Team and
Portfolio are
growing!





Objectives

- 1 Recognize the **differences** between sudden and sustainable remote work.
- 2 Determine strategies for immediately improving three competency areas critical to remote work success: **Focus**, **Communication**, and **Productivity**.
- 3 Identify a **plan** for leveling up to sustainable remote work.



Optimize this Experience

- Pause/minimize distractions as much as possible.
- Focus on the presentation.
- Reflect on your own experiences.
- Participate.
- Choose tiny actions to improve remote work skills.
- Share what you learn.



Reflect:
What is **one** thing
you want to take
away from this
presentation?



This is not business as usual.



Joel Gascoigne ✓
@joelgascoigne



It may be worth noting: Buffer has been fully remote for almost 10 years, and..

Our worlds feel turned upside down as a result of the pandemic, too. This is not normal remote working!

We know remote, and eager to help others, but also adapting to the new reality ourselves.

7:34 PM · Mar 19, 2020 · [Twitter Web App](#)



Unexpected Remote Work

Sustainable Remote Work



Sustainable

Mindset

Adoption of managerial and organizational practices that support remote operations and team members

Education

Learning experiences about the benefits of remote work as well as how to implement a remote work policy and succeed in a distributed environment

Infrastructure

Technological as well as procedural infrastructure: high-speed internet and remote work policy



Unexpected

Mindset

Trust
Empathy
Flexibility

Education

Resources for workers and leaders
that are immediately relevant

Infrastructure

Critical hardware and
software that allow for
virtual collaboration



REMOTE WORK COMPETENCY MODEL

Remote Career Stages



- (A) **Remote Worker: Working in a Distributed Environment**
The competencies needed to perform work remotely.



- (B) **Remote Team Member: Collaborating in a Distributed Environment**
The competencies required to be a remote team member.



- (C) **Remote Leader: Leading and Facilitating Growth in a Distributed Environment**
The competencies required to lead and develop distributed teams.



- (D) **Remote Executive: Driving a Distributed Vision and Strategy**
The competencies required to lead a distributed company.

Function Agnostic Strands

I

Digital proficiency & communication

Language of Remote Work	Channel and Mode Switching	Compliance
Focus	Remote work tools	

II

Performing, managing, and improving work

Scheduling & Logistics	Time management	Productivity
Completing Tasks	Autonomy	Office Setup & Safety

III

Culture and growth

Learning Mindset	Health & Wellness	Interests, Knowledge, and Skills
Professional Vision	Professional Experience	Opportunities for Advancement

Intercultural Communication	Communication	Remote Communication Tools
Virtual Meetings	Relationships	Emotional Intelligence
Teamwork	Virtual professionalism	Feedback
Collaboration		
Professional Development Resources	Social Capital	Visibility
Trust	Self-Advocacy	Psychological Safety

Communication Management	Remote Leadership Tools	Change Management
Performance Management	Conflict Management	Vision
Team Culture	Learning & Development	Sponsorship & Mentorship

Remote Readiness

Remote Implementation

Remote Requirements & Resources

Strategic Planning

Set Company Goals

Manage Stakeholder Expectations

Coordinate Remote Teams

Manage Stakeholder Expectations

Resource Management

Innovation

Company Culture

Diversity, Inclusion & Equity

Company Growth



Poll: Are you multitasking right now?



A. Yes

B. No



How do I focus when there's so much going on?



Remote Work Competency

Definition

Focus

Ability to focus attention in a distributed environment, among distributed tasks and demands.



Advice for Suddenly Remote Professionals

1. Be patient with yourself and others. We're all just trying our best.
2. Concentrate on what you can control.
3. Limit distractions as much as possible.
4. Be transparent and communicative about your current reality.
5. Block distracting sites and apps (e.g., news, social media) with a tool like [Freedom](#)
6. Close tabs/windows you are not actively working in.
7. When switching to a new task/activity, set an intention or a goal.
8. Ask for other people's attention.
9. Mute or pause notifications.
10. Take breaks! Get outside. Move. Stand up. Dance.



One Tiny Action (#OTA)

What's one thing you can do today to improve your focus?

What's one thing you can do to help others improve their focus?



Level Up: Create a Boundaries Agreement

Boundaries Agreement



We've identified some scenarios where your boundaries might be tested in your team.

Let's take a few minutes to dissect these boundaries.

[Open link](#)

Where do you need to develop boundaries as a team?

What are the obstacles your team faces?

What actions do you need to take?

Who is responsible for identifying a boundary stretch?

How should a boundary stretch be addressed?

Example: Checking emails and Slack outside of working hours

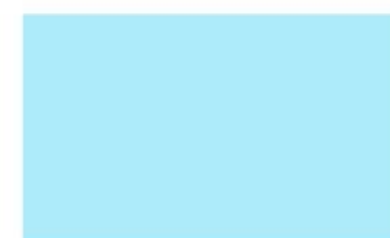
Example: Team members are afraid they will miss important information or conversations because their normal working hours are different from their peers.

Example: Agree as a team that "important" decisions will not be made without input from the team. All communications can wait until the next business day.

Example: Leadership and peers

Example: Call them out: "Why are you checking emails at this hour?" If it continues, leadership may need to have a 1:1 meeting to determine why the team member is feeling like they need to be so connected.

Group 1





How do I communicate with my coworkers?



Remote Work Competency

Definition

Communication

Ability to effectively interpret and convey messages in all modes (interpretive, presentational, interpersonal), both synchronously and asynchronously.

Channel & Mode Switching

Ability to choose appropriate communication channels in a remote setting.



Advice for Suddenly Remote Professionals

1. Be thorough.
2. Reevaluate your need for meetings.
3. Embrace and work on asynchronous communication (i.e. WRITING).
4. Align with your coworkers on expectations for what channels should be used and expected response times.
5. Confirm receipt. Confirm understanding.
6. Close the loop. Follow up.
7. Document decisions.
8. Be transparent about your blocks.
9. Ask others about their blocks.



One Tiny Action (#OTA)

What's one thing you can do today to improve your communication?

What's one thing you can do to help others improve their communication?



Level Up: Create a Communication Charter

Communication Charter



Create a communication charter. Indicate the type of message (content), then the expectations for each type. Add examples and non-examples.

Channel	Message type	Expectations	Example	Non-Example



How am I going to get my work done at home?



Remote Work Competency	Definition
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Productivity	Ability to comprehend and meet expectations for performance and productivity in a distributed environment.
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Autonomy	Ability to proactively carry out work and communication using critical thinking and problem-solving.
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Advice for Suddenly Remote Professionals

1. Time block your workday. Align time blocks with your family's day.
 - a. Independent work that requires full focus (e.g. external publications)
 - b. Independent work that tolerates distractions (e.g. email replies, image editing)
 - c. Synchronous work that tolerates distractions (e.g. internal team meetings)
 - d. Synchronous work that requires no distractions (e.g. external client meetings)
2. Set and communicate parameters for your availability.
3. Follow rituals. Set alarms/reminders.



One Tiny Action (#OTA)

What's one thing you can do today to be more productive?

What's one thing you can do to help others be more productive?

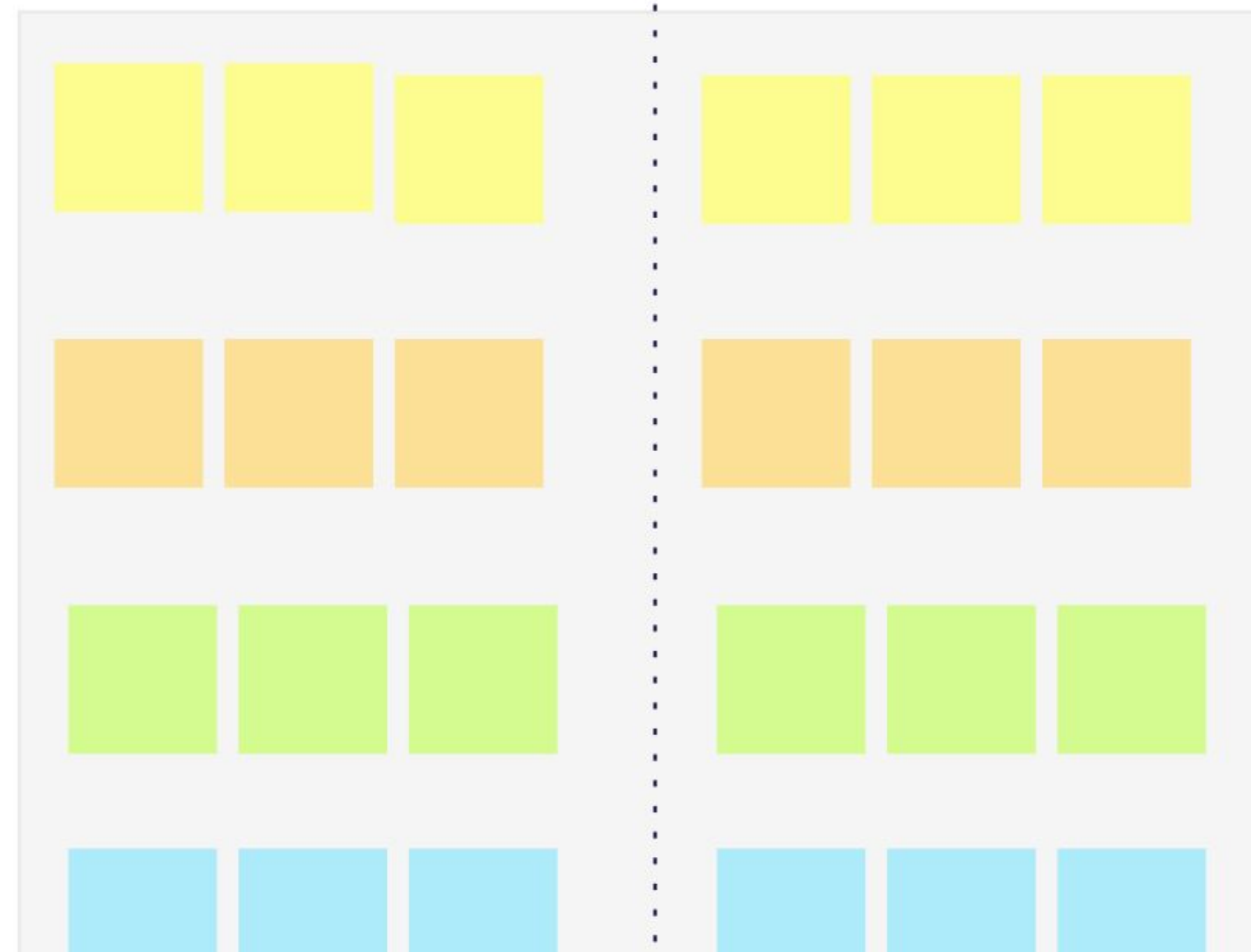


Level Up: Update Performance Metrics

Define Productivity



Define productivity and set expectations for productivity and performance in each role.



Where do
OKRs and
KPIs live?
What tools
are used?

What is the
process for
recording,
tracking, and
measuring
results?



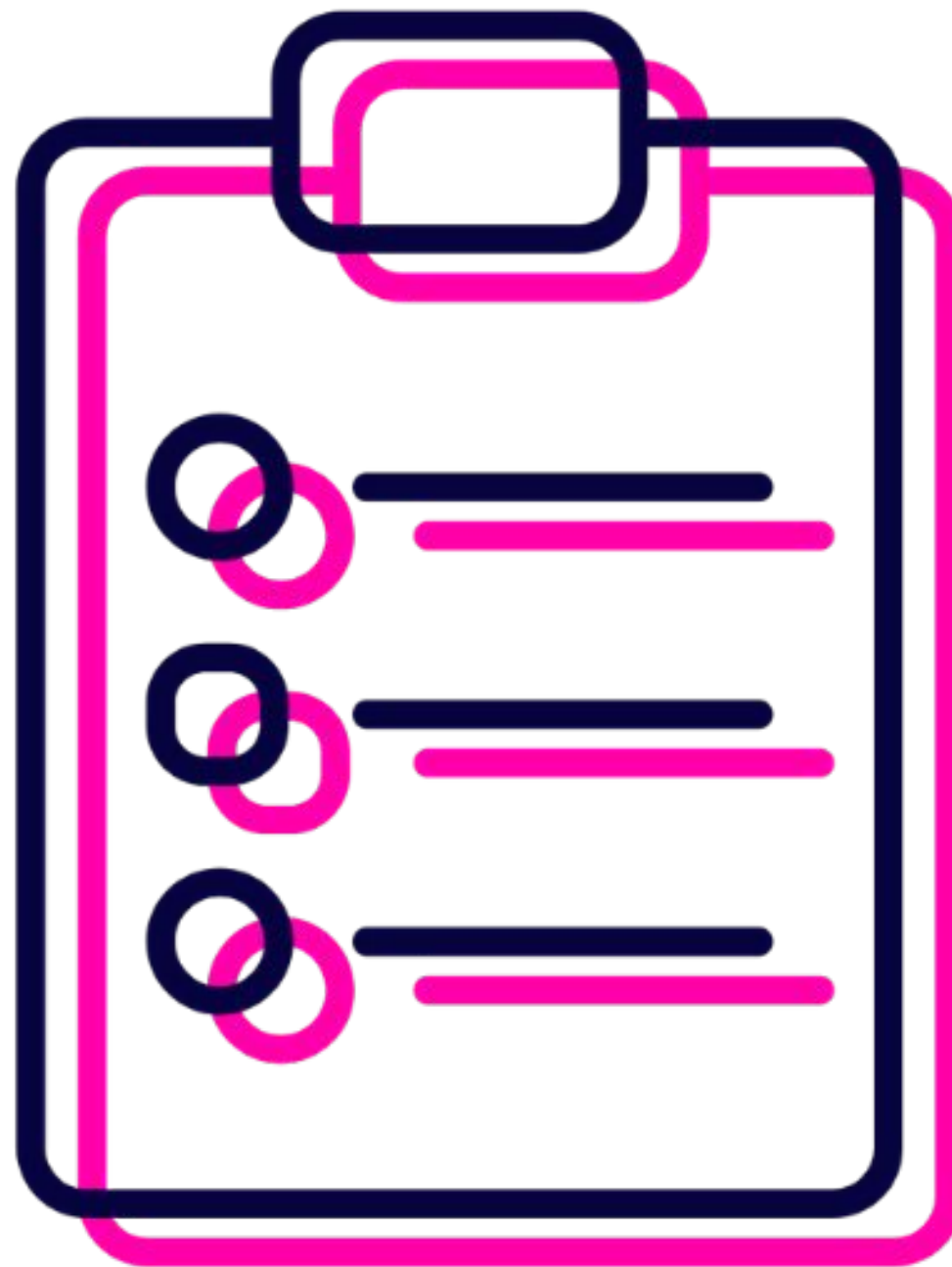
What do we do next?



Level Up to Sustainable Remote Work



Poll: Do you think your company will expand its remote work policy when things go back to “normal”?



A. Yes

B. No

C. Not sure

To Succeed, Remote Teams Need:

Aligned
Transparent
Consistent



Expectations



Knowledge



Language



Experiences



Opportunities



Advice for Sustainable Remote Professionals

1. Assess your current remote skill strengths and improvement areas.
2. Invest in a distraction free, ergonomic office setup.
3. Learn when you are most productive. Protect your time.
4. Maintain visibility. Cultivate a network of sponsors and mentors.
5. Default to Video On.
6. Proactively manage isolation.



Steps for Sustainable Remote Teams

1. Assess long-term readiness.

- Does your entire team have the **mindset** to support a remote model?
- Do you have the **infrastructure** that is needed to sustain a remote model, like the proper tools and a remote work policy?
- Do you have access to **educational resources** that will prepare executives, managers, and workers to succeed?

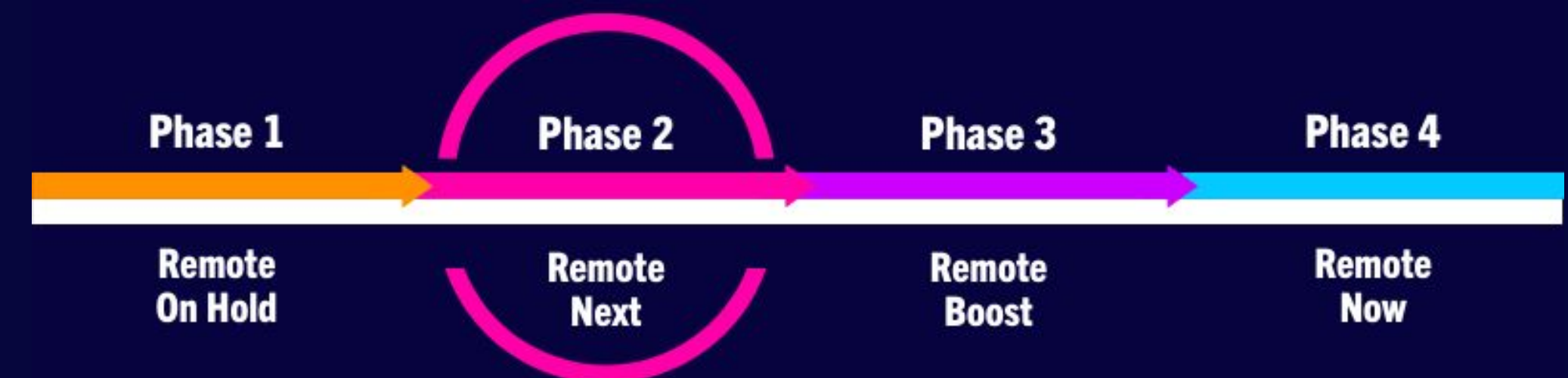
The screenshot shows the 'REMOTE READINESS ASSESSMENT' form. It includes a Workplaceless logo, an introduction paragraph, and a section titled 'Section 1 (of 3). About You & Your Business'. The first question is 'What is the size of your workforce?' with a dropdown menu.

REMOTE READINESS ASSESSMENT

This assessment measures your company's readiness to go remote.
You will receive a score based on your responses, along with recommendations.
You can save your responses and return to the assessment at a later time.

Section 1 (of 3). About You & Your Business

What is the size of your workforce? *





Steps for Sustainable Remote Teams

2. Build an aligned policy that works for your specific team.
3. Learn about remote culture: *trust, communication, intention*.
4. Invest in tools & best practices that support your remote needs.
5. Train your employees with an aligned curriculum to work most effectively in a distributed environment.



One Tiny Action (#OTA)

What's one thing you can do today to move toward sustainable remote work?

What's one thing you can do to help others move toward sustainable remote work?



Reflect:
What are you
taking away from
this presentation?
How will you share
it?



Contact me directly:
tammy@workplaceless.com