

CORONA CRISIS PLAYBOOK

Virtual Workforce



Working remotely for the first time can be overwhelming for some employees. It's important that all employees have all the right equipment and processes to be setup for success. In this section, you will find best practices on how to educate and equip your employees with the right tips and tricks for staying productive while working remotely.

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1 Utilize VIDEO CONFERENCING

Video conferencing describes online meetings that take place over the internet to connect video conferencing systems in meeting rooms with personal devices such as laptops or mobile devices with embedded webcams. Utilizing a simple, unified video conferencing solution with support for screen sharing empowers your global teams to be more connected, productive and engaged.

Video conferencing software not only creates a more collaborative meeting culture in your organization, it's a foundation for enabling today's digital workforce. Video meetings help teams maintain human connections, irrespective of physical location, which speeds up decision-making and improves your ability to collaborate globally.

There are several platforms employees can use for video conferencing. Click each logo below for a "how to" guide on each platform:



Best Practices:

- 1. Set up your space**
It's important you have a quiet place to conduct the meeting, if not it's recommended to use a headset. Make sure you are not too far or too close to the camera and that the area is well lit.
- 2. Dress like you would for an in-person meeting**
Follow work dress code and try to avoid patterns and stripes (they can be distracting on camera)
- 3. Start the call on time**
Make sure you test your camera and audio before you start the call
- 4. Mute**
It's important to stay muted when you are not speaking to ensure no background noise distracts from the call.

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2 Help Employees Feel Like THEY ARE STILL A TEAM

If employees aren't used to working remotely, they can sometimes feel isolated. Here are some best practices to help employees feel connected:

- Use a chat app- Slack or Microsoft teams are great options. Chat apps are great ways employees can stay up-to-date quickly on company news. As well, allows for employees to have the social conversations remotely that would normally happen in-person.
- Make sure everyone feels included- some employees are not sure to working remotely may hang back and not participate in the conversation. It's a good idea to hold video watch parties and other social events to make those employees feel included.



3 Increase Productivity From YOUR VIRTUAL WORKFORCE

Establish structured daily check-ins

- This could take the form of one-on-one calls if your employees work more independently, or a team call if their work is highly collaborative.
- Make sure calls are regular and predictable, and that they are a forum in which employees know that they can consult with you, and that their concerns and questions will be heard.

Establish “rules of engagement”

- Set expectations for the frequency, means, and ideal timing of communication
- For example, “We use videoconferencing for daily check-in meetings, but we use IM when something is urgent.”
- Let your employees know the best way and time to reach you during the workday
- Keep an eye on communication among team members (to the extent appropriate), to ensure that they are sharing information as needed.

Quick Tips: WORKING REMOTELY

1. Establish a daily routine
2. Have a separate work space
3. Dress the part
4. Know your body - Make time to get up and walk around

4 Working Virtually CHECKLIST

- Make sure you have all the tools you need: the right laptops, network access, passcodes and instructions for remote login.
- Minimize distractions and noises from others in your household. Separate your workspace from your personal space as much as possible. Use a pair of noise-canceling headphones to block out sounds. On conference calls, mute your microphone when you aren't speaking. When videoconferencing, be mindful of what the camera is picking up behind you.
- Use digital collaboration tools to communicate with colleagues. Schedule group meetings by video conference and set up group chats via programs like Slack or Microsoft Teams. If email is leading to a misunderstanding, pick up the phone and have a conversation.
- Talk with your manager about child-care challenges. If you're asked to work from home and your children's school or day-care shuts down, that might affect your ability to do remote work during normal business hours. In some cases, children may be old enough to fend for themselves, but younger children will need more attention. One possibility might be to set up shifts at home, where one parent works remotely and the other parent cares for the child, and then they switch.
- Take steps to improve your internet speed. You may encounter slowdowns during periods of heavy use, like when you're trying to work from home while your children are watching videos or playing games. Switch to Ethernet if you can. If not, move as close as possible to your Wi-Fi router.
- Fight the feeling of isolation. While you want to minimize distraction from your family members or roommates, you also want to avoid feeling like you are completely alone all day. Maintaining social connection is tricky while trying to create social distance, but there are ways to maintain your mental health. For example, call people on the phone or videochat and break up the day with some exercise. Some employers have also begun offering online resilience training to address the challenges of working from home during the outbreak.

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5 Virtual Workforce ACTION PLAN

Action	Who	When
Define & Communicate a strategy for working from home		
Ensure all staff has the necessary equipment for working remotely		
Establish structure daily check-ins between manager and employee		
Establish “rules of engagement”		
Create proper workflows to help employees stay on task		
Set up Video conferencing to stay connected with you staff		
Set up online chat to help employees stay connected & communicate company-wide messaging		

6 Virtual Workforce RESOURCES

- ✔ [A Guide to Managing Your \(Newly\) Remote Workers](#)
- ✔ [Five Advantages and Benefits of Video Conferencing](#)
- ✔ [Four Ways To Make Remote Work More Effective](#)
- ✔ [4 Tips for Successfully Managing a Virtual Workforce](#)
- ✔ [Creating a 'Third Culture' Is Essential for Successful Remote Working](#)
- ✔ [Guide to Enterprise Telework, Remote Access and Bring Your Own Device \(BYOD\) Security](#)
- ✔ [Coronavirus: How to work from home, the right way](#)
- ✔ [SUCCEEDING FROM HOME: Here's exactly how to thrive as a remote worker in the days of coronavirus](#)
- ✔ [Working Remotely: A Complete Guide to Turn You Into a Pro](#)
- ✔ [The Verge Guide to Working from Home](#)
- ✔ [USA Today: Top 13 tips to work at home amid coronavirus concerns](#)