

GUIDE TO REMOTE WORKING

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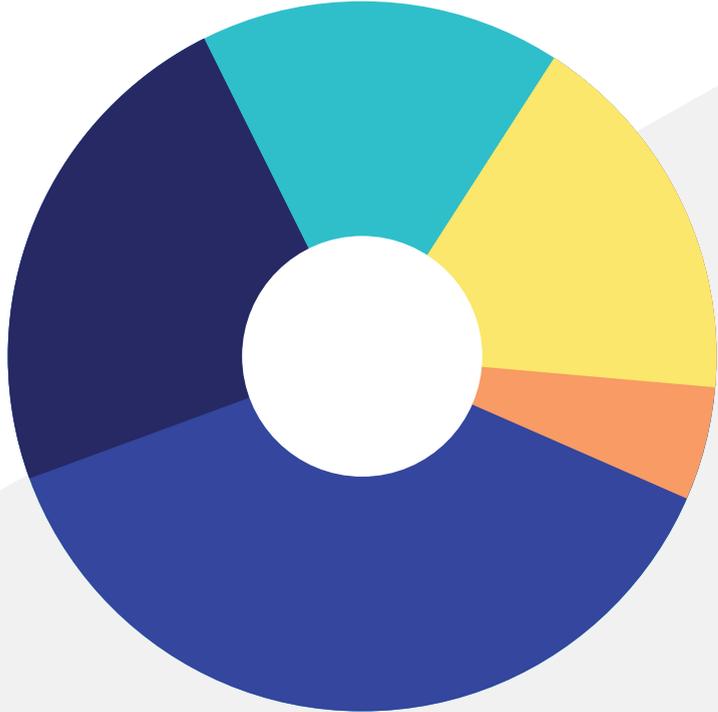
MERITS OF REMOTE WORKING

Over the last two decades, remote working (includes working from home) has slowly gained popularity as one of the effective ways of working, with lasting benefits for the employers and employees.

Employers benefit as they can hire geographically distributed talent and employees can gain flexibility, save time, and reduce transportation, reduce workplace distractions and fulfil family care responsibilities.



Research has found that employees who worked remotely experienced increased job satisfaction, performance and feelings of commitment to an organization. People who worked remotely also tended to experience less work stress or exhaustion.



- 40% Flexible Schedule
- 30% Working from any location
- 14% Time with family
- 13% Working from home
- 3% Other

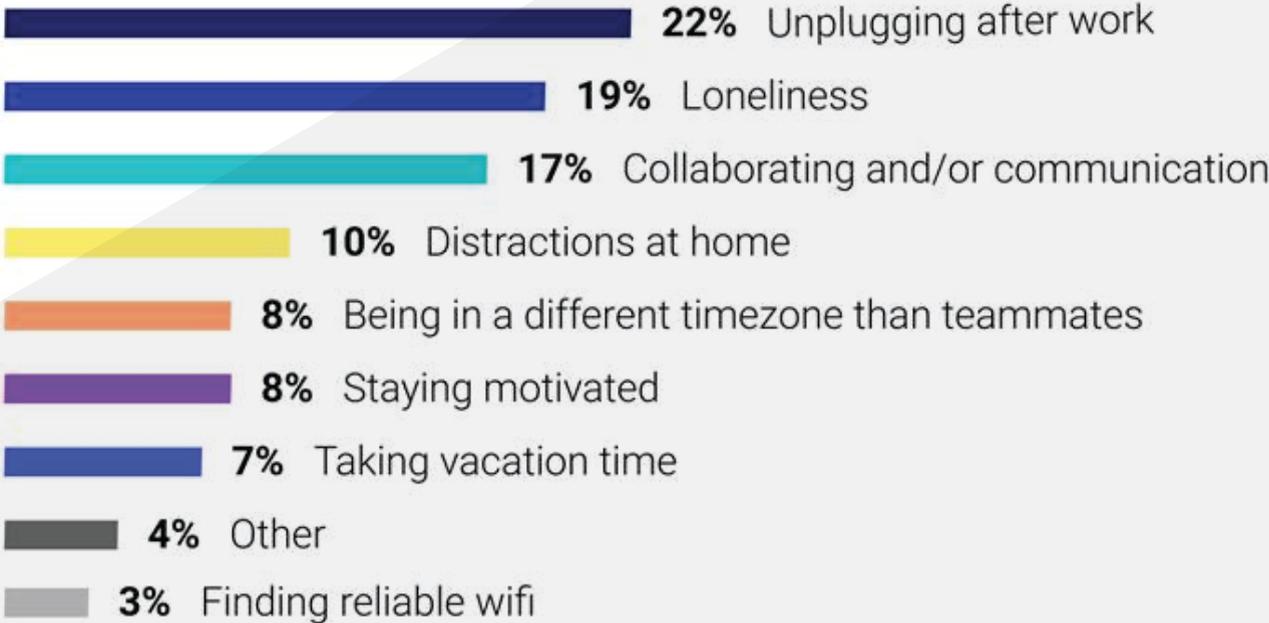
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CHALLENGES

However, there were drawbacks also including social and professional isolation, fewer opportunities for information sharing and a blurring of boundaries between work and personal life.

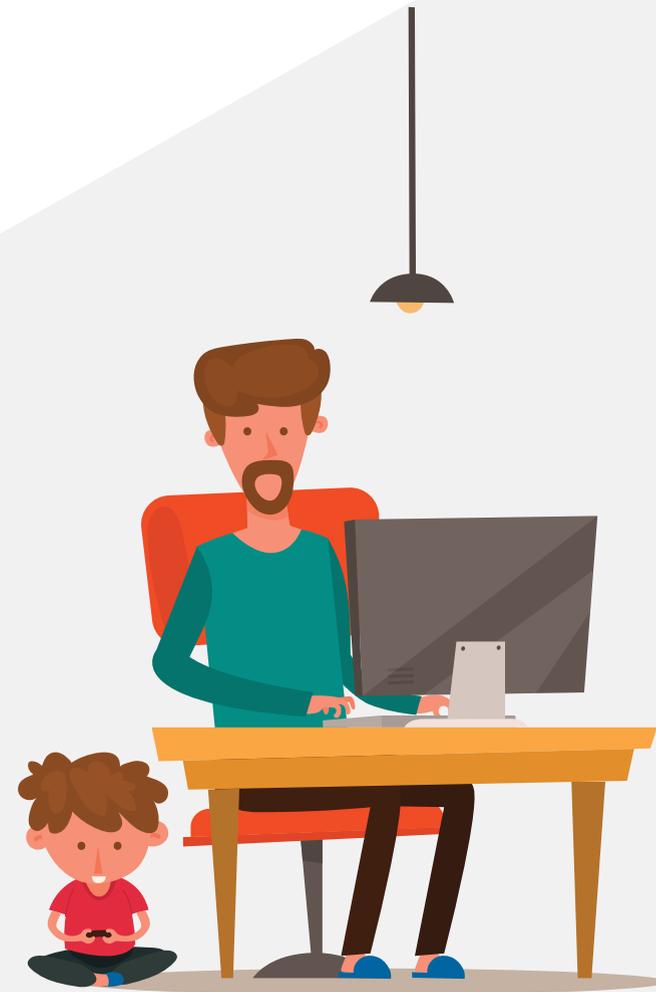
Along with social isolation, the clouding of work-family boundaries is a significant challenge for remote employees.

Additionally, those operating from a home office lack the physical and psychological separation between these two domains that exists in a traditional office setting.



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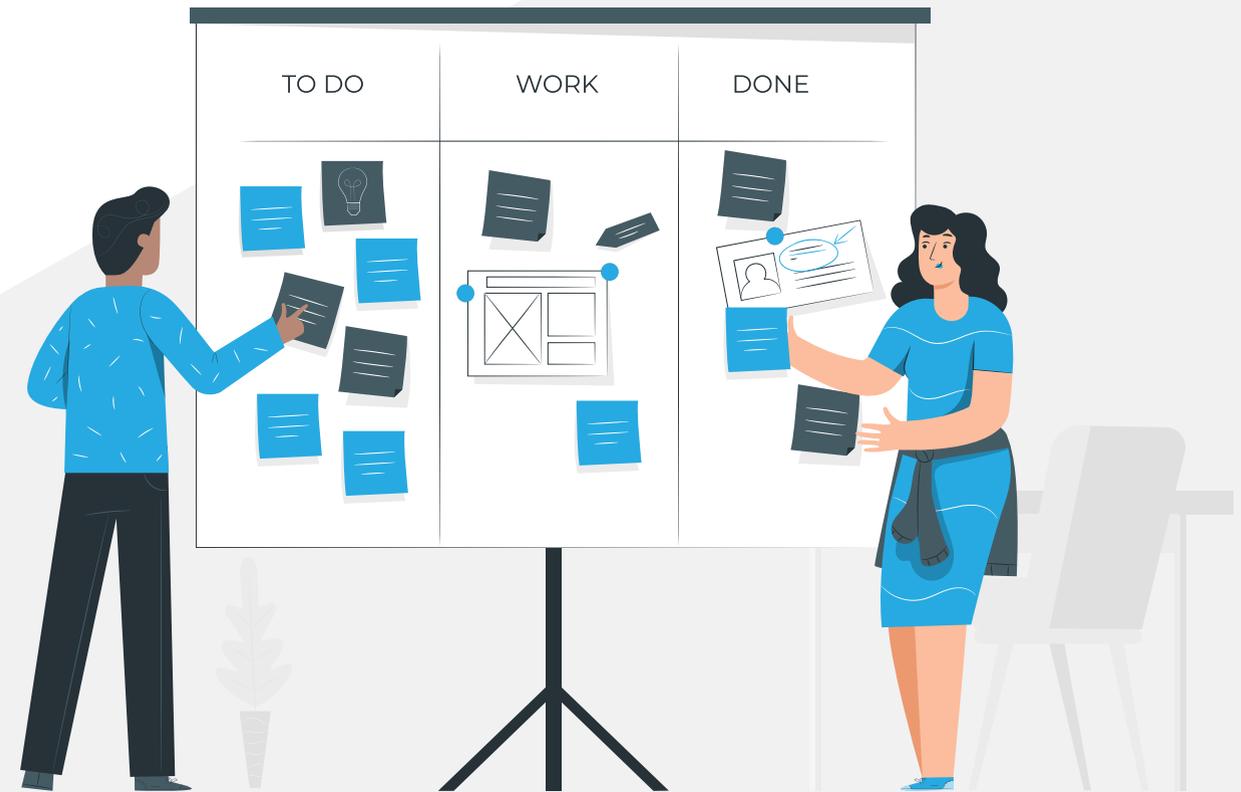
Here are some ways we can minimize the challenges to create maximum benefit to employees and organizations alike.



ORGANIZATIONAL CHANGES

These are changes in ways of working, systems, processes and values of a company, that ensure that the employees working remotely are effective:

While companies need to shift their **culture** and norms to support the new arrangement by re-evaluating policies around performance evaluation, promotion and salary increases, employees need to cultivate effective routines; set boundaries with managers, colleagues and family members; and make an effort to stay socially and professionally engaged.



Processes that help managers lead teams become more crucial in a remote setting and disciplined execution of core managerial processes such as onboarding, work scheduling, regular check-ins and performance feedback become very important. Such ***managerial discipline*** helps remote teams stay engaged and accountable.

Along with discipline, ***trust*** plays a paramount role. Leaders should stay focused on goals and concentrate on what is being accomplished, not the quantum or timing of activities being undertaken by employees.

To demonstrate the new ways of working, leaders should ***lead from the front*** by showcasing the right practices to their team members. A few examples include leaders turning on video on calls, using collaborative Microsoft Teams sites instead of relying on emails and collaborating on files in the cloud instead of emailing them back and forth.



Leaders should be *intentional* in preparing and orientating employees for the remote workforce culture. They should make each team meeting count with intentional purpose and opportunities to engage and contribute in a variety of ways. Intentionality is an essential practice, particularly when leaders and team -members cannot readily "see" each other.

The most successful remote managers understand the power of clear and concise *communication* with their team on a regular basis. Clear communication, especially written on expectations in a day, week or a given time period ensures full clarity across the team and brings in the accountability.



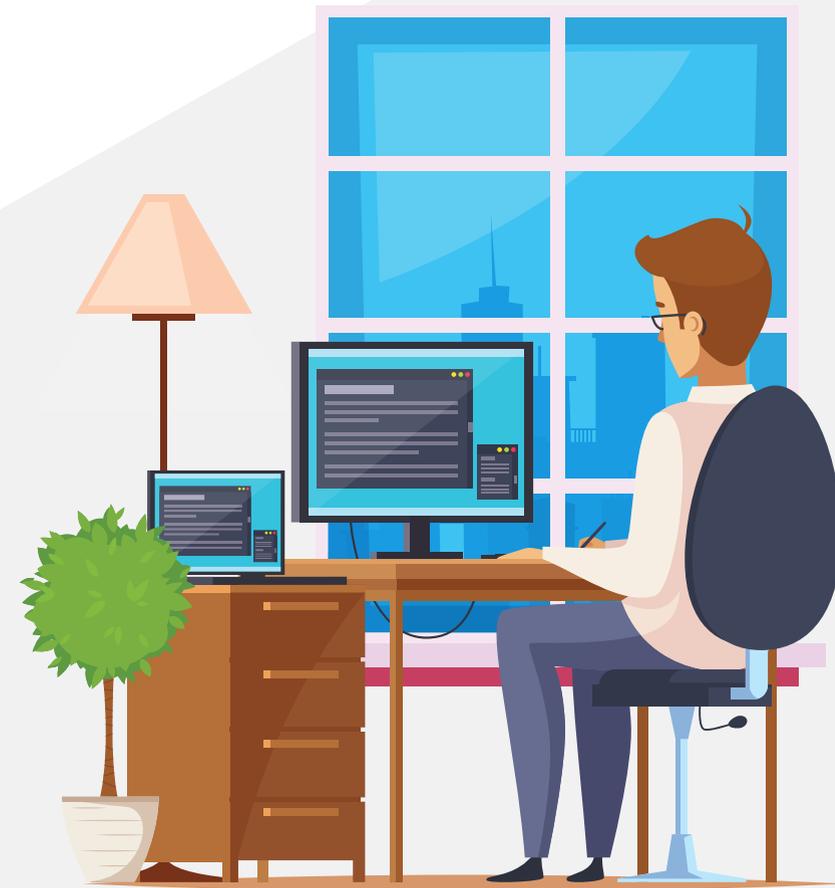
CONDUCTIVE ENVIRONMENT

Working in a conducive environment ensures that employees remain focussed at work and put their energies towards achieving desired goals.

Employees working from home, should create a ***designated workspace*** in their house, complete with paraphernalia required for working, e.g. study table, laptop, mouse, printer, phone etc.

This will help their mind adapt faster to the new way of working, as it will replicate many conveniences of traditional formats of working.

It's important to ***follow a routine*** and plan every day in advance. Employees should stay away from distractions and solicit the support of family members in making remote working successful for them and therefore, for the entire family.



SOCIAL CONNECTIONS

Surveys have shown that individuals who spent time in offices, socializing with their colleagues had a significant increase in their performance over their peers who didn't.

How can we increase such social connections when teams are working from home?

Video conferencing is the answer for such connections where many remote companies default to video as a means of creating a higher fidelity of connection.

Furthermore, studies have shown the positive impact that social relationships have on life expectancy. Arrange **regular brainstorming sessions**, webinars, align teams to work on assignments and collaborate together bringing in a sense of teamwork.

Propose **connection-building strategies** - like quarterly meet-ups to help build a stronger work culture. If physical meetups are not feasible then setting quarterly goals for the group can help bring a sense of collective achievement.

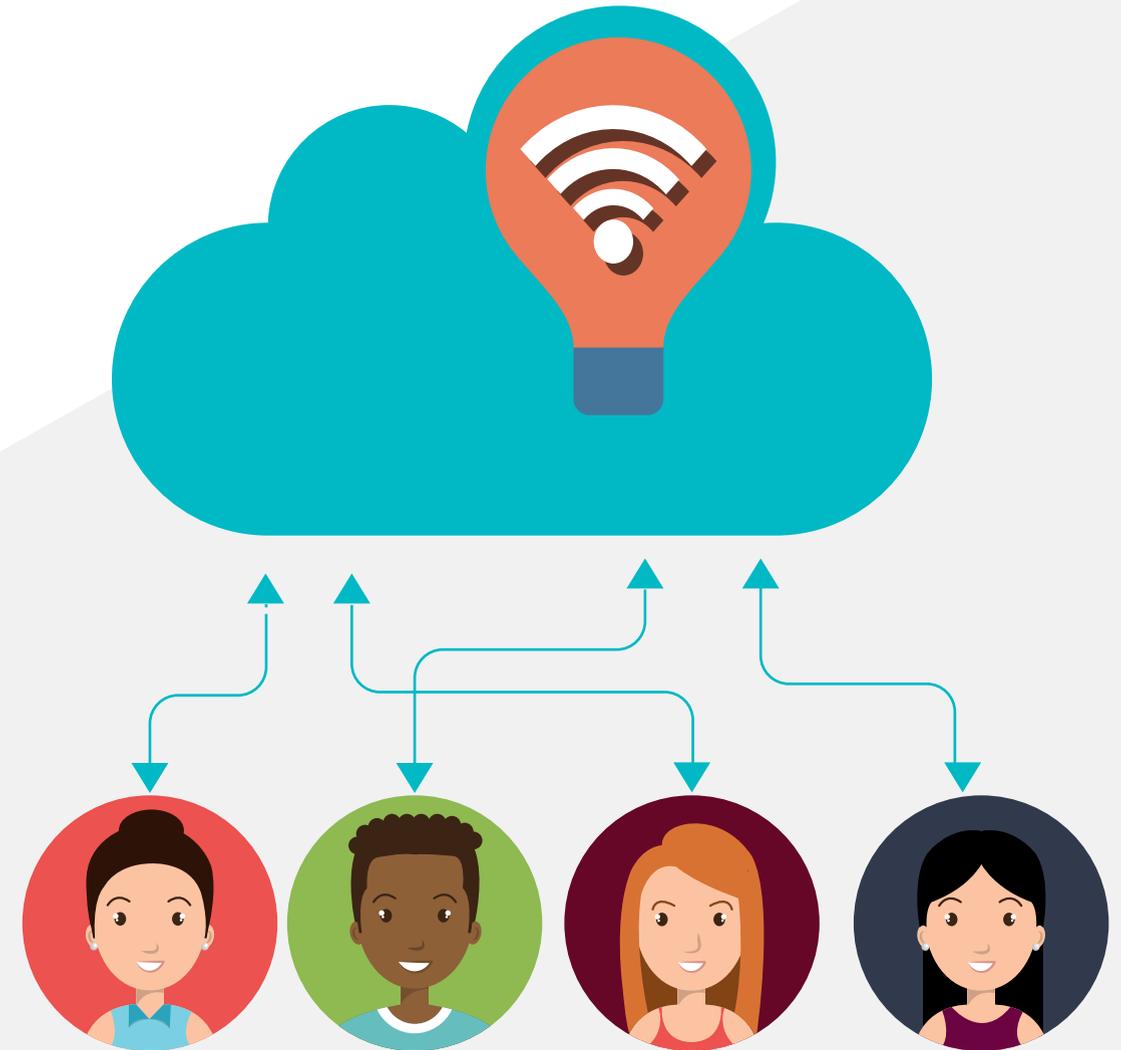


DIGITAL TRANSFORMATION

At the most basic level, it's imperative that the remote workspace, home or otherwise, is connected with *high-speed broadband*.

Second is to establish *efficient remote Technical Support*. The IT staff should be able to access and view employee hardware and applications to minimize downtime and employee frustration.

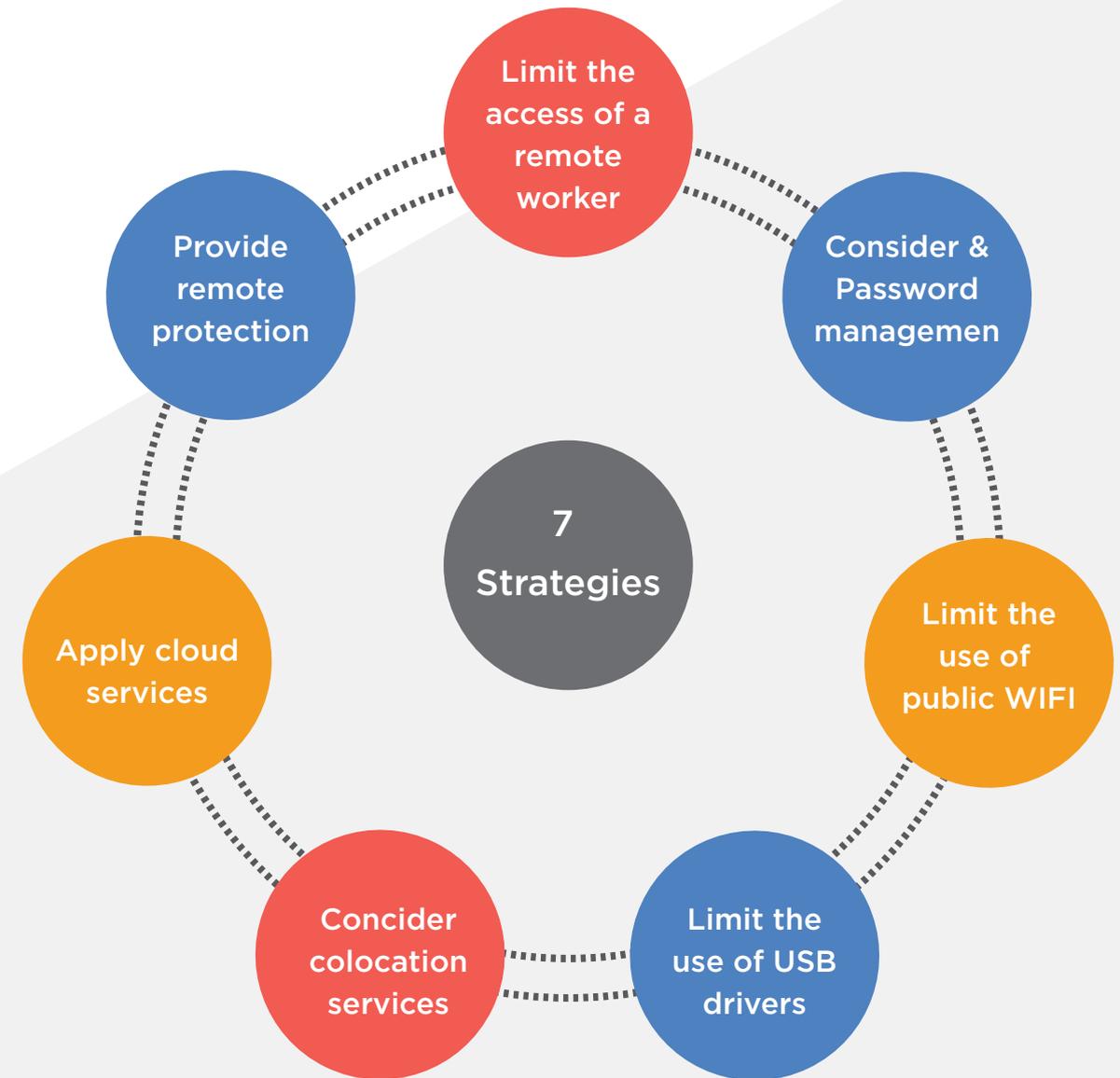
Cloud services can also help employees more quickly access and install needed business applications without time-consuming IT involvement.



Usage and adoption of **SaaS-based solutions** such as Microsoft Office 365, Google G-Suite, Connect, WebEx and Zoom have transformed the way we create or expand our collaboration and communication capabilities to provide large-scale coverage and remote working abilities.

Training and regular usage encourage adoption of such collaboration tools and can also be used across partners, customers and suppliers to enable the entire ecosystem of the organization.

There are several **Project Management tools** like Asana or iDoneThis to stay on top of your project's progress without risking redundancies.



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The truth is that we can effectively work together by harnessing the power of our digital methodologies and adopting some easy managerial practices to lead our teams towards effective work delivery.

Even better is that this can be done in half the time, energy and money from our own living rooms.

Overall, it's time for organizations to move beyond seeing it as a family-friendly work arrangement. When done well, remote work has the potential to improve performance, increase employee satisfaction and benefit a business.

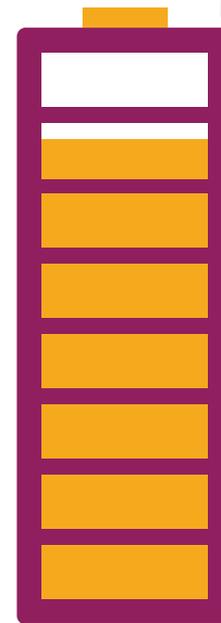


SUMMARY



95% PROFESSIONALS BELIEVE FLEXIBLE WORKING HELPS THEIR BUSINESS GROW BY ENABLING EMPLOYEES TO BE MORE PRODUCTIVE WHILE ON THE MOVE

85%



85% OF OVER 15,000 GLOBAL BUSINESS CONFIRMED THAT GREATER LOCATION FLEXIBILITY LEAD TO AN INCREASE IN PRODUCTIVITY



GLOBAL AVERAGE
77%



INDIA
82%



FRANCE
77%



USA
82%



CHINA
65%

% OF GLOBAL BUSINESSES THAT ARE USING FLEXIBLE WORKSPACE POLICIES TO ATTRACT AND RETAIN TOP TALENT

KEY TAKEAWAYS



IT'S MORE THAN JUST A FAMILY-FRIENDLY WORK ARRANGEMENT. IT'S A WIN-WIN FOR BOTH EMPLOYER AND EMPLOYEES.



EFFECTIVE WORKING SYSTEMS AND PROCESSES BACKED BY TECHNOLOGY CAN HELP US SAVE TIME, MONEY AND ENERGY, RIGHT FROM OUR OWN LIVING ROOMS



REMOTE WORKING WITH FLEXIBLE SCHEDULES INCREASES JOB SATISFACTION, IMPROVES PERFORMANCE AND BENEFITS BUSINESS.



10 CITIES | 67 CENTRES | 35,000 + SEATS