

Remote Work

Engagement Checklist

The coronavirus emergency has impacted businesses in myriad ways. Most staff members are no longer able to go to offices. Teams that aren't accustomed to working remotely should consider these tips to ensure that workflow and connections remain cohesive and staff members stay engaged and fulfilled.

MAINTAINING CURRENT CULTURE IN THE NEW NORMAL

- Be patient with your colleagues. Remote work isn't just doing the same work at home. Staff members are facing an entirely new set of working conditions that the organization no longer controls. These conditions will be unique for every individual, unlike in the office, where the conditions are the same for everyone.
- Increase organizational electronic communication (such as newsletters, new staff announcements, team updates) – be sure to include company performance and communications from senior leaders and executives.

TECH/OFFICE ENABLEMENT

- Provide technical and hardware support on how to best maximize the use of video call platforms.
- Maintain regularly scheduled meetings and routines wherever possible.
- If team members do not have Wi-Fi at home, provide mobile hotspots or subsidize internet service.
- Offer to provide ergonomically enhanced office equipment for at-home working conditions.
- Provide video conference etiquette training.
- Run security checks on remote systems.
- Dedicate a remote tool tech support line, if possible.
- Provide training for remote compliance – i.e. PID/PII risks when working remotely.
- Create forums for remote collaboration including – video social hours, games, and team challenges.
- Develop a technology loan program for those that may not have laptops, cameras, etc. at home.

PERFORMANCE MANAGEMENT/OVERSIGHT

- Managers* – Review team goals to assess whether changes are needed.
- Set dedicated "office hours" for online availability and share with team and peers.
- Schedule remote check-ins – the remote equivalent of a team huddle each day. Don't forget to ask the team how remote work is going. Give staff members a chance to share concerns.
- Buy or develop additional training offerings and post to the learning management system.

As businesses navigate the remote working landscape, team members might find additional areas of opportunity supplemental to those noted above.

Please don't hesitate to contact **Escalon's People Operations Team** at escalon.services or call **800-956-8019** for more guidance.