

SUCCESSFUL REMOTE WORKING COMES DOWN TO TWO THINGS:

GOOD COMMUNICATION

1. MAKE IT PERSONAL

Share individualised experiences in a personalised way. Recognise strengths, weaknesses, and interests. Employees who maintain a personal connection to their employers are more likely to feel connected and engaged.

2. ENCOURAGE DEBATE

Transparency is the order of the day for remote working. Weekly CEO video conferences enables information to be disseminated and leave the whole organisation feeling that they still have a degree of 'face-time' with leadership. Having a dedicated channel i.e. Slack for a Q&A session post video cast enables employees to ask questions they felt uncomfortable to raise on video.

3. DIGITAL MODES OF COMMUNICATION

The tone of digital communication can easily be misconstrued. Agreeing to start each internal email subject with a communication 'mode' can help everyone understand the framework for the conversation. For example, #tell, #consult, and #brainstorm are routes to support good remote communication.

PROFICIENT TECHNOLOGY

1. GET THE TECH RIGHT

It is important to make sure remote employees stay up to date and feel involved. Here are just some of the several tools that can help facilitate this effectively:

- **Microsoft Teams** – a teamwork up and app via Office 365
- **Trello** – web-based project management application
- **Slack** – cloud-based collaborative tool
- **Google docs and sheets** – enables remote collaboration when working on the same document

2. KEEP IT SAFE

It's ok to use Zoom but be mindful that it does not offer end to end encryption in the same way that Microsoft Teams or Whatsapp do. Google Hangout and Webex from Cisco also offer secure video chatting services.

3. PEACE AND QUIET

An interruption-free environment is a major benefit of remote working. However, with so many IM platforms to disseminate information on offer there is a risk of too much time chasing messages versus getting work on. Pick one or two methods of communication and stick to it.