

Best Practices for Teleworkers, Managers, and Employers Beyond COVID-19

Presented By:
Robin Mack

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A PROGRAM PROVIDED BY DRPT AND VDOT

telework!va
For Northern Virginia



TODAYS AGENDA



- Managing Teleworkers
- Best Practices and Tips
- Incorporating Telework in the Future



Not Your Normal Telework

Normal Telework

- Telework expectations outlined
- Average 1-2 days per week
- Position conducive to Telework
- Management and Employee Training
- Dedicated workspace
- Typical (at home) Distractions

Pandemic Remote Work

- Emergency Change
- Unprecedented Telework (100% Remote)
- Unresolved I.T. Issues affecting performance
- No Telework Training (specific to remote work)
- Workspace is invaded
- Host of Additional Distractions

How we managed in the office...

- We are busy...
- Jack arrives
- Jack arrived on time
- We are still busy...
- Jack leaves
- We are still doing whatever we're doing...



Common Misconceptions

- Being at Work
- Being on Time



- Working
- Efficiency



Common Traits of Successful Remote Managers



Trust Issues

- Trust until you have a reason not to
- Trust goes both ways
- Address the elephant in the room



Open and Frequent Communication

- Ramp up Communication
- Expectations must be clear
- Share changing priorities
- Use collaborative tools
- Explore virtual team building





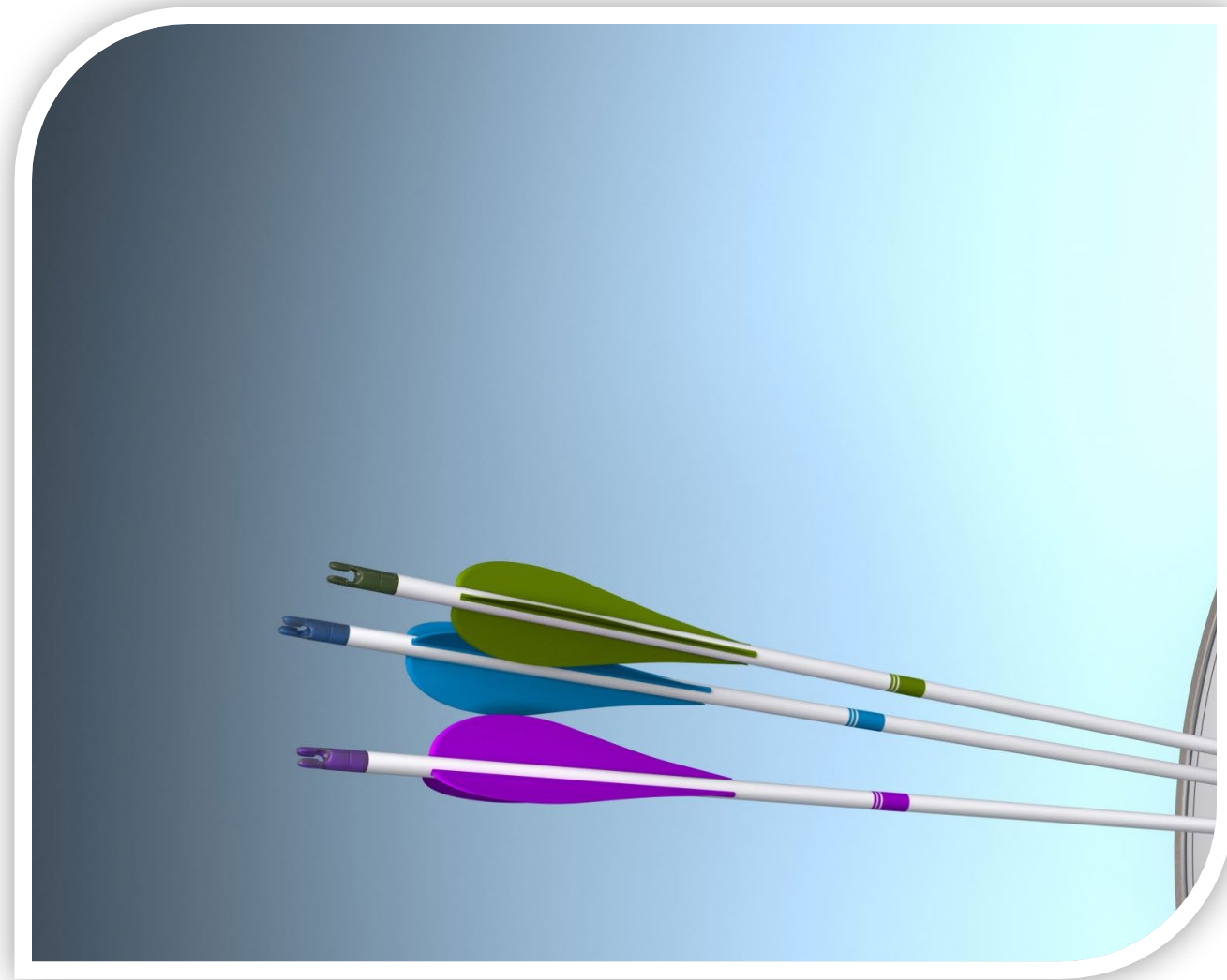
Manage By Results

- Timeliness – When it gets done
- Quality – How well it gets done
- Quantity – How much gets done
- Priorities – How much of what gets done is important



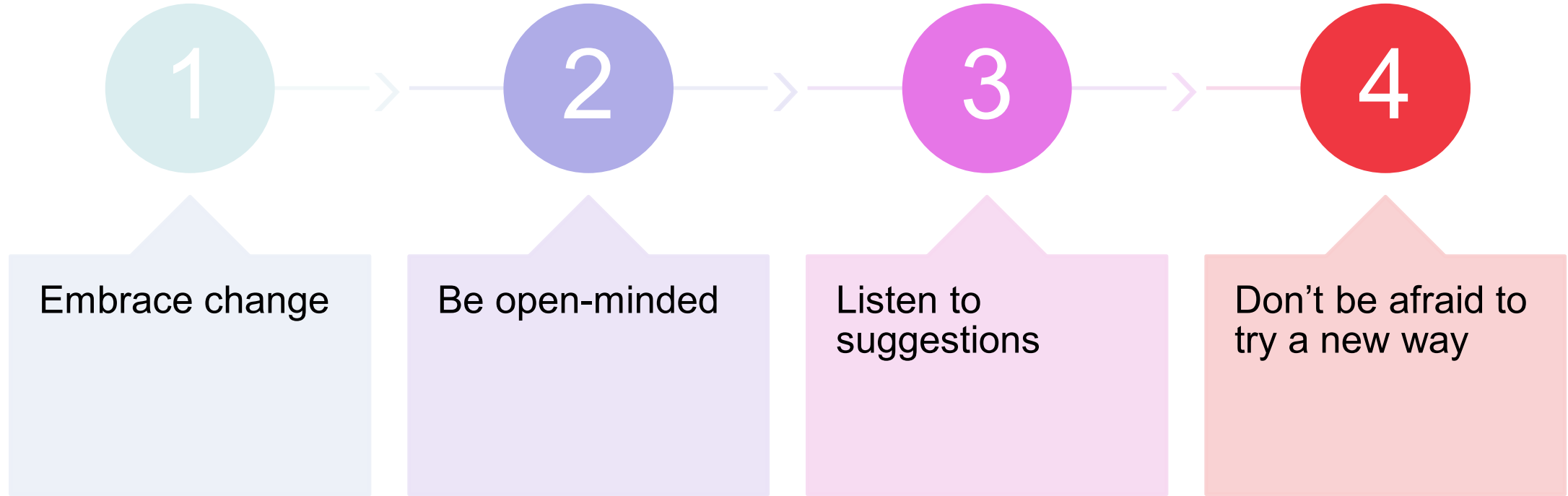
Use Measurable Deliverables

- Provide clear instructions
- Set goals/action plans
- Set realistic deadlines
- Establish priorities
- Measure the outcome
- Include staff in discussion of measuring deliverables





Flexibility in Approaching New Processes and Solutions



The handwriting is on the wall...

“Before the crisis, surveys repeatedly showed **80% of employees want to work from home** at least some of the time. Over a third would take a pay cut in exchange for the option.” – *Global Workplace Analytics*

“We estimate that **56% of the U.S. workforce holds a job that is compatible** (at least partially) with remote work. We know that currently, only 3.6% of the employee workforce works at home half-time or more.” – *Global Workplace Analytics*

“Our best estimate is that **25-30% of the workforce will be working-from-home** multiple days a week by the end of 2021.”-*Kate Lister, President of Global Workplace Analytics*

Benefits for Teleworkers

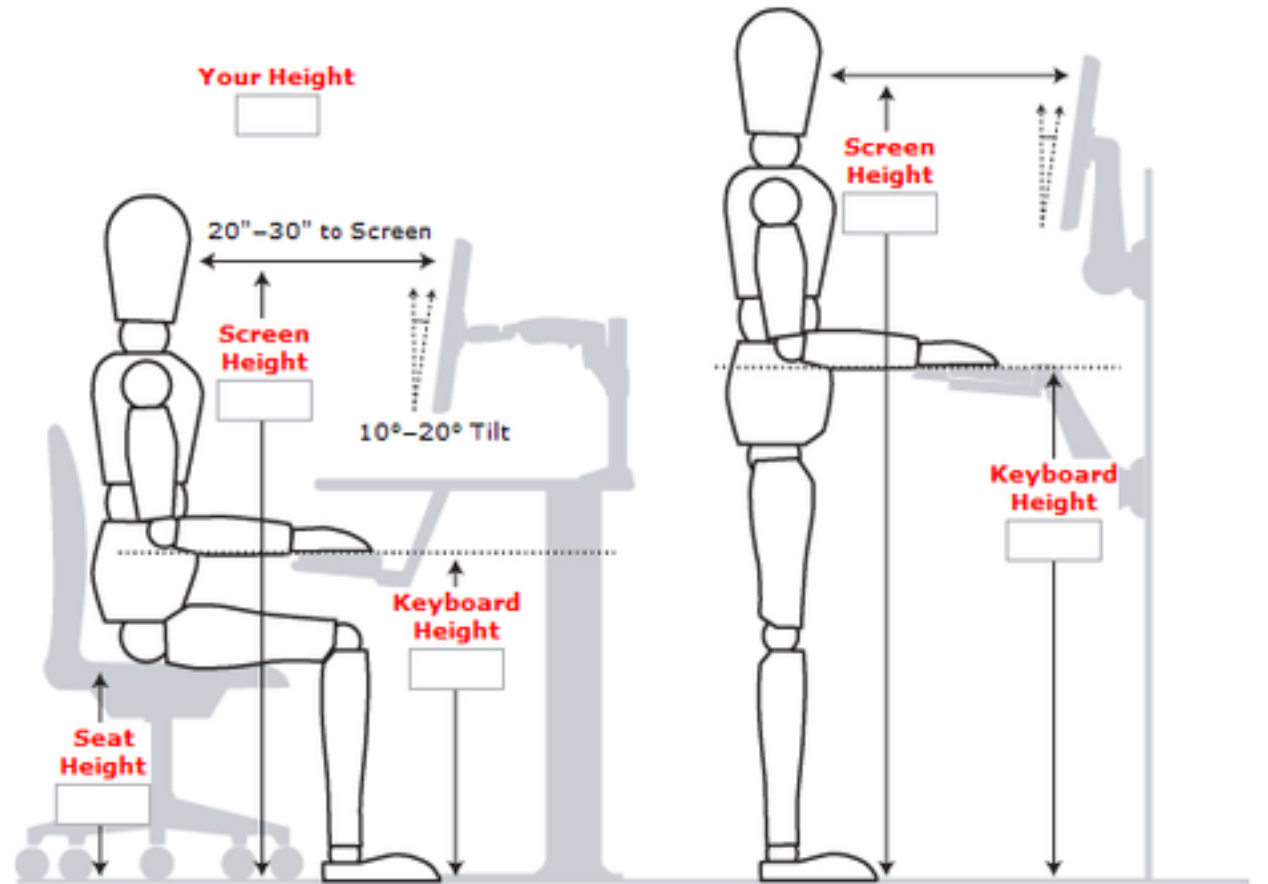
Teleworker Tips

- Embrace Telework
- Get Organized
- Follow Security Protocol



Ergonomic Tips

- Keep Head Aligned, Don't Stretch Neck
- Eyes Should Look Straight Ahead
- Sit As Far From Screen As Possible
- Shoulders Should Be In A Relaxed Position
- Keyboard Should Be At Seated Elbow Height
- Wrists Should Be Straight When Typing
- Support The Curve In Lower Back
- Feet Flat On Floor Or A Footrest
- Take Breaks and Move Around



Tips to Tackle I.T. Issues

- Communicate your I.T. issues to management
- Log your issues
- Utilize online tutorials
- For faster internet speed...Try
 - Placing your router in a central location in your home and above the floor
 - Removing things near your router that might obstruct your Wi-Fi signal
 - Limiting your usage where you can
 - Updating your modem if it doesn't support the speeds you signed up for
 - Getting a Wi-Fi extender for a longer range
 - Updating your browser and clear caches
 - Limiting your family's data usage
 - Checking your router settings

Building your 'dream' home office

- Technology Toolkit
 - Laptop/Desktop & Monitor (preferably both)
 - Cell Phone
 - Headphones with a microphone
 - Privacy Screen (added security)
- Furniture
 - Adequate work surface with enough space
 - A comfortable chair that supports your back
 - Additional Equipment/Office Supplies
- Space
 - Separated with a door to maximize privacy
 - Window for Natural Light
 - Add indirect additional lighting source
 - Add greenery
- Transform to your Happy Place
 - Add décor that makes you happy and peaceful
 - Boost concentration (what works for you)
- Comfort is Key
 - Physical Comfort impacts productivity
 - Design your workspace to work for you

Manage Anxiety and Stress

- ✓ Step Away
- ✓ Keep a Schedule
- ✓ Stay Connected
- ✓ Take Care
- ✓ Make Time for Enjoyment
- ✓ Utilize Resources – DBHDS & CDC
 - ✓ <http://www.dbhds.virginia.gov/behavioral-health/mental-health-services>





Overcome Distractions

- Identify
- Strategize
- Set Ground Rules
- Assess and Adjust

Time Management

- ✓ Build a workday routine
- ✓ Review daily schedule to avoid conflicts
- ✓ Work when management/coworkers do
- ✓ Block your biggest online distractors
- ✓ overcome potential household distractions
- ✓ Set clear guidelines with family/friends



Time Management

Telework Task Worksheet

Date _____

	Duties / Project Description	Project Duration	Status / Comments
1			
2			
3			
4			

- ✓ Establish Priorities
- ✓ Manage workload more effectively
- ✓ Use a Telework Task Worksheet
- ✓ Do challenging tasks when fresh
- ✓ Break to Refocus
- ✓ Avoid overworking/underworking
- ✓ There's an App for that
- ✓ Make your calendar more visible



Transitioning Back to the Office

- Social Distancing in the workplace
- Telework in the transition strategy
- Telework – short-term / long-term
- Blended team of workers

Continuity of Operations



- Maintain employee productivity
- React immediately
- Promote safety first
- Work from any location

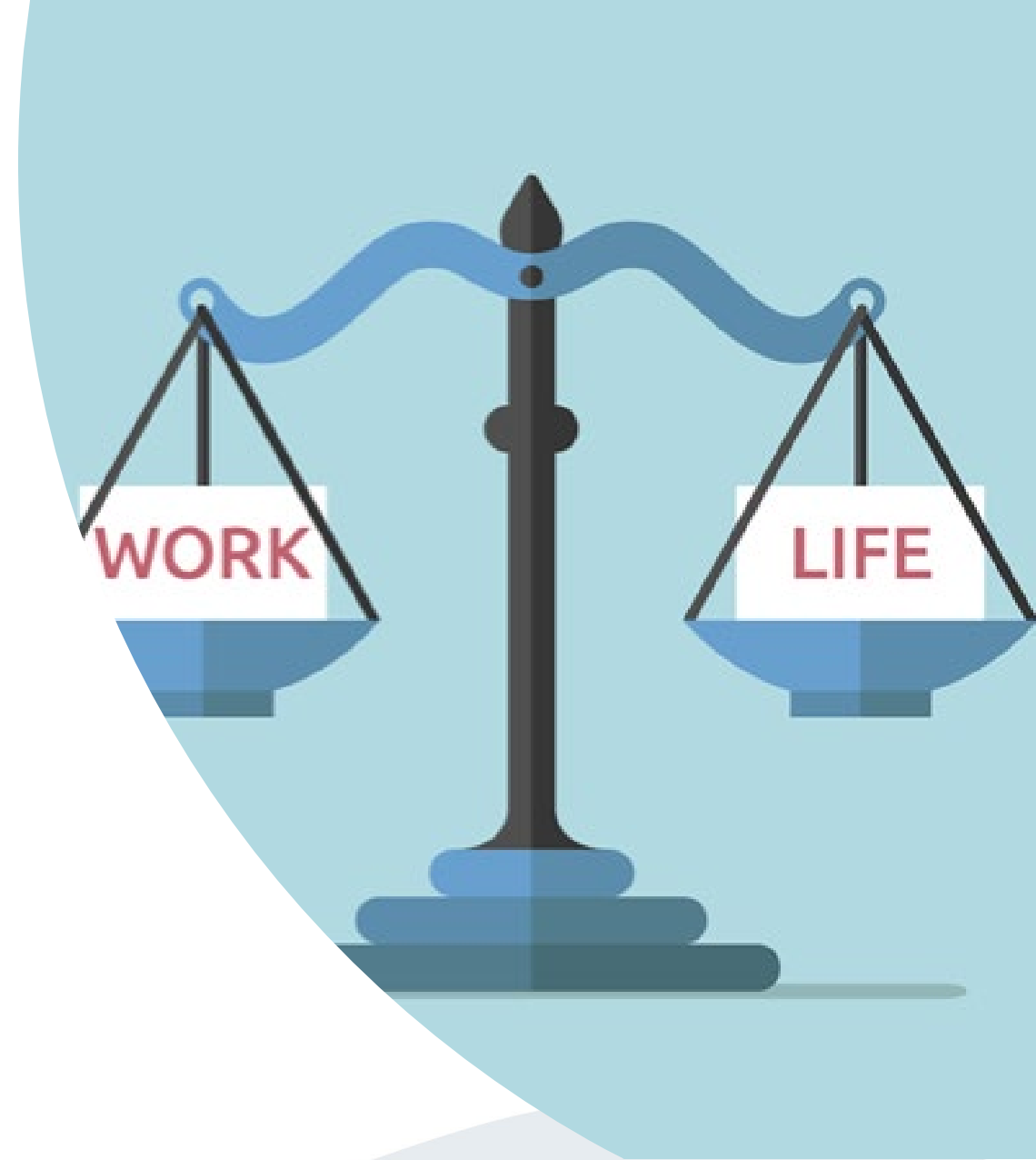


Improve Recruitment and Retention

- Attract more qualified employees
- Reduce hiring and recruiting costs
- Become an employer of choice
- Increase retention (avoid costly turnover)

Increase Work/Life Balance

- Increase flexibility
- Improve morale and job satisfaction
- Reduce stress levels
- Decrease absenteeism





Maintain or Reduce Office Space

- Enables growth without increase in fixed costs
- Hoteling allows less space for more employees
- Utilize less office space
- According to Global Workplace Analytics, occupancy studies show employees are not at their desk 50-60% of the time.
- Employers save about \$11,000 a year for every employee who works remotely half of the time.

Increase Productivity

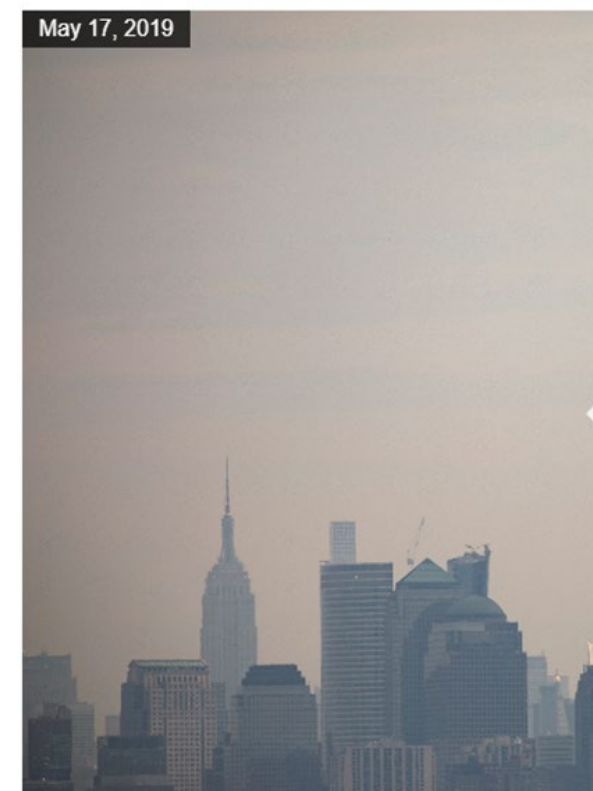
- Less Disruptions
- Reduced Commute Time
- More Conscious of Work Habits



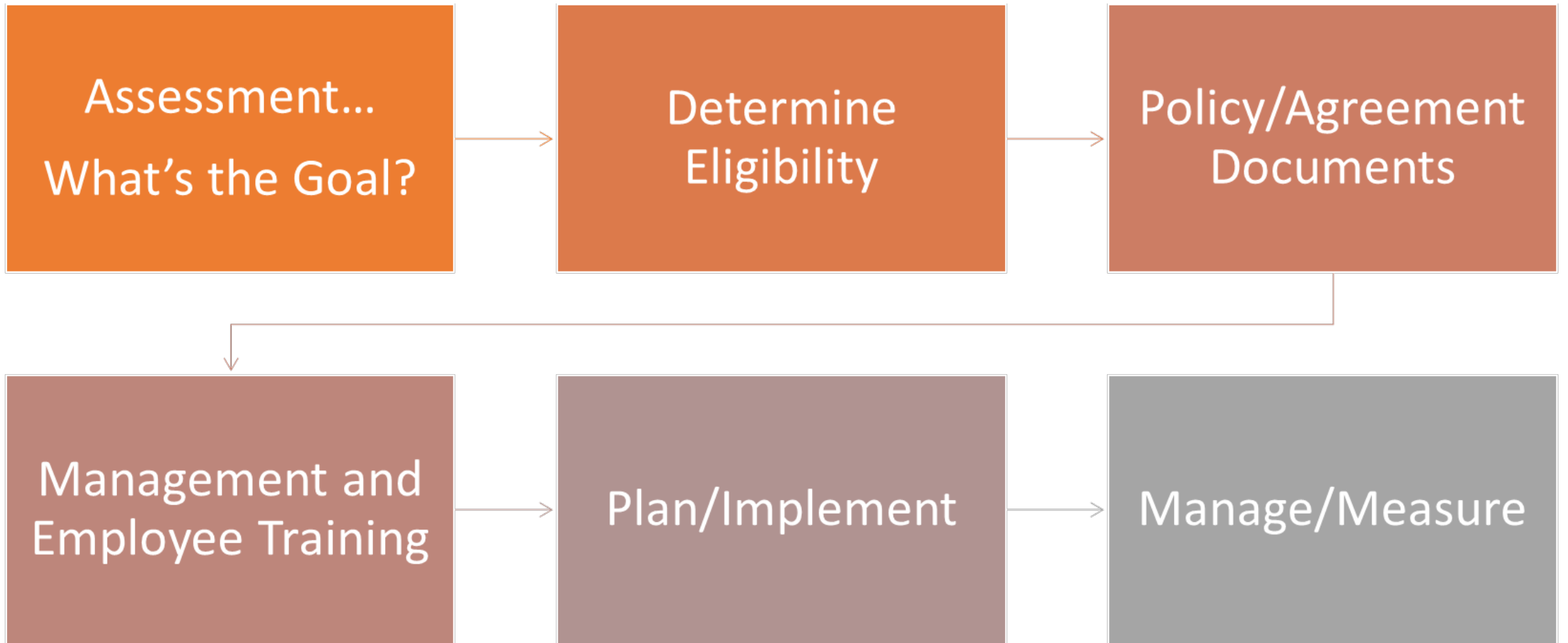
Los Angeles, California



New York City



Positive Environmental Impacts



Implementation Steps

The Big Shift

Candlelight



Electricity



The Big Shift

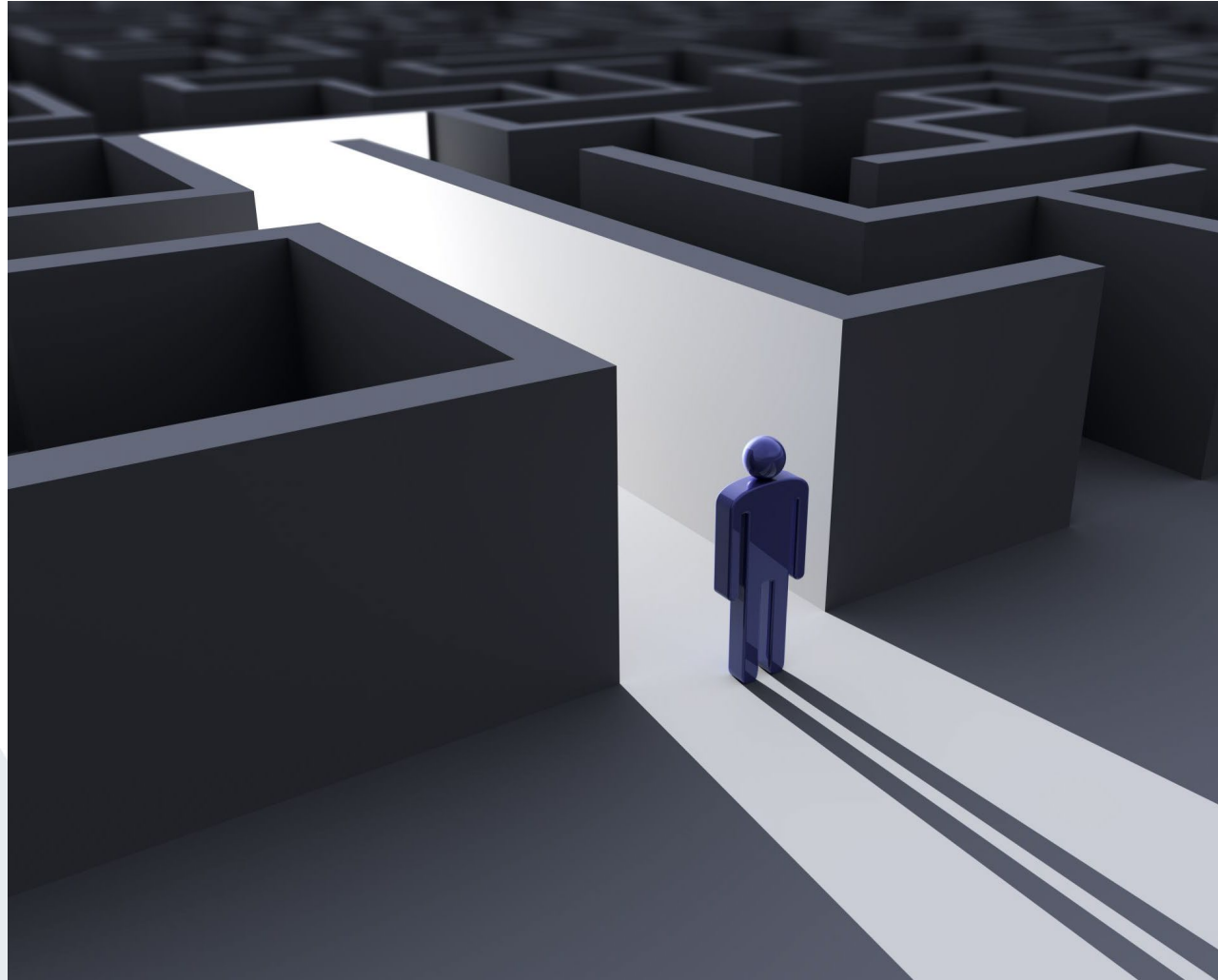
Horse and Buggy



Automobile



The Big Shift



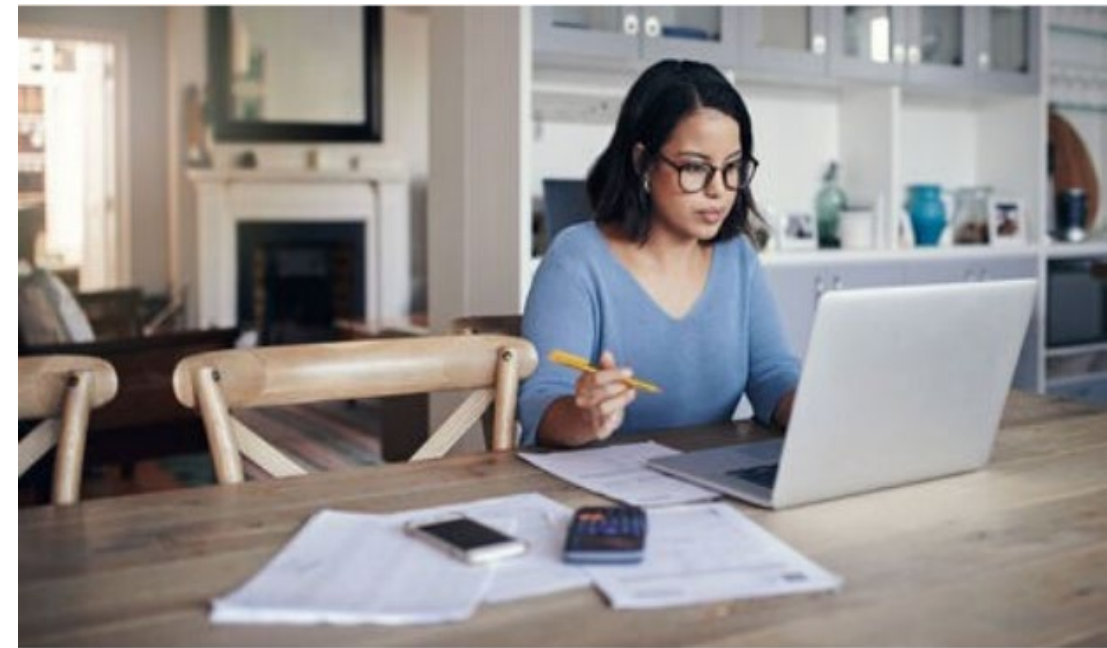
- Reluctant to embrace change
- Prone to be reactive, not proactive
- Prefer the familiar
- Focus on what we might lose instead of what we stand to gain
- Must distinguish between the myths and the truth

The Big Shift

Office Work



Telework



Telework!VA

Technical Assistance Program

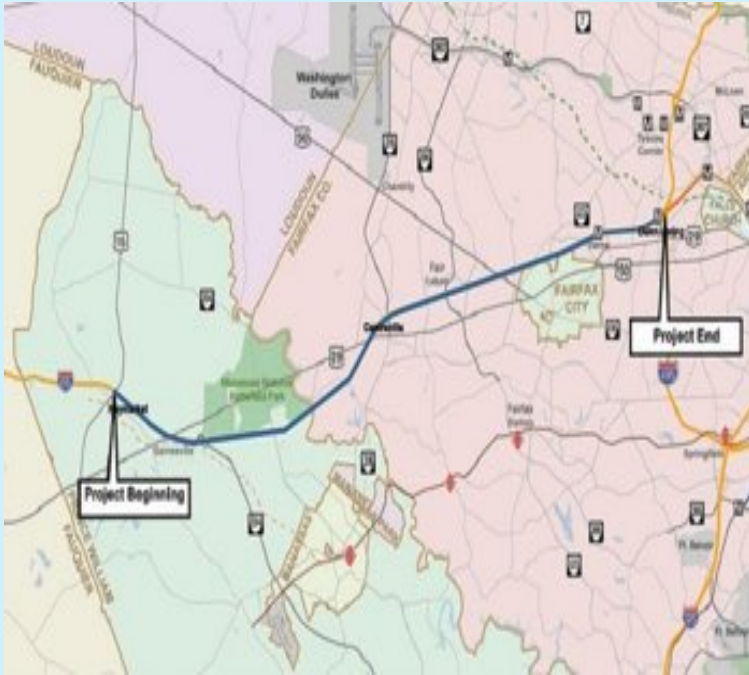


- **FREE** technical assistance to **implement /expand** telework
- Collaborative partnership through VDOT & DRPT
- Services offered:
 - Maximize the impact of your telework program
 - Develop Telework Policies and Agreements
 - Evaluate and Identify positions suited for Telework
 - Assist with a Technology Plan
 - Train Managers and Employees

Program Overview

I-66 Incentive

- Offers organizations \$1,000 per employee who utilizes I-66 in their normal daily commute (up to \$10,000 per employer).
- Employer is reimbursed upon approval of submitted telework related expenses and other required documents.
- Eligible Telework Expenses
 - Computers
 - Computer-related hardware or software
 - Modems
 - Data Processing Equipment
 - Telecommunications Equipment
 - High-speed Internet Connectivity Equipment
 - Computer Security Software and Devices
 - All related delivery, installation, and maintenance fees





Robin Mack

Telework Technical Assistance

Email: Rmack@teleworkva.org

Phone: 804-513-6946

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