ESET

9 KEY FACTORS TO EFFECTIVE REMOTE WORKING

It would be easy to assume that all employees can just switch to remote working effectively, with little guidance. But home is not the office, and people may need significant assistance to adapt.

1 Communication

Consider having team calls once per day, brief people on the status, and give everyone the opportunity to share experiences and issues.

2 Responsiveness

Remote working is not the same as working in an office environment. Establish clear guidelines of how quickly a remote worker is expected to respond to a request depending on the communication type: email, Slack, calendar invites, etc.

3 Reporting

Team leaders need to implement procedures that help them determine whether the remote workers are getting the job done: mandatory group meetings, team collaboration, daily/weekly/monthly reports.

4 Working schedule

Agree on a method of clocking on and off, even if it's as simple as a team group chat and members saying good morning when they start their day.

5 Health and safety

Working from home does not remove the responsibility to provide a good working environment. Do the ergonomic keyboards in the office need to be taken home to provide the same comfort employees are used to?
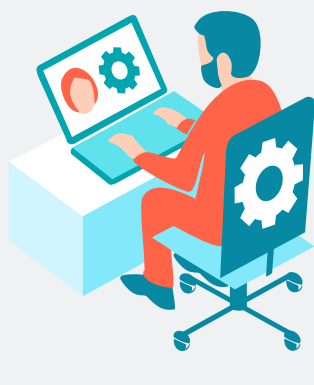
6 Liability

Ensure coverage for the company assets while in the employee's possession.

7 Tech support

Distribute the contact details. All remote workers need to know how to get help when needed.

8 Socialization

Bring remote workers together, particularly virtually. Social interaction is an important part of motivation and increases producti-vity. Consider a buddy or mentor scheme so that every employee is paired and can problem solve, vent, share or socialize virtually.

9 Accessibility

Establish a virtual open-door management policy, just as there is in the office. Make sure people are accessible and can be easily engaged.

For more information visit