### Working remotely: setting your team up for success

**What’s different?**
- **Where**: Office, predominantly from home
- **When**: Standard working hours
- **How**: In-person collaboration, adjusting schedules to accommodate team and home situations

**Ten tips for remote working**
- **01** Designate a workspace for focus in your home
- **02** Develop a daily routine
- **03** Embrace technology tools for collaboration
- **04** Communicate frequently with your team
- **05** Remain contactable as much as possible during work hours
- **06** Do not over-rely on email/IM – use phone/VC
- **07** Block your calendar for work and break times
- **08** Dedicate time for informal social interactions
- **09** Regularly review your performance with your manager
- **10** Don’t be afraid to switch off at the end of the day

**What do you need?**
- A computer with video chat capability
- Good internet
- Chat apps
- Collaboration apps
- Clear expectations on work output and workload
- Self-motivation and discipline
- A routine
- A dedicated workspace

**Setting expectations**
- Managers should review and update team member responsibilities, ensuring the clarity of roles and objectives
- All team members should be responsible for ensuring open and consistent communication and resolving conflict
- Teams should set expectations by discussing being reachable, responsive and dependable. Define what ‘urgent’ looks like, and the best way to contact one another in those situations
- Managers should allocate time during check-ins to discuss what’s going well
- Encourage all team members to use available virtual collaboration technology including:
  - Use appropriate platforms for virtual team meetings, check-ins, and other touch points, utilising virtual whiteboards and screen share capabilities as needed
  - SMS or locally approved messaging apps for short, timely communications
  - Video conferencing to reinforce the sense of team and enable non-verbal cues
  - Virtual workspaces like Microsoft Teams

**Tips for leaders**
- Assume positive intent with all team members and have a conversation before making a conclusion about how work is getting done – ambiguity is inherent in having team members working virtually and can lead to assumptions about focus and commitment to work.
- A relationship of trust, respect, open communication, and clearly defined expectations are essential for success.

**Six tips for virtual meetings**
As we shift towards virtual meetings, the following are tips to help empower your team members to work differently:

- **01** Be mindful of your audience
  Carefully consider who you invite to the meeting – the smaller the group, the greater the interaction
- **02** Plan and prepare
  Choose the best virtual tools for the meeting, test the technology beforehand and join a few minutes early
- **03** Be inclusive
  Encourage the participation of all attendees
- **04** Be interactive and present
  Incorporate interactive elements such as polls, discussions and comments from attendees
- **05** Facilitate collaboration
  Encourage collaboration during the talk instead of one-way communication from the meeting host
- **06** Switch on your video
  This creates a closer connection between attendees, people also tend to focus more when on video
Working remotely can have positive outcomes such as increased productivity, employee satisfaction and better work-life balance. However, prolonged periods of working remotely may negatively influence your mental and physical health. To ensure continuous productivity, engagement and high employee morale, it is critical to take care of the overall well-being of your team.

Four areas to fuel your physical and psychological well-being:

**01 Show empathy**
As you navigate working remotely, remember to stay empathetic to others in their adjustment to their new working environment.

**02 Set boundaries**
One of the most difficult challenges in working from home is to remain focused and motivated. Boundaries are critical in maintaining momentum.

- **Minimise distractions**
  Share your schedule with your housemates or family and indicate free time where you are more available to deal with non-work tasks.

- **Set working limits**
  Set clear start and end times for work and breaks to avoid burnout in the long run.

- **Stick to a schedule**
  Segment what you’ll do and when you will do it over the course of your working day. Set objectives for the day and be clear timelines.

- **Reflect on your day**
  Reflect on your achievements for the day. This will give you a sense of satisfaction and will help you to keep going.

- **Switch off and unplug**
  Physically put your laptop away at the end of the day. Shut down all work devices and leave them at your designated work spot.

**03 Practice healthy habits**
People often let go of healthy habits when working from home. Boost your physical well-being by following the below tips.

- **Take breaks**
  Schedule breaks in your calendar and use the time to stretch.

- **Eat healthy and regularly**
  Eat every 2-3 hours and have healthy snacks available. Use a water bottle to stay hydrated.

- **Sleep enough**
  Try and maintain your sleep routine for optimum alertness.

- **Exercise**
  Get some fresh air and exercise every day while maintaining social distance suggestions. Take an hour every day to walk, run, cycle and share time with family.

- **Clear your mind**
  Use meditation apps such as Headspace and Calm to relax and decompress.

**04 Stay connected**
Remote working can sometimes lead to a feeling of isolation and an overall lack of connection between team members.

- **Video calls**
  Schedule regular video calls and check-ins with the team to allow people to see each other.

- **Virtual coffee**
  Create informal opportunities to connect with your co-workers through virtual coffee breaks or an end of the week virtual happy hour.

- **Well-being check-ins**
  Schedule team well-being check-ins where you simply discuss how people are doing outside of work.

- **Recognise effort**
  When working remotely, people often don’t see the effort of their peers. Recognise effort on a public forum and in one-to-one interactions.
Covid-19 has had a monumental impact on life as we know it and within the space of a couple of weeks, our normal routines have shifted significantly. Staying connected with your team at this time and instilling motivation is more important than ever. How do we embrace our new ways of working and drive motivation?

The following tips outline how you can establish intrinsic motivation, and motivate others:

**Motivate yourself**

**Perfect your time management**
- Create a daily to-do list and reference it regularly to track your progress
- Monitor your time and find your productivity sweet-spot
- Try the ‘Pomodoro’ method (25 minutes working, 5 minutes break. Repeat x 4)

**Minimise distractions**
- Turn off notifications on your email and phone to avoid distraction when focusing on a task. Reward yourself with phone / email time when you have achieved an outcome.

**Connect with your team**
- As social beings, we are often motivated by those around us. Remote working can be lonely and team members may feel disconnected from their work.
- To maintain positive morale, set up regular check-ins and virtual coffee breaks with your colleagues using video conferencing where possible

**Reward yourself**
- Set personal targets, focusing on outcomes and outlining ‘quick wins’
- Reflect on any achievements, and reward yourself! Share your achievements with your team, or take time to do something you enjoy.

**Be accountable**
- Set boundaries and hold yourself accountable
- Commit to providing an update to your team or manager each morning on ‘work completed yesterday and work I will be completing today’

**Establish a routine**
- Create a daily routine outlining specific working hours and stick to it
- Schedule down-time after work to unplug. It is important to add variety to your day and step away from your work space, to switch off and recharge.

**Motivate your team**

**Set expectations**
- Define what is possible for team members given their current working situation
- Define rules of engagement. Decide how often to communicate, give updates and when people should be available for teamwork.
- Track progress in real-time. Use software to keep people updated on tasks.

**Lead by example**
- Demonstrate commitment to the success of remote working by using the same tools your team are using to communicate and work
- Use your video where possible to create personal connection and inspire others

**Refresh roles and responsibilities**
- Team leaders should review, update and ensure clarity of roles and objectives within the team while working remotely
- It is vital that you are accessible to your team and establish open channels of communication for questions or concerns

**Seek perspective**
- Take your team’s perspective on-board to develop constructive goals and define how to achieve them
- Be patient and make an effort to see the situation from your team’s point of view
- Allocate time during check-ins to discuss what is working well and ask for suggestions on what to build out further while the team is working remotely

**Celebrate success**
- Schedule time on Fridays to celebrate any achievements from the week (professional or personal) and share good news stories

**Be flexible**
- Remember to always be prepared to adjust your plan

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**Get in touch**

Deloitte is committed to helping our clients respond, recover and thrive in this time of crisis. To find out how we can help, please contact:

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