



## Rules of engagement for remote work

### Foundations for success



The realities of COVID-19 are making working from home or working remotely a way for us to continue to perform our job responsibilities and contribute to our organisation and economy. While working remotely here are some tips to help you stay focused and collaborate with colleagues while you're working outside of the office.

#### Be willing to be flexible

Adjust your schedule to accommodate your team, home and client situations and be open to flex to meet business needs.



#### Recognise expectations

Recognise the expectations of our clients, as well as those of each team.



#### Recipe for success

Recognise that a relationship of trust, respect, open communication and clearly defined deliverables is essential for success.



#### Out of office replies

No out of office replies should be activated whilst working remotely, as the expectation is that you meant to be working.



#### Stay connected

- Have regular check ins to stay connected and measure output/delivery
- Ensure that you are available during agreed hours.



#### Shared responsibility

Accept that the success of remote working will be the shared responsibility of practitioners and their team leader.



#### Challenge your own perceptions

Challenge the widespread (inaccurate) perception that "face time," "presenteeism," or visibility in the office automatically equals productivity.



#### Relationship centred management skills

Working and leading a team remotely is a job skill – and like any other skill – it can be developed. In most instances these are skills that should be practised even when managing a team where everyone is situated in the same open plan office. However, the impact and fallout of not doing "the basics" well is just amplified while managing teams remotely.

#### Supportive and alternative leadership approach

Leaders in the organisation have an enormous role to play in order to ensure that team members can work independently and efficiently. These largely centre on:

- Taking an outcome focused approach to performance
- Having very regular check-ins with a focus on:
  - Discussing and agreeing clear goals, expectations and deadlines
  - Creating "space" where employees are able to share roadblocks, challenges or nagging questions
  - Being open to and allowing flexibility in how the work gets done (not just where)
  - Trying to understand each person as a unique individual; understanding what they are good at, what they are comfortable with, what they might not have mastered yet and how best to support them
  - Trusting that when given freedom – team members will do everything in their power to get the work done.



## Tips for personally managing remote work

Efficiently and effectively



### Develop a daily routine

Your commute will be shorter, but it's good to get up and have breakfast at your normal time. This gives structure to your working week.

Check load shedding schedules pro-actively and plan your calls, skype meetings and downloads from the server accordingly. If you have a laptop make sure your battery is fully charged, if not try and plan to catch-up missed work time at a later stage.

### Communicate x2

- Communicate frequently with your team and team leader
- Communicate frequently with your client/(s)
- Remain contactable
- Do not over-rely on email or IM – use your phone



### Recognise others

Working from home can put a barrier between you and colleagues, so make an effort to connect by praising great work.

### Shut the door

Designate a specific part of your house for work during working hours and let everyone know you're not to be disrupted as far as possible.



### Do a little extra

When you can. So that you are not under too much pressure when you can't.

Avoid frequently checking your social media feeds – it is a time drain.



### Take "good" breaks

When you are free from distractions you can focus. But try and take a few short breaks throughout the day.

### Embrace technology tools for collaboration

- Skype for business
- Video conferencing
- Deloitte online SharePoint Sites
- Microsoft Teams

### Structure properly

Plan tasks you are going to do for the day in advance or give yourself a set goal for the day. Align with your team lead on priorities.