



Working from home

Toolkit for managing remote working teams

Preparing for Managing Teams Remotely

Why flexible working matters

Implementing flexible working options, such as working from home, across an organisation can increase productivity, attract top talent, retain staff and improve the overall culture and well-being.

Offering remote working options helps more people access the labour market and stay in work, manage caring responsibilities and work-life balance.

Measuring and evaluating the impact of flexible working is key when it comes to ensuring changing market needs are being met, and the organisation is benefiting as a result.

Acknowledge the possibility that all or part of your team may need to work remotely

Considering the current environment, set in place plans as if the only way to remain operational will be for as many employees as possible to work remotely. Get together with your team and plan for different scenarios and optimize execution, should circumstances require a rapid response.

Map out jobs and tasks that could be affected

Identify which roles and duties:

- Can be done, even partially, without a physical presence in the workplace,
- Cannot be done, even somewhat outside of the physical office, and
- That you are not certain can/cannot be done outside the workplace.

Additionally, it is important to identify duties that need to be performed during core working hours are identified.

Challenge any potentially inaccurate default assumptions about specific jobs you may have thought could not be performed remotely or out of the core working hours.

For items that are in the 'not certain' column, be willing to experiment. Yes, certain tasks they complete require physical presence, but those can be planned for. The majority of tasks can happen effectively outside of the traditional model of work *and* benefit the business.

Test available IT hardware and software and address any gaps in access

Ensure team members have tested access to available IT hardware, software and remote login access from home and confirmed access. Where you find gaps, address these and provide opportunities for practice (particularly in the case of new software) before people need to use them.

Individualisation is key

Managers need to ask each team member to describe the conditions under which they perform best, their concerns about their workflow and their emotional response to the situation.

Further, identifying where problems with working from home can occur will result in being able to better prepare to avoid or plan for these problems, during this period of unexpected work from home.

An example of a significant factor to consider is the possibility of school and day-care closures going forward. This will pose a challenge to working from home for team members who have children who require close parental supervision. Ensure you discuss with your reports how and when team members will work should this event arise. Possible options may include working different hours that are better suited to the individual and/or applying for time off.