

Navigating the New World of Work



Productivity

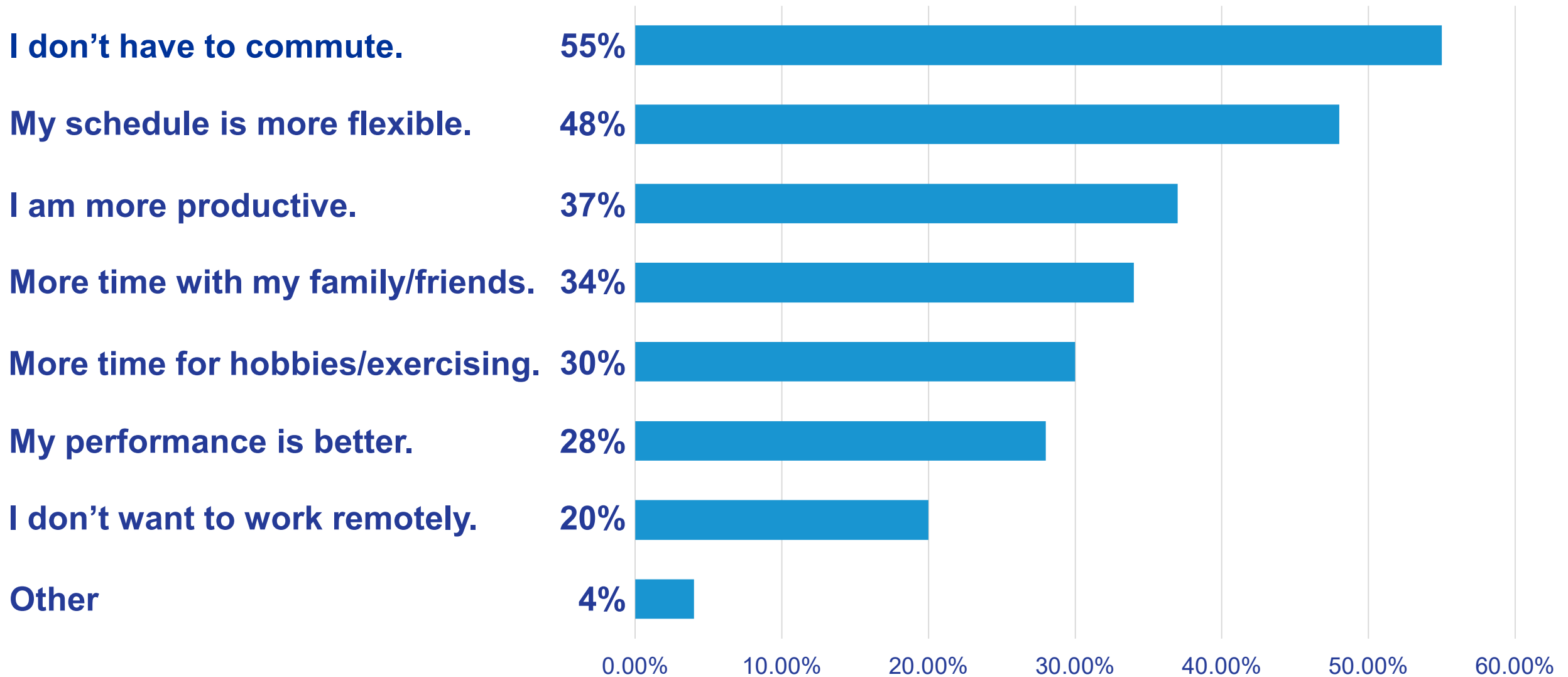
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WHAT HAPPENS NOW?

Returning to the office? Not returning to the office?

- How can we prevent our productivity from suffering?
- How do we keep remote workers and in-office workers on the same page?
- How do we keep all employees engaged and focused?
- What are best practices for managing remote workers?
- How do we ensure we are treating all employees equally?
- Do we even have a “corporate culture” anymore?

If you want to work remotely all or part of the time after COVID-19, why?



Setting the Pace: *Keep your Team moving the same direction*

- Ensure that all members of your Team are comfortable with the decisions regarding who is returning to the office and who is continuing to work from home (deciding this is a whole other issue)
 - Make sure your reasoning for these decisions is clear and un-biased
- Getting “buy in” from your employees is critical to a dispersed team’s productivity
- Make sure that your remote employees have the tools necessary to be productive: computer, phone, office supplies, fast internet, access to company data, etc. Without this, any conversation about productivity is a waste of time.
- Ask your work from home employees if they have what they need – they may be hesitant to mention issues that are causing them to be less productive. Your employees are surely acutely aware of countrywide economic hardship and may not want to ask your company to spend money at this time.

Setting the Pace: *Keep your Team moving the same direction*

- For employees who are in the office or returning to the office, the office acts as a built-in productivity tool.
 - Some employees find the office is less distracting than home
 - In person interaction with co-workers makes the easy exchange of ideas and knowledge more efficient
- Success is ultimately measured by actual output and whether targets are achieved, not by face time.
- Managers should replicate a traditional environment by establishing near-term team and individual goals, setting clear expectations for deliverables and deadlines and routinely evaluating the prioritization of various projects.
- Wherever possible, virtual training and development should be complemented with hands-on coaching or mentoring over the phone or videoconference, simulating what a manager would do in the office.

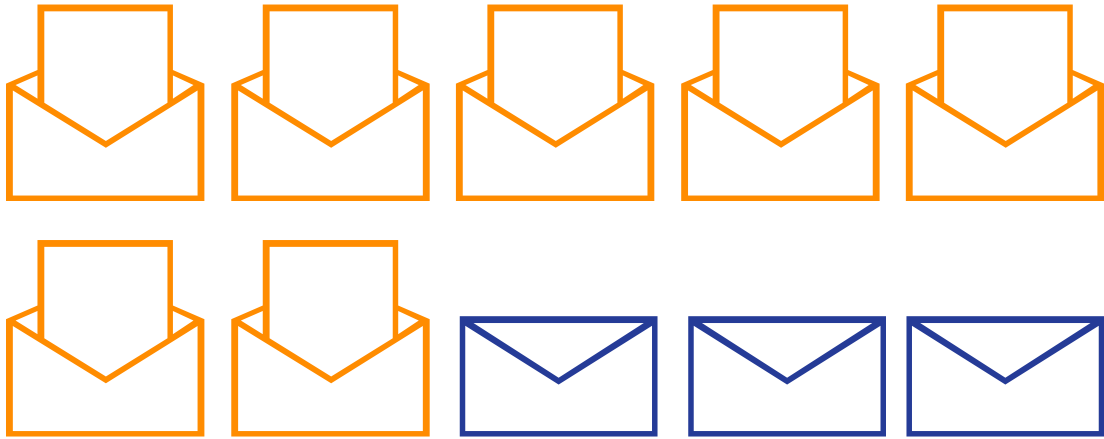
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Setting the Pace: *Keep your Team moving the same direction*

- **Flexibility is critical.** Everyone is making their own way in the new world – managers need to understand that employee's lives have been upended and they may need more flexibility in this unusual time.
- **Trust is the KEY.** Managers will need to show their employees that they trust them. Out of sight is not out of mind. Keeping the relationship healthy with good clear direction will go a long way.
- **Constructive** feedback or criticism, whether provided in-person or remotely, can empower employees, leading to greater ownership, creativity and higher quality output.



Once a person is distracted, it typically takes **23 minutes and 15 seconds** to refocus their attention back to the original task.



70% of emails are being opened
within **6 seconds** of receipt

Kvamme recommends that leaders set the expectation that their team members spend **two hours a day** of uninterrupted work by going offline. “Put away your phone for two hours while you do focused work. Turn off Slack, Zoom, email and get work done.”

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Setting the Pace: *Keep your Team moving the same direction*

Advice for Your Remote Workers

- Get up, showered and dressed as though you were going to office
- Keep to a specific schedule – just like a normal workday
- Be sure your family, friends and relatives know what times you are “at work” to limit interruptions
- Set up a nice, clean work area – and, if possible, keep it only for work
- Keep in touch with co-workers, friends, family after work hours.
Isolation isn't good for us.
- Safely visit friends and family, or do Zoom or Skype parties
- Go outside and get some fresh air
- End your workday just as if you were in an office. Shut down and walk away from your work

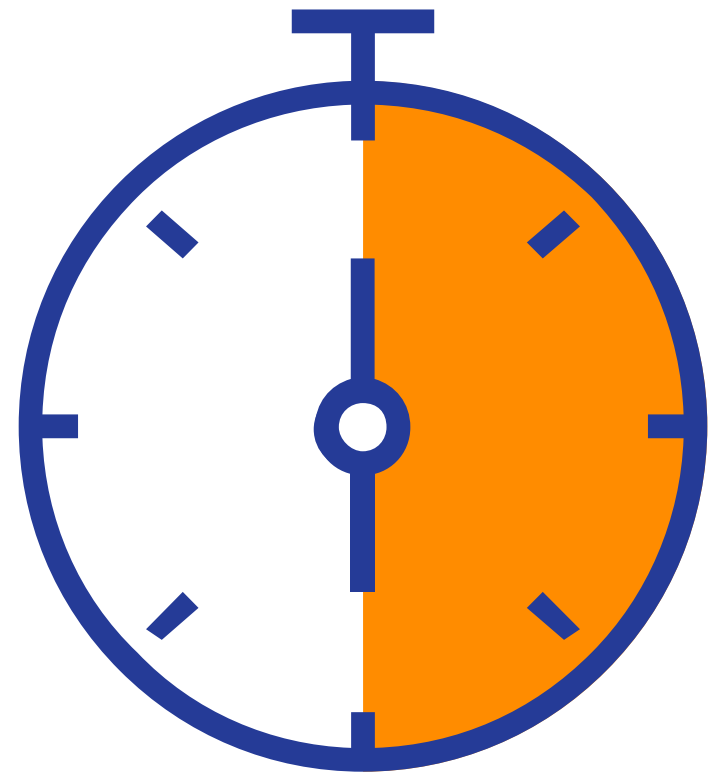
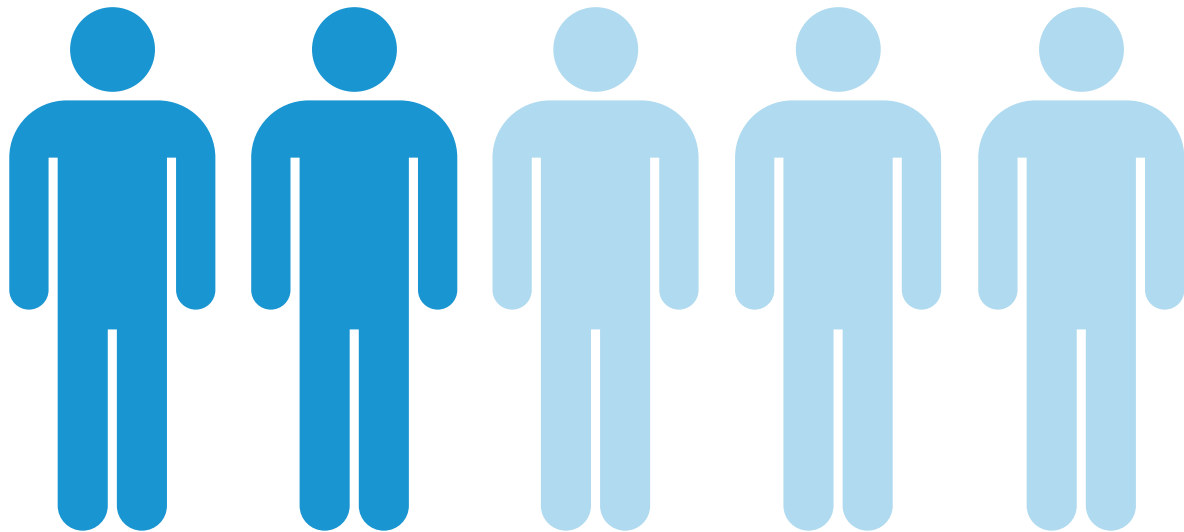
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Remote Work: Advantages/Disadvantages of Remote Work

Advantages

- Some employees find fewer distractions at home – fewer interruptions by other employees and managers
- Work/Life Balance – Managing one's life better without loss of productivity.
- NO COMMUTE
- Comfy clothes, environment is suited to you (not a too hot or too cold office)
- Flexibility
- Fewer meetings, more focused meetings (yes!)
- More results oriented, not tied to hours in the office

40% of knowledge workers have less than **30 consecutive minutes** of focused time in a workday



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Remote Work: Advantages/Disadvantages of Remote Work

Disadvantages

- Communication/Collaborate suffers
- Loneliness – some folks may find that they need the camaraderie of their colleagues and the energy of an office
- Too many distractions – people with kids, people who aren't self-starters, people who lose focus more easily
- Not having the resources of an office – business grade internet, office supplies, conference rooms, coffee break rooms.

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Emotional Support for Employees is Important to Your Success

Emotional reactions tend to follow a pattern and need to be understood and recognized

- **Pre-Disaster Phase**
 - People feel fear and uncertainty
- **Impact Phase**
 - Shock and panic or disbelief followed by efforts to protect one's self and family
- **Heroic Phase:** Leap into action fueled by adrenaline. Most of these efforts are ineffective
- **The Honeymoon Phase**
 - Right after disaster, people have optimism that things will return to normal soon. It's a time of positivity and community bonding, usually lasting a few weeks

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Emotional reactions tend to follow a pattern and need to be understood and recognized

- **The Disillusionment Phase**
 - People realize that a return to normalcy will take a lot longer than they had hoped. Optimism turns to discouragement and stress continues to take a toll, negative reactions such as physical exhaustion or substance abuse may begin to surface
- **The Reconstruction Phase**
 - People finally begin to recover, adjusting to a new normal and working to rebuild their lives.

(source: SAMSHA)

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Emotional Support for Employees is Important to Your Success

Simple Ways to Help Your Employees

- Pick a day to have a NO INTERNAL MEETINGS, Friday if a good day for this
 - Zoom, Skype, Teams meetings are more stressful than in-person meetings, much more visually distracting causing the brain to work harder to focus. Take a day off!
- Hold “Human Connection” touch base sessions
- Avoid meetings at lunchtime
- Encourage employees to take days off, people seem unclear as to how this works while working from home. It’s still important to have time off!
- Ask How Are You? And mean it!

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Silver Linings

- Employees can have better work/life integration working from home
- Employees and Employers have more flexibility
- Companies are focused on employee morale – this can only be good
- FEWER MEETINGS – more focused meetings. Meetings start on time because they are scheduled on Zoom/Skype/Teams. It's just harder to end a video meeting without some decisions, action steps
- New definition of productivity:
 - Results, not hours in the office
 - A safe and trusting work culture encourages personal growth and allows employees to shine
- More authenticity among colleagues, employees are bringing their whole selves to work – dogs, kids, family!
- Humanizing the workplace: developing a culture of integrity, transparency and trust
- We can now tailor working situations to bring out the best in individuals
- Laughter – dogs and kids racing through Zoom meetings!