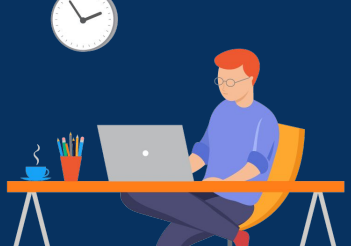
TIPS TO ENSURE THE PRODUCTIVITY OF YOUR

# REMOTE WORK STAFF


A guide to help you and your staff maintain productivity while working from home

# Tips to ensure the productivity of your remote work staff



The coronavirus pandemic is fundamentally changing the way many businesses operate. More employees are working from home and there is no doubt that remote working has reached an unprecedented tipping point in the way businesses run their workforce.

While social distancing and stay-at-home orders are in place, not all businesses' IT infrastructure can quickly and easily adapt to this shift. Companies are assessing their readiness to ensure business continuity during the contingency period with minimal loss in productivity or engagement. This checklist compiles tips on how to ensure the productivity of your remote workforce:

## Equipment

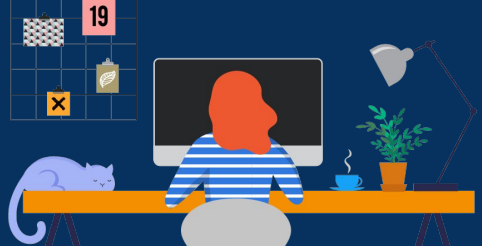
Your remote staff needs the right tools to work efficiently and stay connected. You need to determine the equipment you will provide. If you expect your employees to provide their own devices, make a list with specifications. Some equipment should at least include:

### Hardware

- Desktop or laptop computers
- Webcam (if the computers don't come with it)
- Telephone headset Printer/Scanner (depending on nature of job)

### Software

- Communication and collaboration software like Microsoft Office 365, Microsoft Teams, Google Docs, Slack, and the like
- Zoom/Adobe Reader
- Antivirus software



## Infrastructure

Some companies require an internet connection that meets certain speed requirements. Make sure your remote staff is aware of the technological expectations up front and have the following:

- Enough bandwidth at home to handle and manage traffic load that's necessary for their tasks
- Cloud-based applications and services that don't require utilizing the company network
- Backup and recovery of your services to maintain operations during downtime

Note that you might have to modify this list according to your needs and the surrounding conditions affecting both your organization and workforce.

## Security

Working remotely means your staff may use public networks. This exposes your company data to security risks. Your remote staff needs to be extremely careful when connecting to public networks. Here's what you can do:

- Employ a zero trust security model, wherein you do not automatically trust anything inside or outside your organization and must take necessary verification steps before granting access to systems.
- Ensure that all remote devices have updated versions of their operating software and applications.
- Provide a business-grade virtual private network (VPN) and remote desktop protocol (RDP) with proper and sufficient licenses for all remote staff.
- Implement a comprehensive security policy that includes the use of strong, unique passwords, multifactor authentication (MFA), and encryption.
- Train and educate your employees on your organization's security policy, as well as COVID-19-themed threats, including phishing emails and other social engineering scams.

## Staff

During this period, people will start to feel anxious about revenue goals and other deliverables. As such, it's important to empathize with them and communicate what's happening at the organizational level:

- Try to be available to everyone equally, aim for inclusion, and balance the airtime during meetings so everyone feels seen and heard.
- Avoid micromanaging to allow them to figure out their own work routine.
- Open all lines of communication to ensure that your remote staff can voice out their concerns about work, their domestic situation, and their health status.

Productivity can be measured in a number of ways, including time spent on projects, cases, and client interactions, among others. Focus on measuring their output rather than the number of hours.

Your staff will need a conducive and supportive remote working environment during the coronavirus pandemic. These tips should ensure smooth operations for your business during this crisis.