

# Remote Work Guidelines

*Template can be adapted to your needs; the following are suggestions*



## COVID-19 Work From Home (WFH) Introduction

Dear Team,

In preparation for being remote for an extended period of time, I wanted to share our guidelines for remote work, that will help us communicate effectively and work efficiently; think smarter, not harder. We are sharing both employee and manager expectations; it is our hope that being transparent will help us support each other.

This is a great opportunity for our company to strengthen our remote

culture, innovate in new ways, and show just how collaborative we really are. I couldn't be more confident that by all of us committing to building a highly engaged remote culture, we will unlock how we think about the remote workforce--which will allow all of us to be better thought leaders and partners. Let's embrace the challenge and commit to excellence! It's time to reimagine just how amazing our team can be!

## Everyone

### Continuity

- Continue to focus on your Objectives, Key Results, (OKRs) and initiatives for the quarter. Communicate, regularly, with your supervisor regarding these
- Plan with your supervisor and team regarding continued achievement of goals and customer delivery

### Communication

- Check-in with your team in the morning and at the End of the Day so they know when you are working (ensure each team has their own slack channel set-up)
- Clarify communication cadence with supervisor, i.e., when to slack, email, text, call, etc.
- Ensure you have your cell phone number updated in Slack
- Keep your Slack status updated
- Update all meetings with Zoom link
- Use video for all Zoom calls
- Communicate with your supervisor when there are childcare needs
- Lean into having a video call (use phone if video is impossible) for conversations and follow up with great documentation of the discussion (email or Google Docs) that can be shared out to other team members, when needed

### Productive Work

- Ensure internet connectivity is strong. If unreliable, work as close to your router as possible or consider if your phone has hotspot tethering capability. Ethernet is also an option if you can connect directly to your router
- Find a location conducive to your most productive self. Consider a “Do Not Disturb” sign or noise cancelling headphones if needed. White noise machines are also good for drowning out distracting sounds
- Bring your 2nd monitor home with you if it aids in your productivity

### Work From Home Tip

*Stick to a  
Routine*



*Stick to a routine, whatever that may need to be for you. Try to operate in a similar “getting ready for work” schedule to how it was when you commuted to work. This helps prepare your mind and body for a productive day.*

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### Culture

- Continue to share wins, recognitions, and stories regarding our Core Values in Slack. This is super important!
- Take a break each day to virtually connect with a colleague in a meaningful way
- Join our “WFH Wins” group on \_\_\_\_\_ to share tips and techniques to improve working from home
- Join the “Live Water Cooler” Zoom to visit with coworkers throughout the day

### For Managers

- Schedule a morning standup every day with your team via Zoom to clarify daily goals and priorities, encourage, and socialize
- Check-in between each manager and each of their direct reports on a personal nature 1/week (video whenever possible)
- Check-in between each manager and each of their direct reports regarding business 2-3/week (video whenever possible)
- Continue to focus on daily activity, priority initiatives, and OKRs for the quarter
- Continue or even increase feedback to your team during this time
- Consider over-communication with the intent of collaboration and relationship-building (including written communication/weekly/bi-weekly write-ups if prudent)
- Consistently ask team members how remote work is going and what obstacles they are facing

### Backup Plans

- If Slack goes down (overloaded), alternate Instant Messaging/collab tool would be GMail, and Google Hangouts - we would communicate over the phone to employees should this need to happen
- If Zoom goes down (overloaded), will use Google Hangouts internally
- If home Wifi/Internet doesn't work well, or is overloaded, cell-phone connection backup should be used
- If an employee's home environment is unsuitable, a limited number of Staff can come into the office when required (must be approved by Human Resources) and return to WFH when home environment is suitable again

# Prepare

## Work From Home Tip

*Before the day ends, list down your priorities for tomorrow. When you sit down tomorrow, you are already primed to start your day.*

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## Travel Protocol

- Outbound business travel is suspended until further notice. Any exceptions must be approved by CEO & HR
- All employees who are traveling via air should not return to the office until 14 days after their last date of travel to ensure the virus incubation period has passed
- Employees are asked to meet with any and all third parties (customers, vendors, etc.) via webinar. In the event a customer refuses to meet virtually, the employee is to notify their supervisor to assess the situation

## Weekly Schedule

### Daily

- 15-minute manager stand-ups to start day with team
- Personal daily check-in (video whenever possible) between each manager and each of their direct reports

### Monday

- All-team 15-minute stand-up (led by CEO & CHRO)
- Normal Weekly Department Cadences

# Rest

START WITH SELF-CARE  
SELF-CARE IS THE  
NON-NEGOTIABLE:  
THE THING  
THAT YOU HAVE TO DO

## Work From Home Tip

*Bonus Time: You're not commuting anymore! So, get a little extra rest. Working in a new environment is a heavy cognitive load. Mediating space with your kids and/or partner is also a heavy cognitive load! You have permission to take a few minutes of extra rest and care for your needs. Think oxygen mask theory!*

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### Tuesday

- Executive Weekly (add at least 15 minutes weekly to discuss remote culture progress)

### Wednesday

- HR and Managers weekly stand-up

### Thursday

- Zoom all-team lunch gathering

### Friday

- CEO send end of week email

## Make Video Conferencing More Effective

- Good microphone, separate from your computer's built-in
- Adequate lighting
- Position yourself near the camera & even with your face
- Mute yourself when not talking
- Use the camera; talking to a blank screen is lonely
- Start on time
- Give thought to your background; when it is appropriate & not distracting, use a virtual background
- Minimize your video image/view and position near the camera so it appears you are looking directly at the participants/camera; let your audience know when you are looking at another screen so, they'll know you are still paying attention

**Work From Home Tip**

Working from home all of a sudden can be a major adjustment for the entire family. Holding consistency for your children helps them feel secure and safe. Consistency with things like your work schedule, lunch times, bed times, expectations, & rules help with the anxiety of other things being different.

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## Align Family Needs

Work, parent, partner, same house, same time, same head-space...you cannot do it all! Working from home all of a sudden can be a major adjustment for the entire family. Holding consistency for your children helps them feel secure and safe. Consistency with things like your work schedule, lunch times, bed times, expectations, & rules, helps with the anxiety of other things being different.

Don't fall into the overcompensation trap. Would you have taken a





15-minute break at the office? Walk away from your computer and phone. Take a bathroom break. Move around, take a step back, go for a walk, take a deep breath, and for the love of all things sane...actually end your work day! Give yourself some gentleness right now. This is overwhelming and we are doing hard things.

### Work From Home Tip

Work, parent, partner, caregiver, same house, same time, same head-space. You cannot do it all! Walk away from your computer and phone. Take a bathroom break. Don't fall into the over-compensation trap. Would you have taken a 15-minute break at the office? Move around, take a step back, go for a walk, take a deep breath, and for the love of all things sane...actually end your work day! Give yourself some gentleness right now.



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### Tips for Working Remote with Kids at Home

- **Realistic expectations.**

This is not a schedule-a-playdate, kid swap, or lean on others for care kind of situation. So, realistic expectations are a must!

Consider your true situation and circumstances, not the ideal version of what could be. Are you nursing? Single parent? Have a kid that must get physical energy out multiple times a day or they will be bouncing off the walls? Are 5pm melt-downs the norm? Schedule around and with consideration to your actual circumstances.

- **Sleep & rest times.**

Sleeping kids during the early morning & evening and/or resting

during the day...is it best for you to try and get work done that needs your undivided attention during these times or does it work best for you to sleep and rest at that time, as well?

- **Routine.** To the best of your ability, put everyone on a routine while considering your actual circumstances. Take a tip from early childhood educators: they plan for transition periods, snacks, meals, down-time, outdoor play, free-time, and bathroom breaks.
- **Family breaks.** After times of independent work and play, come back together. Kids want your attention. So, schedule in time to give them undivided attention; it helps when they know you are occupied elsewhere, that you will be back to them.
- **Screen-time** can heighten anxiety; use it wisely.
- **Phone Breaks.** Put your phone away during family time. It's amazing what happens when we are present with each other. I enjoy my kiddo and partner so much more when my mind is not on other things.
- **Advocate. Speak up** for your needs and communicate what you are doing to solve the issues, to your supervisor and/or team
- **Daily rest period.** Prioritize a daily rest period. Yes, it is going to be rough the first few days. My 3-year old acted as if a soft bed and fuzzy blankets were killing her slowly. We stuck to it. Now, after lunch, she looks forward to her alone time (and so do we).

When we stray from the routine, her over-tired self is a monster. It's a great reminder to all of us that rest is important.

- **Forgiveness & care.** Give yourself some grace and the kids some patience. This is hard on them, too. They totally react to your stress. Now is the time to model how to take care of each other.



### Connect with Katie Ryan

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*she/her/hers*

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