

**The PULSE CLUB**

Supporting Entrepreneurship

# Covid-19 Respond by Working From Home



**grow remote**

25<sup>th</sup> March, 2020

# Covid-19 Respond by Working From Home

Welcome, thank you for joining our webinar today

Your meeting is hosted by **The Pulse Club & Grow Remote Ballinasloe**

Your panellists today are:

**Renate Kohlmann, Grow Remote**  
**Eoghan Kenny, The Compliance Team**



# Grow Remote Connecting Community



We help Reskill/Upskill  
**INDIVIDUALS**  
in rural areas so they can find jobs online

We help  
**COMPANIES**  
train their teams to work remotely

We help  
**COMMUNITIES**  
setup their local chapter

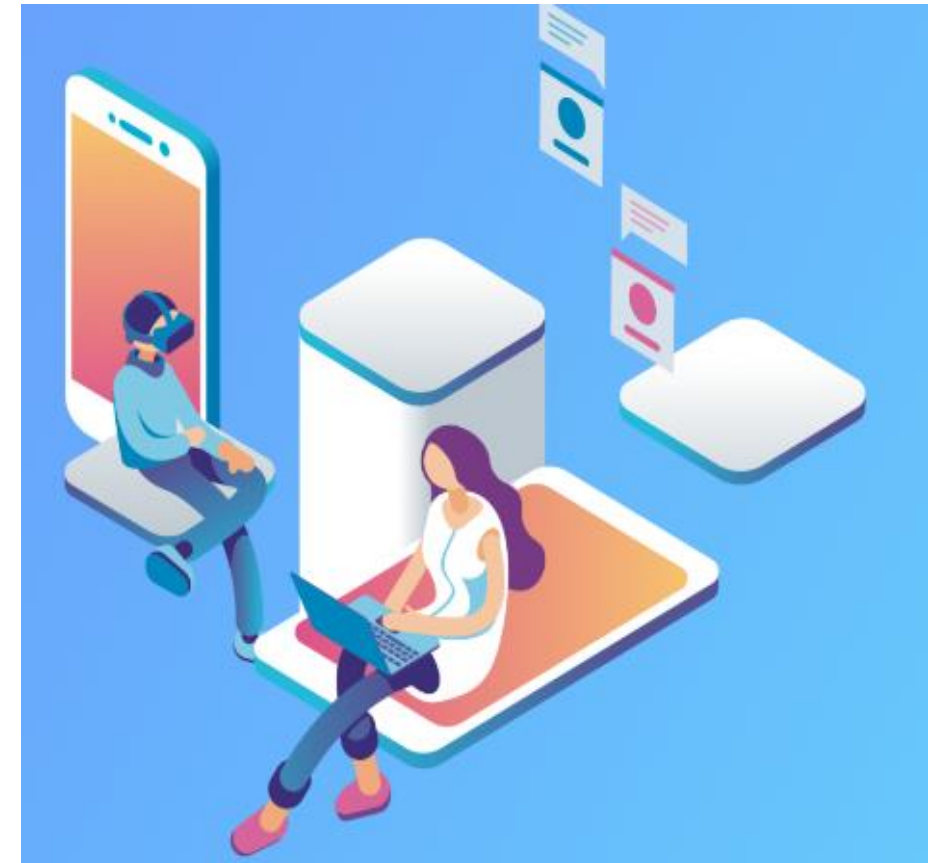
# Operating Your Business Remotely



What is remote work ?

What does it mean for organisations and communities ?

Considerations when setting up my team to work remotely?



# What is Remote Working ?



- Working arrangement where employees do not have to commute to central place of work.
- Everyday work activities are conducted from home, a co-working hub, when travelling, etc.
- Transformation from in-house to remote is carefully planned. For companies which are set up as fully distributed, there only ever is one option, that is to work remotely.



# There are a variety of terms & arrangements

- Remote Work
- Telecommuting
- Mobile Work
- eWork
- Flexible Workplace
- Distributed Workplace
- Smart Working
- 'Locationless jobs'



# Enterprises in Ireland are increasingly engaging in remote working solutions

- 2016 Ibec survey of their membership found that 30% (110) of companies had a practice of remote work, on one or two days per week, while 5% have a practice of remote work five days per week. In 2018 these figures rise to 37% (152) and 7% respectively.
- Larger companies tend to engage more with remote work, with 54% of businesses with over 500 employees practicing remote work, one or two days per week.
- The industries with the highest level of engagement with this solution were Electronic Services (69%); Financial Services (58%); and Other Services (40%).

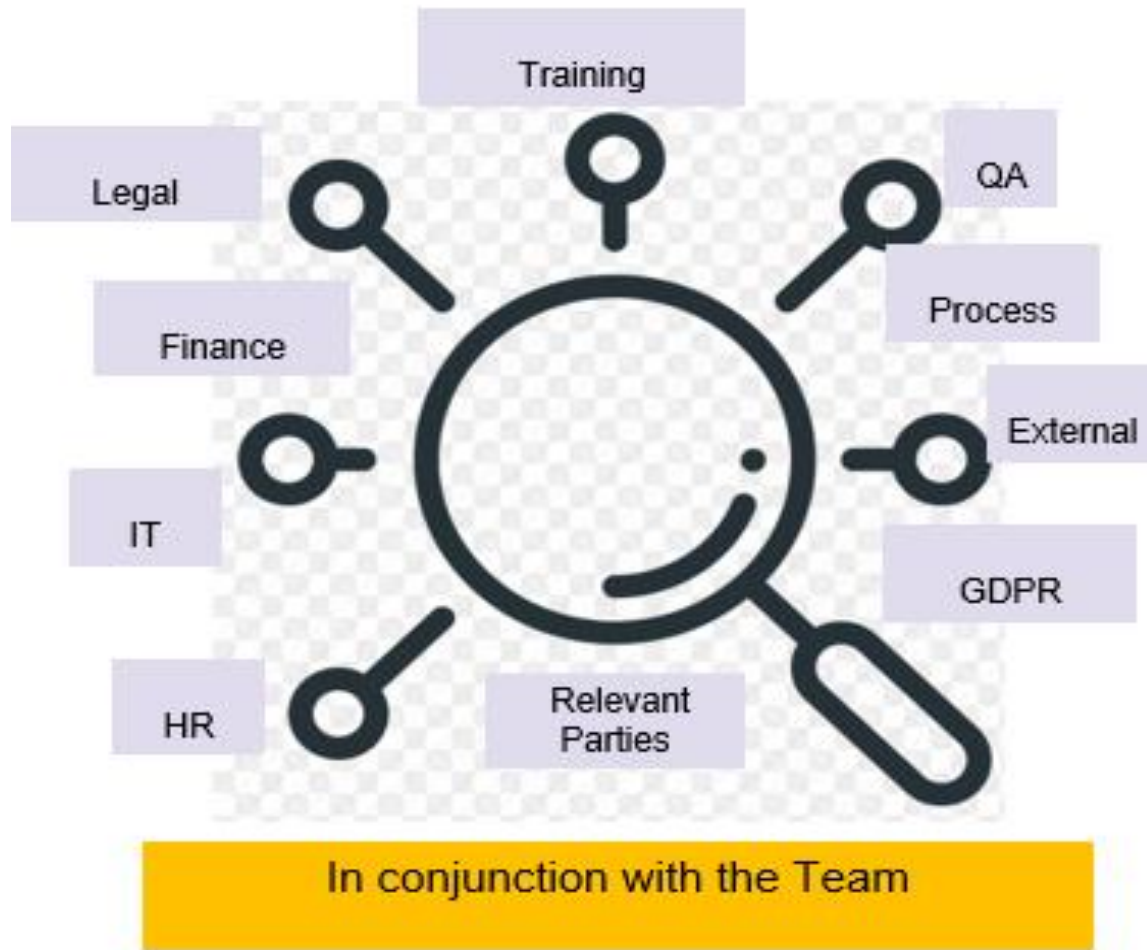
# Starting Out

- Outline your vision and develop plan
- What is the context for deploying remote
  - Scaling for growth
  - Office footprint
  - Talent & Skills availability
  - Demand in the workforce
  - Efficiency
  - Business Continuity / Flexibility
  - Crisis / Unforeseen Event
  - **Covid-19**





# Fast Deployment



- Increased opportunity for success when you take input from each area
- Share the challenge and gain 'buy-in'
- How to support your remote team for training, access to information, process etc.

# What is Required

- Laptop or PC, ipad or Smart Phone
- Webcam
- Headset
- Internet connectivity
- Desk & Chair
- Communication Tools
- Privacy preferably
- Data protection
- Training



# Managing Teams – How do you do that today?

- Do you have clearly defined goals for your team?
- Do your team know what is expected and by when?
- Do you have performance measurements in place?
- Can you easily see the outputs?
- Does your team need training?
- What other supports do they need ?
- What training and support do you need?
- How can you foster a culture of Trust & strong Communication?



**The speed of change and our current evolving situation we are living through, means everyone will need more support, patience, understanding and empathy.**

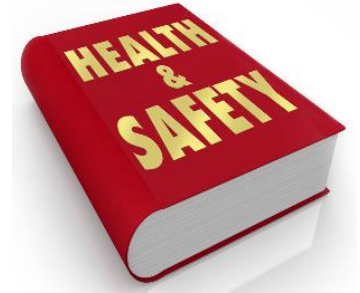
# Communication

- Social interaction and communication is key.
- Regular check-ins & reporting.
- Define goals and targets clearly.
- Agendas for meetings are necessary.
- Follow up meetings in writing, dangerous to assume.
- Even though we are now in a different physical space, we can still connect as colleagues.
- Encourage feedback and discussion.
- Communicate using the options appropriately.



# Health & Safety

- Risk assessment of the remote working environment.
- Are there any Health & Safety risks and can they be mitigated.
- Check with your insurer regarding any potential liability.
- Is the working space and laptop ergonomically designed and tested.
- Are employees aware of their Health & Safety obligations.
- Are employees trained on use of equipment and the terms of agreement.
- Do you have a remote working policy that is fair and equal under the Employment Equality Act.
- Is the Employee Handbook and Safety Statement updated to reflect remote.
- Have you given your employee an updated contract to reflect remote working ...



# Insurance & Allowances

- Make sure you have a policy and it is agreed.
- Even a temporary agreement to cover extra-ordinary business environment.
- Employer can make a payment of €3.20 per work day without deducting PAYE, PRSI, USC or employee can claim at end of the year.
- Covers heating and electricity expenses when working at home.



# Team Motivation & Wellness

- Maintain a good structure to your day , take breaks and finish on time
- Think about yourself the business owner / manager and where you draw your support from.
- Family, friends, business networks, business coaching or counselling.
- Does your health insurance plan have an Employee Assistance Plan.
- Listen to your employees and support as best possible or seek help.
- Simple stuff – lunch meeting, free time for chat, fun stuff.
- Take back the commute time for other things – exercise, reading, etc.
- Communicate, Trust, Connect

# Check List

**Hardware** – laptop, pc, webcam, ipad, phone, headset

**Software** – access to programmes & communications tools

**Data Protection** – is any personal and sensitive data secure

**Health & Safety** – Insurance/Risk assessment/Home office Ergonomics

**Employee Wellness** – listen, support, communicate

**Working Time Act** – Ensure employees take breaks and daily / weekly rest





# Training for Managing Remote Teams



## March, 2020

31 Tue 1 day Managing Remote Workers Training (31st March & 1st April)

## April

2 Thu 1 day Setting Remote Working Up For Success (April 2nd & 3rd)

14 Tue 10am - 12pm Virtual Classroom Essentials Programme - (14th & 17th April)

# Training for Managing Remote Teams

- <https://operateremote.teachable.com/p/communication-for-leaderships/>
- [https://workplaceless.matrixlms.com/visitor\\_catalog\\_classes/show/162541](https://workplaceless.matrixlms.com/visitor_catalog_classes/show/162541)
- <https://remote-how.com/academy/certified-in-distributed-management#apply>



# Taking a Look at the Tools & Apps

- To host meetings
- To interact with Customers
- To interact with your Colleagues
- For hosting Web Conferences
- For collaboration with colleagues on documents etc



# Tools for Working Remotely / From Home



grow remote



These tools start with free plans with which most small businesses will be able to get most things done. As you advance and need further functionality, there are paid tiers. If you need these, they are usually worth the fee. However, start with free plans in all cases and let the large organisations fund your remote working tools!

NAME	Link to Website Click to Open	Web Meetings	Web Conference	Instant Msg / Web Chat	Team Tasks / Action List	Cloud File Storage & Sharing	Online Documents - multi-user collaboration
Google Hangouts	<a href="https://hangouts.google.com">https://hangouts.google.com</a>	👍		👍			
Google Drive	<a href="https://drive.google.com">https://drive.google.com</a>					👍	
Google Docs <small>inc: word, spreadsheets, presentations</small>	<a href="https://docs.google.com">https://docs.google.com</a>					👍	👍
Microsoft Teams (Free)	<a href="https://office.com">https://office.com</a>	👍		👍	👍	👍	👍
Office 365 (Free) <small>Limited functionality of word, excel, powerpoint, teams, etc</small>	<a href="https://office.com">https://office.com</a>	👍				👍	👍
Microsoft OneDrive	<a href="https://onedrive.com">https://onedrive.com</a>					👍	
Slack	<a href="https://slack.com">https://slack.com</a>	👍		👍	👍	👍 <small>(via 3rd party apps)</small>	👍 <small>(via 3rd party apps)</small>
Zoom	<a href="https://zoom.us">https://zoom.us</a>	👍	👍				
Dropbox	<a href="https://dropbox.com">https://dropbox.com</a>					👍	👍
Slido	<a href="https://slido.com">https://slido.com</a>	👍	👍				
Trello	<a href="https://trello.com">https://trello.com</a>				👍		
iDoneThis	<a href="https://idonethis.com">https://idonethis.com</a>				👍		
WhatsApp	<a href="https://whatsapp.com">https://whatsapp.com</a> <small>(mobile app required)</small>			👍			
WhatsApp for Business	<a href="https://whatsapp.com/business">https://whatsapp.com/business</a> <small>(mobile app required)</small>			👍			



Search or type a command

Store Portal > Sales ☆ ... Private

Conversations Files +

**Joni Sherman** 5/18 10:54 AM 5  
 Hey Seattle! How are the sales doing up there? We had a big pickup over the weekend. Same for you?  
 2 replies from Sarah and Eric  
 Reply

**Adele Vance** 5/18 10:55 AM  
 We have been having trouble stacking some of the new product. I guess it's an issue with the packaging on the DG 2000)

**Joni Sherman** 5/18 10:55 AM  
 Oh we had a similar issue, the racks for the old packaging doesn't hold them very well. But they line up on their own pretty nicely so that's what we've been doing.  
 Reply

**Sarah Langer** 5/18 10:55 AM 5  
 Do we know the budgets yet for hiring for the holidays?  
 3 replies from Eric, Debra, and Miriam  
 Reply

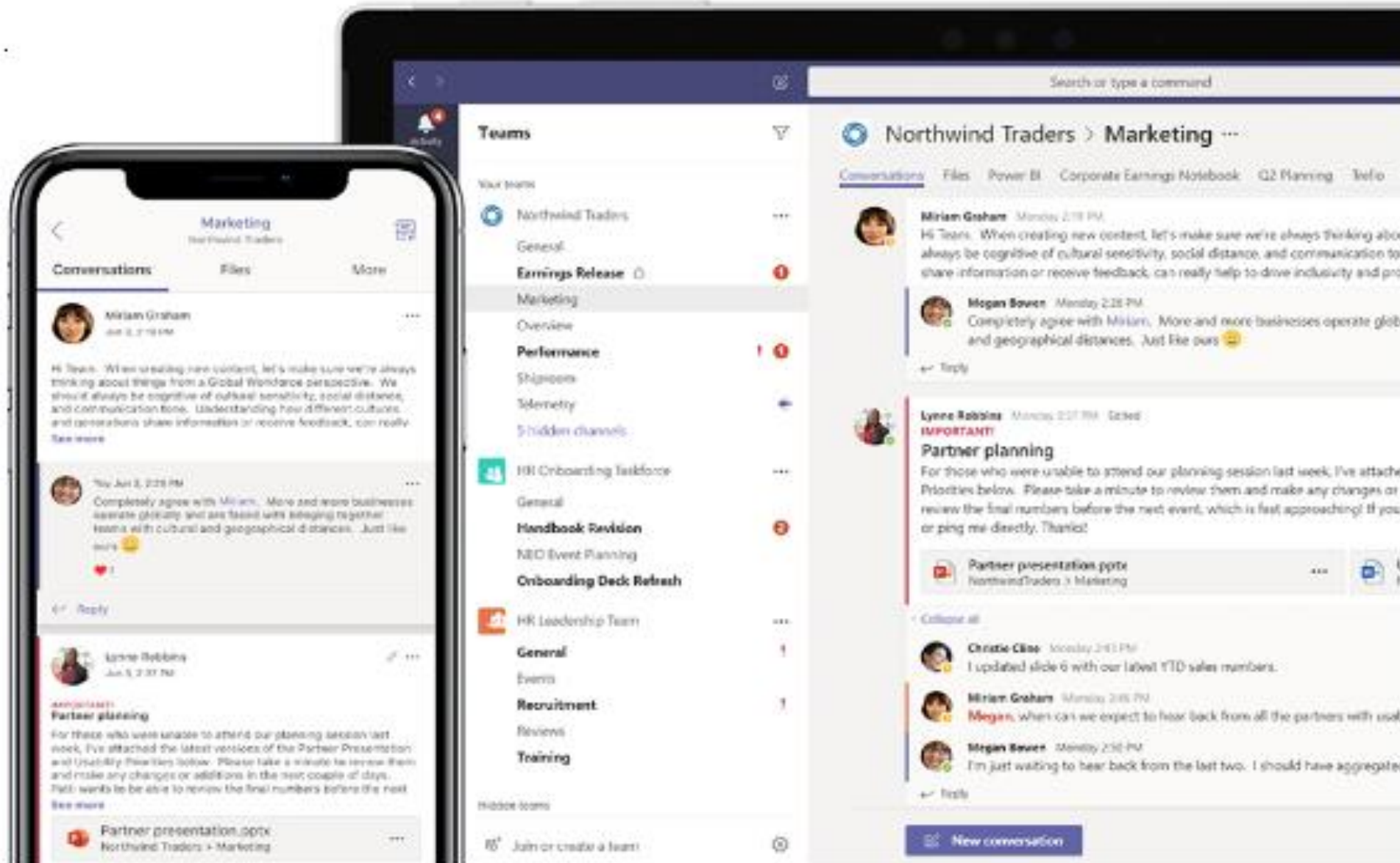
**Miriam Graham** 5/18 10:55 AM  
 New inventory list just added..!

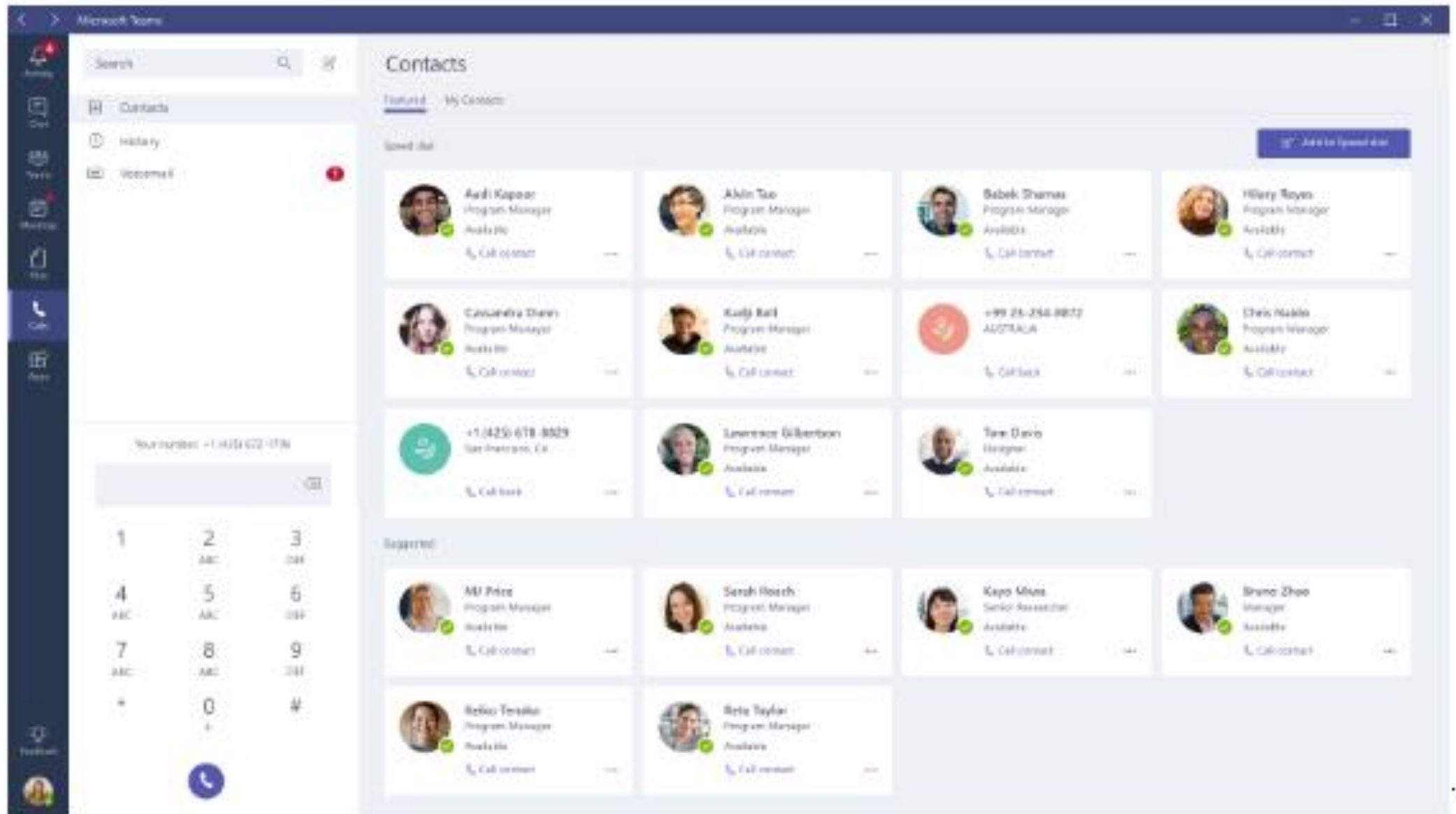
Start a new conversation. Type @ to mention someone.

85 Join or create a team

Type here to search

5:16 PM 6/18/2019







The screenshot displays a Slack workspace for 'Acme Inc.' with a sidebar on the left containing navigation options like 'All unreads', 'Threads', and various channels. The main area shows a conversation in the '#social-media' channel. The messages include a greeting from Zoe Maxwell, a meeting announcement from the Acme Team, a quick note from Harry Boone, and meeting notes from Lee Hao. A details panel on the right provides information about the channel, including its topic, description, and creation date.

**Acme Inc.** Sharon Robinson

**#social-media** 21 | 1 | Track and coordinate social media

**Zoe Maxwell** 11:56 AM  
No! It was my pleasure! Great to see the enthusiasm out there.

**Acme Team** (APP) 12:45 PM  
Event starting in 15 minutes:  
**Team Status Meeting**  
Today from 1:00 PM to 1:30 PM

**Harry Boone** 12:58 PM  
Quick note: today @Liza will join our team sync to provide updates on the launch. If you have questions, bring 'em. See you all later... er, in 2 minutes 😊

**Lee Hao** 12:58 PM  
Meeting notes from our sync with @Liza  
Post +  
**1/9 Meeting Notes**  
Last edited just now

Zenith Marketing is in this channel

Message #social-media

**Details** #social-media

Add Find Call More

**About**

Topic  
Track and coordinate social media

Description  
Home of the social media team

Created on October 18th, 2019

**Members** 21 >

**Organizations** 2 >

**Pinned** 1 >

**Shortcuts** 1 >





# Final Note

- We are in this together
- No one expects perfection
- Perhaps this way of working will work for you in the future
- ‘Necessity is the mother of invention’ ....
- Think about innovative ways to conduct business

| THANK  
YOU!