

Remote Work Preparing Your Workforce for Business Continuity During COVID-19



About FlexJobs



Recruiting & Hiring

Find candidates and hire more efficiently and effectively for your remote, freelance, part-time, or flexible schedule jobs—including from new, untapped candidate pools such as working mothers, millennials, military spouses, freelancers, and others.



Employer Branding

Enhance your brand as an employer of choice and promote it to top talent as a leader in work flexibility through webinars, virtual job fairs, targeted emails, and a variety of other customizable marketing options.



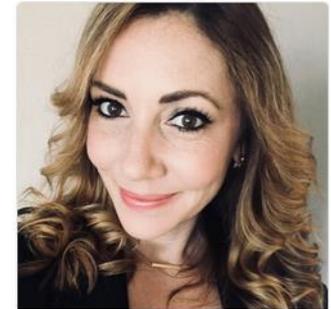
Consulting

Leverage our expertise in a variety of remote and flexible work topics, such as managing remote teams, remote/flexwork audits, team training, candidate assessment and onboarding, SEO recruitment strategies, and more.



Thought Leadership & Relationships

Have FlexJobs as a partner to help connect you with trend information, research, data points, thought leaders, and other organizations to help guide your strategies and support your internal initiatives.



VP of Employer Engagement & Strategic Initiatives

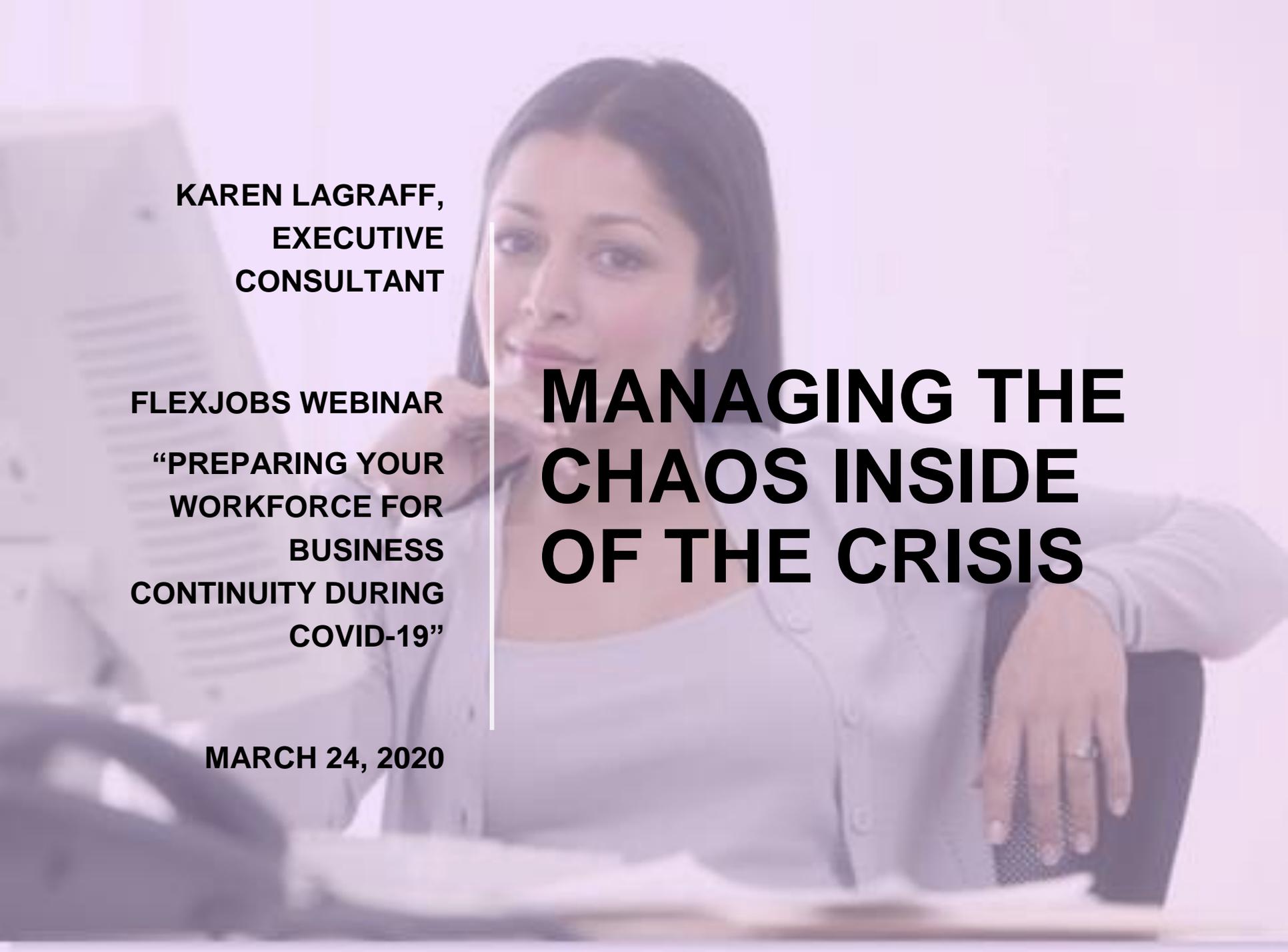
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We want to hear from you!
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**KAREN LAGRAFF,
EXECUTIVE
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FLEXJOBS WEBINAR

**“PREPARING YOUR
WORKFORCE FOR
BUSINESS
CONTINUITY DURING
COVID-19”**

MARCH 24, 2020

MANAGING THE CHAOS INSIDE OF THE CRISIS

Topics for Today's Discussion followed by Q&A

Leadership

- What kind of messaging are you sending your employees? Is it clear, consistent and timely?
- Is your leadership team fully engaged? Do they have the tools they need to effectively lead during this time of uncertainty?
- Have you considered the impact to your company culture now and after the crisis is over?

Policies

- You may not have a formal HR policy on working remotely so what do you do now?
 - Having basic guidelines or a simple checklist may be an effective solution
 - Knowing who to partner with inside of your organization to put something in place quickly and build off of for later

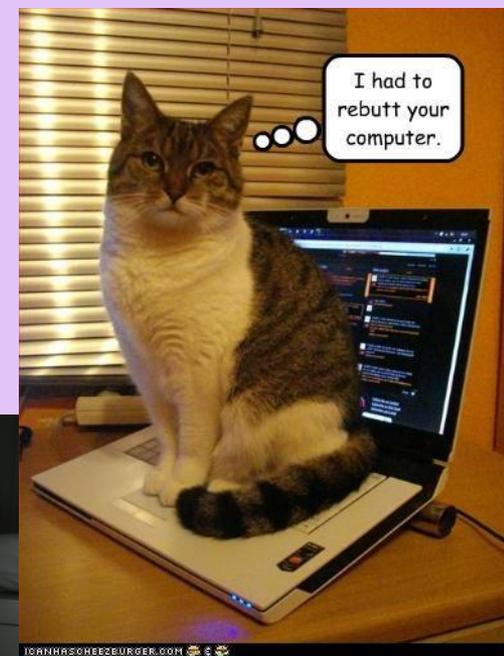
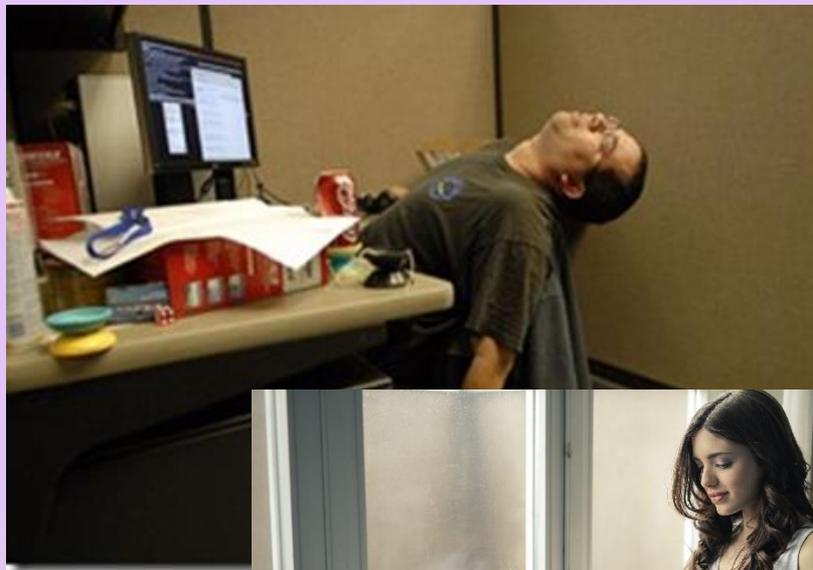
Note: Detailed back-up slides will be provided after the webinar



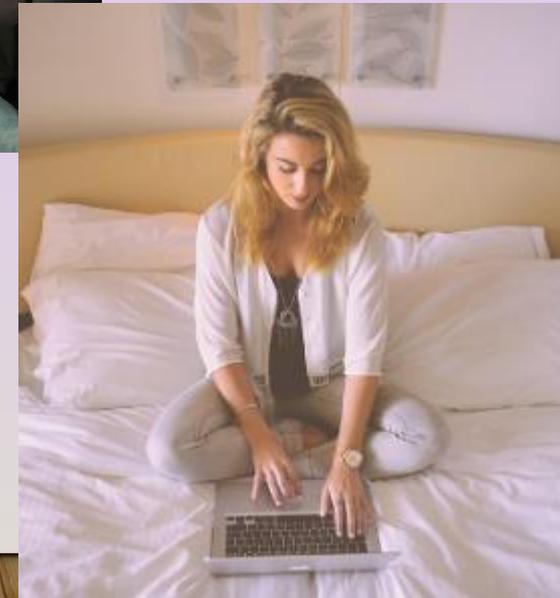
Why listen to me?

- 30+ years of HR management experience, in areas such as compliance, employee relations, compensation and HR transformation
- Worked outside of human resources as a line manager – feel your pain!
- I'm a black belt in Lean Six Sigma and know how to solve problems
- Harmonized several global policies, including one on working virtually for a Fortune 500 company
- Managed remote teams in multiple countries in Asia, Latin America, Europe and North America
- Have been a panelist and keynote speaker on the topic of remote work at several conferences and was interviewed for “The Atlantic” magazine
- I've hosted virtual holiday parties & happy hours! There is a bright side!





WHICH PICTURE CAN YOU RELATE TO?



Leadership

Communications

- This is an opportunity to strengthen your culture and display great leadership
- Make sure you put the well being of your employees and customers first
Acknowledge that we are ALL finding ourselves in uncharted waters
- The rest of your management team is struggling, too
- Acknowledge your customers' needs



Leadership

Specific messaging for employees

They need answers to questions like:

- What do I do if I don't have the appropriate set up or internet capacity?
- What tools do I need to work from home?
- What should I be working on?



Leadership

Impact on Culture

- Employees always remember how they were treated during times of crisis
- Pull on the creativity of employees
- Have you considered the impact to your company culture now and after the crisis is over?
- There will be many lessons learned from this situation
- You will find that employees can be quite productive working from home!



Policies

You may not have a formal HR policy on working remotely so what do you do now?

- A simple checklist with basic guidelines may be an effective solution
- Knowing who to partner with inside of your organization to put something in place quickly and build off of for later
- Once the crisis is over, you'll want to have a solid policy in place for disaster recovery/business continuity, as well as some detailed guidelines on working from home



Policies

Ideally, operational leaders should engage with Human Resources (HR), Information Technology (IT), Finance, Safety, Security, and Legal to cover all bases, but creating is a simple checklist to use that touches on these areas can do the trick for now



Policies

Human Resource Considerations:

- Use common sense – just about any rule for office workers applies to remote workers

Safety and Security Considerations:

- Does the employee have a spot to work at home that is safe and secure with minimal distractions?
- Do you have the employee's location and emergency contact information in case of emergency?
- Keep in mind ergonomic needs



Policies

Operational Considerations:

- Ensure that your customers are aware that your employees will be contacting them from a remote work site, including how and when

IT and Finance Considerations:

- Make sure that your employees have the tools they need to do their jobs

Legal Considerations:

- Given the changing landscape, it's important to engage with legal counsel to ensure compliance with current rules and evolving labor laws



Time for Questions!

We want to hear from you!
Please [Take Our Survey](#)

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Back-up Slides

More details on:

- **Effective Communication Strategies**
- **Leadership and Culture**
- **Implementing Remote Work Policies**

Leadership

Communications:

- This is an opportunity to ***strengthen your culture and display great leadership***. Employees really need clear, specific information right now that is coming from their top leader and so do customers. If you have a communications team pull them in to get the messaging right.
- Make sure you ***put the well being of your employees and customers first***. EVERYONE is worried about their health, their families, friends and their jobs. Acknowledge this and provide support.
- Acknowledge that ***we are ALL finding ourselves in uncharted waters***
- The rest of ***your management team is struggling, too***. They need the top leader to look to and the last thing you need is to have someone on your team telling the employees something different from what you are saying. They are the front line to your workforce – enable them. Multiple emails from different people is confusing.
- ***Acknowledge your customers' needs***, work with to get them what they need from you; communications to customers need to be clear and specific, too

Leadership

Specific messaging for employees:

What should I be working on?

- Consider having a daily call or video chat between managers and their staffs to serve as a touch point. They need guidance just like they do when they are in the office. And it will help build comradery inside the team, sharing ideas, etc. Right now, regular touchpoints with your team is super important to answer questions and alleviate fears
- Avoid the temptation to micro-manage; your employees will not appreciate it. Maintain an element of trust and remember to recognize

What if I don't have the appropriate set up or internet capacity?

- Work with your IT and Finance people to give employees what they need so that they can work from home without technology challenges

Leadership

Specific messaging for employees:

What tools do I need to work from home?

- Be clear on what equipment is going home, having some checklist to know what went home and what may need to come back to the office (laptops, monitors, printers, phones, chairs, etc.)
- Once IT is engaged, ensure that you have collaboration tools set up such as instant messaging and even better something like Slack, but consider video capability, webinars, Zoom, etc. – people are much more engaged if they can see each other.
- People who are working virtual may need to make more effort to stay engaged – easy tools encourages all to reach out and not go it alone.
- Remember this may be new to some, give them clear instructions on how to install and use these tools

Leadership

Impact on Culture:

- ***Employees always remember how they were treated during times of crisis***, and how leaders handled the situation. The last thing employees need to worry about right now is their job. They WANT to have a job when this is all over
- ***Pull on the creativity of employees*** to come up with better ideas on how to keep the business moving while dealing with this crisis. We have seen companies shifting to online ordering and deliveries left on the doorstep of customers, virtual training/interviewing, restaurants offering take-out, doctors doing phone appointments
- ***Have you considered the impact to your company culture now and after the crisis is over?*** Every company should have a disaster recovery plan. Whether it's a pandemic, weather event, political turmoil, etc., a plan should be documented and in place for every company to rely on and implement for business continuity
- ***There will be many lessons learned from this situation*** – pull on your employees to help to be better prepared for the future.
- You will find that ***employees can be quite productive working from home!***

Policies

You may not have a formal HR policy on working remotely so what do you do now?

- A simple checklist with basic guidelines may be an effective solution
- Knowing who to partner with inside of your organization to put something in place quickly and build off of for later
- Ideally, operational leaders should engage with Human Resources (HR), Information Technology (IT), Finance, Safety, Security, and Legal to cover all bases, but creating a simple checklist to use that touches on these areas can do the trick for now
- Once the crisis is over, you'll want to have a solid policy in place for disaster recovery/business continuity, as well as some detailed guidelines on working from home

Policies

Human Resource Considerations:

- Use common sense – just about any rule for office workers applies to remote workers:
- Set objectives/clear expectations and put in writing, have regular one-on-ones to ensure goals are being met, outputs are completed on time
- If your employee is a performance issue and requires more documented output and checkpoints, the same holds true for those working remotely – make sure to have measurable performance metrics
- As long as the employee works for the required time each day (8 hours for example) be flexible with the exact times to allow for at-home needs or adjusting family schedules (especially right now), connecting with people in other time zones, etc; an employee could work from 8-11 am and then 2-7 pm for example; this may vary depending on the level of employee
- Ensure that no workers are violating policies
- Employees still need to report if they are unable to work for any reason (are ill, death in family, child/elder care issues, etc.)

Policies

Safety and Security Considerations:

- Does the employee have a spot to work at home that is safe and secure with minimal distractions? (room with a door, confidential documents or data not left out in common areas; home safety, cords aren't a tripping hazard, equipment connected to a surge protector; company assets aren't left unattended or somewhere they could be damaged or stolen)
- Do you have the employee's location and emergency contact information in case of emergency?
- Keep in mind ergonomic needs
 - Office chair so feet are supported by the floor or footrest
 - Work surface, keyboard and mouse at the same level at seated elbow height; monitor at or slightly below eye level, arm's length away
 - Laptops alone can be used for short periods of time
 - Take frequent breaks to change your posture

Policies

Operational Considerations:

- Have you ensured that your customers are aware of your employee contacting them from a remote work site? You may need to communicate available office hours between employees and customers.
- Help your employees stay organized and help to plan and prioritize workloads

IT and Finance Considerations:

- Make sure that your employees have the tools they need to do their jobs, including equipment, software, secure VPN if required, furniture and office supplies; some items can go home from the office, others may require spend

Legal Considerations:

- Various countries may have laws that require a stipend be paid to work from home, reimbursement for office supplies or other requirements. Given the changing landscape, it's important to engage with legal counsel to ensure compliance with current rules and evolving labor laws