

DOCTOR FBI SERIES #6

MAPPING YOUR JOURNEY: Productivity & Self-Care While Working Remotely

Thursday, April 23, 2020

Donna Goestenkors, CPMSM, EMSP
President – Team Med Global



SPEAKER



Presenter
Donna Goestenkers
CPMSM, EMSP
Team Med Global



THERE IS
always, always,
ALWAYS
something



Mapping Your Journey

Productivity & Self-Care While Working Remotely

APRIL 23, 2020 | 12:00 - 1:00 P.M. CDT



The world is topsy-turvy. Our worries - about ourselves, our families, and our financial stability - are real. Working remotely poses a host of other personal and professional challenges that can leave us feeling lost. Join Team Med Global's Donna Goestenors as she maps out strategies designed to help MSPs survive - and even thrive - while working from home.



WORKING TOGETHER



OBJECTIVES



Identify key elements of a productive remote work environment.



Describe the essential skills it requires to being an effective remote worker.



List strategies for improved connection and communication with remote working MSPs during the COVID-19 crisis.

PREPARE YOURSELF



WHAT IS REMOTE WORK?



we are
here



Working from home: The new “normal”

STATISTICS – REMOTE WORK

- 4.3 Million People Work Remotely (2.7% of Workers)
- 44% = Employers Not Allowing Remote Work
- 16% = Hire ONLY Full-Time Workers
- 77% = Increased Productivity
- 82% = Employees Felt Happier
- 13% = Will Continue in Position for 5 Years or Longer

*Resource: Pre COVID-19
Owl Labs 2019 Survey (U.S. & Global)*



MYTHS – REMOTE WORK

- Lazy Employees
- Loss of Productivity
- Lonely
- Improved Work-Life Balance
- You Can't Be a People Manager
- You'll Have More Self-Care Time



CHALLENGES – REMOTE WORK

- Working Too Much
- Prioritization
- Interruptions
- Lack of Human Contact
- Out of the Loop
 - Inconsistent Communication
 - Delay in Getting Answers



CHALLENGES – REMOTE WORK

- Difficulty in Sticking With a Routine
- Improper Tools/Equipment (Wi-Fi, Monitor, etc.)
- Poor Willpower
- Taking Power Naps
- Calling Uber Eats



BENEFITS – REMOTE WORK

- Employee

- More Convenient
- No Need to Commute
- Save Money
- Increased Comfort
- Flexible Schedule/Hours
- Improved Focus
- More Control of Projects/Schedule
- Personal Project Time
- Decreased Office Distractions

- Employer

- Decrease in Overhead
- Improved Retention
- Expanded Use of Technology





WHAT YOU NEED IN YOUR REMOTE ENVIRONMENT?

OFFICE LANDSCAPE – REMOTE WORK

- Workspace
 - Lighting
 - View (if possible)
 - Minimize Disruption
- Workstation
 - Phone
 - Access
 - Printer
 - Scanner
 - Supplies



TECHNOLOGY TOOLS/COMMUNICATION

- Meetings

- Zoom (Video Conferencing)
- GoToMeeting
- Webex
- Teams
- Skype

- Chat

- Text
- Slack
- LiveChat
- WeChat
- Teams



- Project Management

- Trello
- Asana
- Paymor
- Evernote
- Basecamp

- Workspace (Shared Files)

- Google Drive
- Confluence
- Dropbox



WHAT SKILLS DO YOU NEED TO WORK REMOTELY?

REQUIRED SKILLS – REMOTE WORK

- Organized
- Flexible
- Trust
- Communication
 - Frequent
 - Clear, Concise
 - Team Player
- Self-Motivated
 - Works Independently

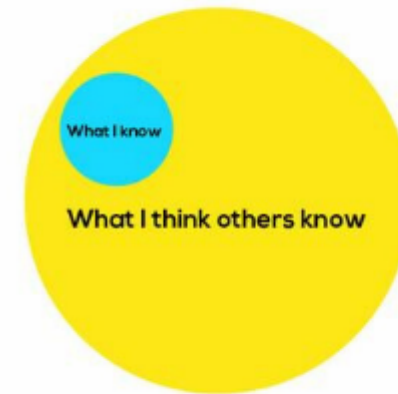


- Research
- Relationship Management
 - Outreach
 - Nurture
- Proactive
- Time Management
- Meet Deadlines
- Self-Management
 - Balance
 - Confidence

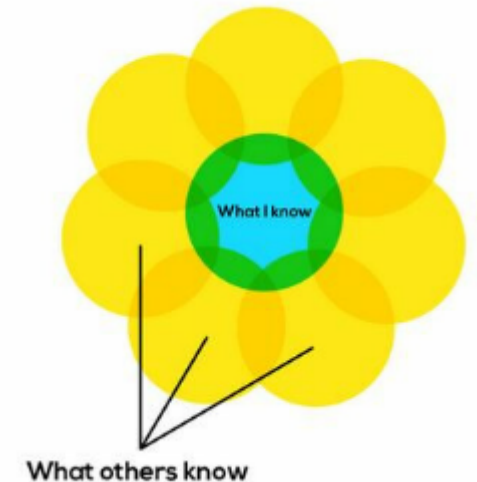
EMOTIONAL RISK – REMOTE WORK

- Skeptical – “This Won’t Work”!
- Imposter Syndrome
 - Feeling Underqualified
 - Feeling Unworthy
 - Fear of Being Exposed as a Fraud
 - Downward Spiral of Self-Doubt
- Loneliness
 - Isolation
 - Disconnection

Imposter Syndrome



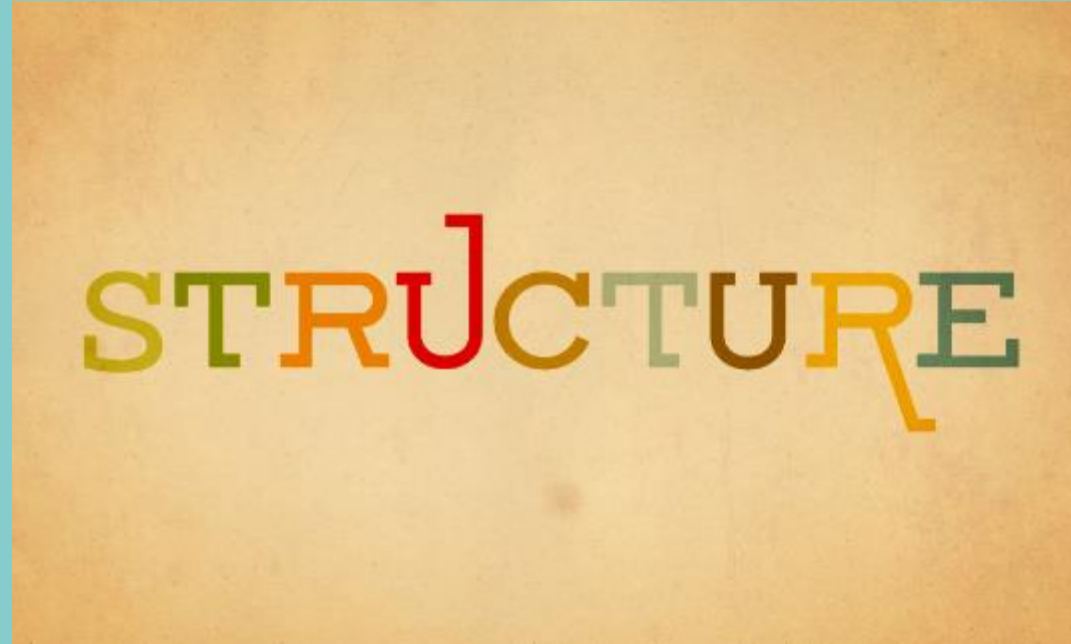
Reality



EMOTIONAL RISK – SOLUTIONS

- Positive Self-Talk
- Demonstrate Empathy
- Produce Honorably
- Stay Active
- Balanced Diet
- Drink Water
- Work at Staying Connected
 - Blend of Work & Social





WORK FROM HOME POLICY

TYPES OF EMPLOYEE WORKERS

- On-Site
 - Exclusively On-Site Employee Worker
- Remote
 - Exclusively Off-Site Employee Worker
- Hybrid
 - Combination of Off-Site/On-Site Employee Worker



REMOTE WORK POLICY



- **Policy Purpose**

- Our Employee remote work policy outlines our guidelines for employees who work from a location other than our offices. We want to ensure that both employees and our company will benefit from these arrangements.

- **Eligible Stakeholders**

- This policy applies to employees whose primary work location is not at our offices.

- **Policy Elements**

- Working from home for a maximum of [*two days*] or working from home certain days a week on a recurring basis.

REMOTE WORK POLICY



- **Remote Working Agreement**
 - Employees may work remotely on a permanent or temporary basis.
 - Permanent remote work employees should indicate their primary working address in a remote working agreement. This contract will also outline their responsibilities as remote employees.
 - Office-based employees may also work remotely for a maximum of [*two consecutive weeks*] per year. Eligible employees are those who have been employed by our company for at least [*a year.*] Employees who are new parents or suffer from short-term/long-term disability may agree to longer periods of remote working with their manager and HR.
 - Office-based employees may also revert to permanent remote working in cases of relocation. HR will assess their eligibility on a case-by-case basis.



REMOTE WORK POLICY

- **Remote Working That Works**
 - To ensure that employee performance will not suffer in remote work arrangements, we advise our remote employees to:
 - Choose a quiet and distraction-free working space.
 - Have an internet connection that's adequate for their job.
 - Dedicate their full attention to their job duties during working hours.
 - Adhere to break and attendance schedules agreed upon with their manager.
 - Ensure their schedules overlap with those of their team members for as long as is necessary to complete their job duties effectively.
 - Team members and managers should determine long-term and short-term goals. They should frequently meet (either online or in-person when possible) to discuss progress and results.



REMOTE WORK POLICY



- **Compensation and Benefits**

- Compensation is determined by job role. Health insurance, PTO and other individual or group benefits are not altered by a remote working agreement.
- Remote employees will also receive [\$100] per month as a remote-working allowance to cover office-related costs (e.g. electricity and rent). Occasionally, we may pay for our remote employees to visit our offices.

- **Equipment**

- We will provide our remote employees with equipment that is essential to their job duties, like laptops, headsets and cell phones (when applicable). We will install VPN and company-required software when employees receive their equipment. We will not provide secondary equipment (e.g. printers and screens).
- Equipment that we provide is company property. Employees must keep it safe and avoid any misuse. Specifically, employees must:

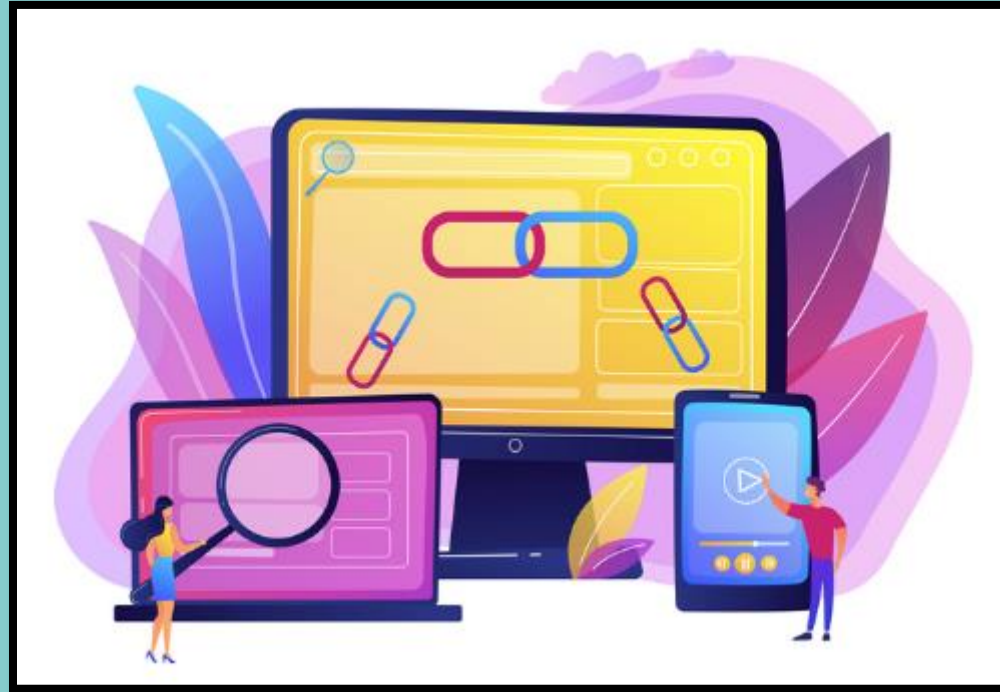


REMOTE WORK POLICY

- **Equipment (continued)**
 - Keep their equipment password protected.
 - Store equipment in a safe and clean space when not in use.
 - Follow all data encryption, protection standards and settings.
 - Refrain from downloading suspicious, unauthorized or illegal software.
 - HR will discuss insurance needs with employees. Employees may have to take up homeowner's insurance to cover the cost of company equipment. HR may reimburse a portion of the coverage when applicable.



END



LIST STRATEGIES TO ENHANCE CONNECTION AND COMMUNICATION WITH REMOTE WORKING MSPS

CONNECTION REMINDERS

- Be Proactive in Communicating With Team
- Schedule Daily Huddles
- Set Expectations from the Start
- Practice Empathy
- Ask for Communication Preferences
- Avoid the Temptation to Micromanage
- Adopt new Communication tools
- Watch Your Tone
- Prioritize Video/Conference Calls
- Encourage Frequently



POWER THOUGHT!





MAY 21, 2020
12:00 P.M. - 1:00 P.M. CST



BUILDING BRIDGES

Making a Multigenerational Workplace Hum

Communication and trust are key to team effectiveness, yet it can be challenging to build relationships across the four generations that exist in today's workforce. Join Donna Goestenkers, CPMSM, EMSP, and Stephanie Russell, CPCS, CPMSM, in examining generational characteristics, unpacking hidden biases, and leveraging generational knowledge to fuel success.

Mark your calendar for the next *sympplr* webinar!



The CVO that works for you.



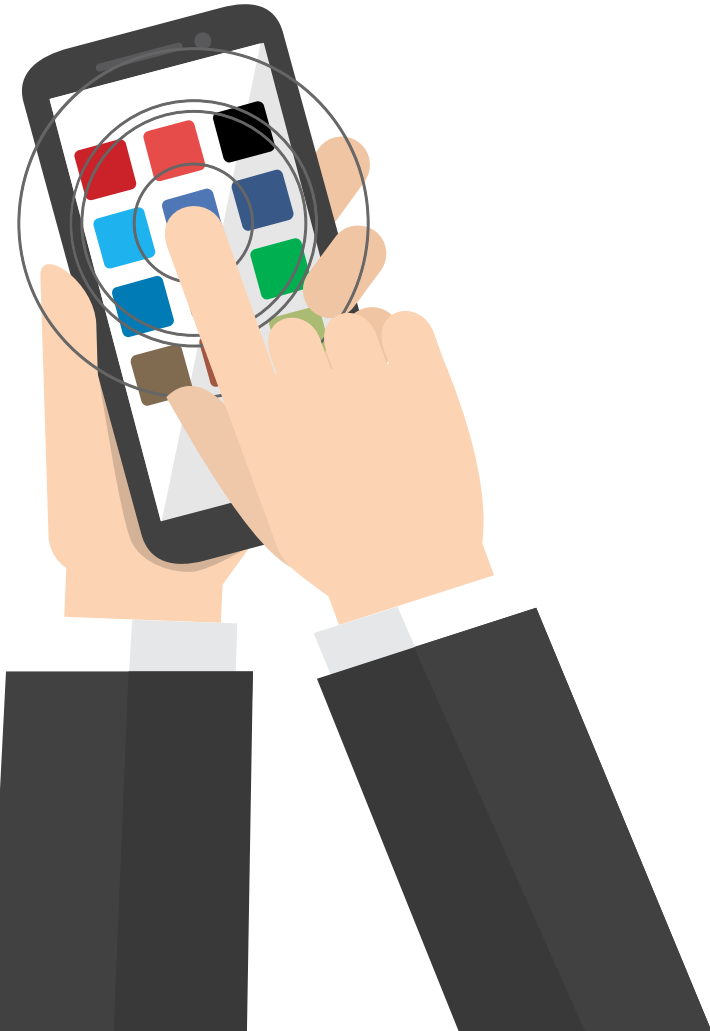
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CONTACT US

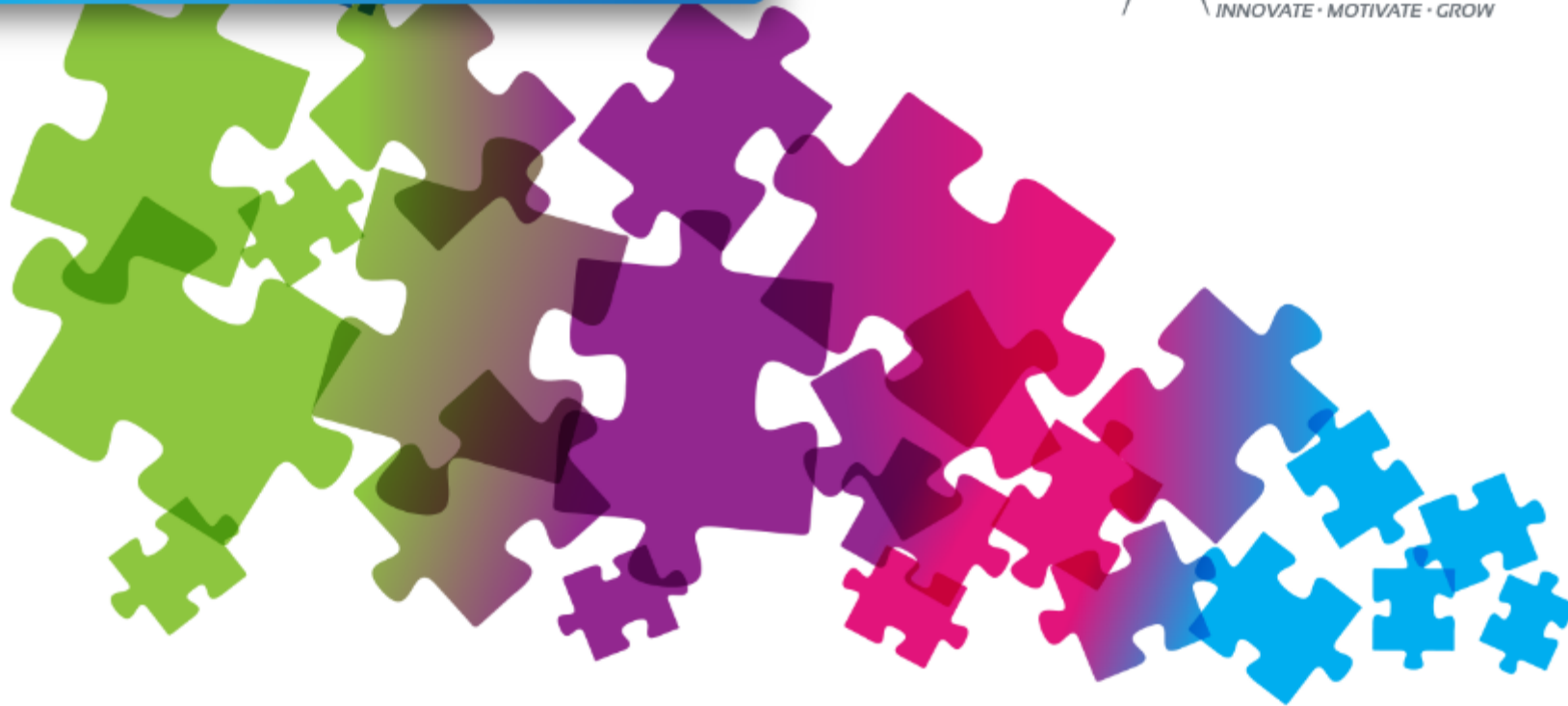


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EXECUTIVE MSP

Competency Formula



Knowledge + Skill + Impact = COMPETENCE



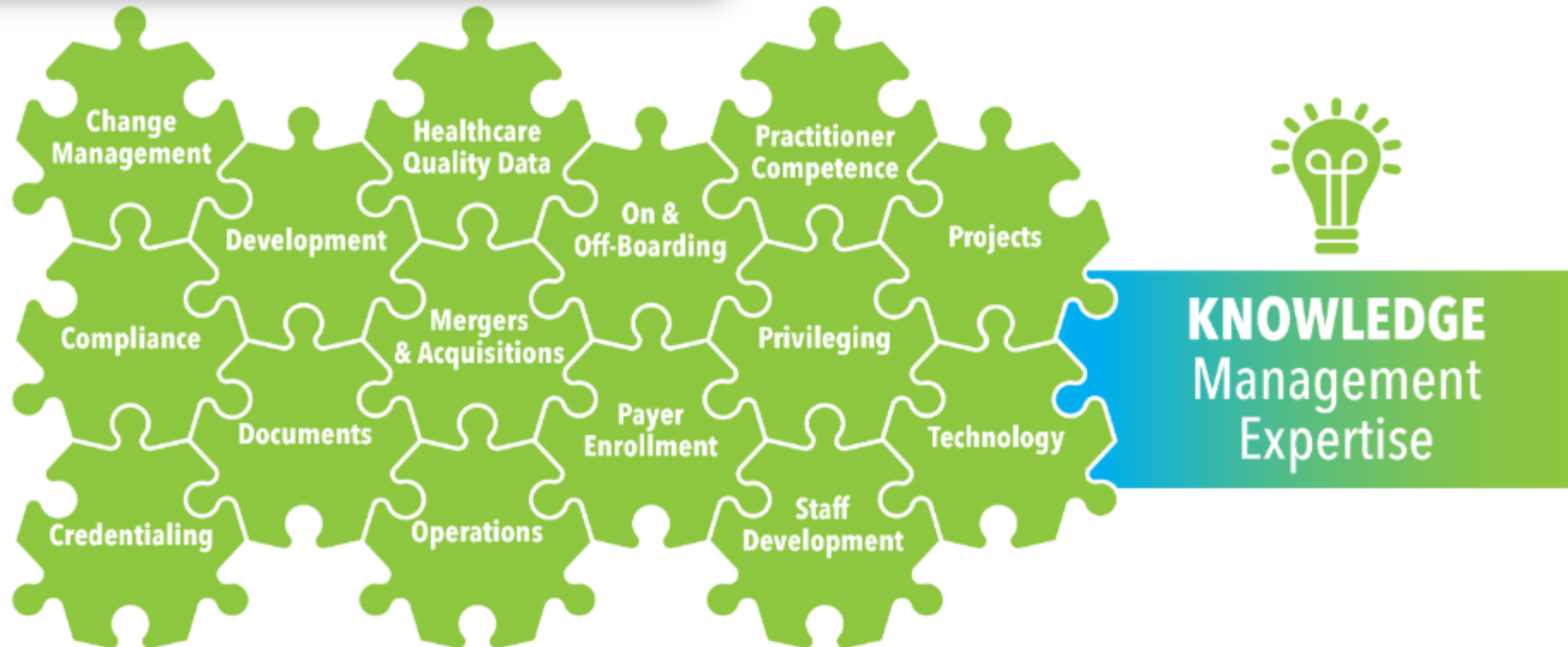
EXECUTIVE MSP Competency Model



Knowledge + Skill + Impact = COMPETENCE



EXECUTIVE MSP Competency Model



Knowledge + Skill + Impact = COMPETENCE



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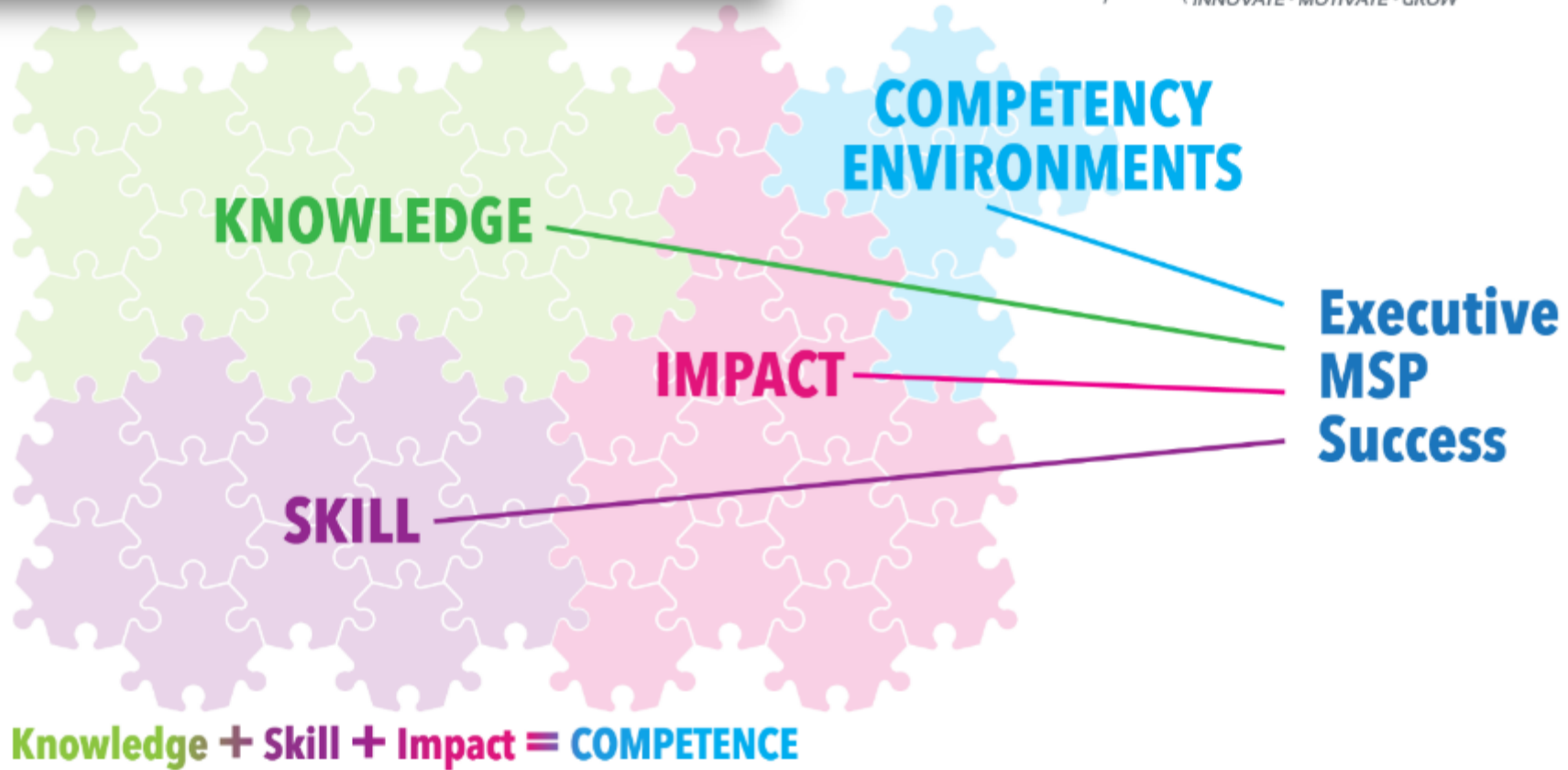
EXECUTIVE MSP Competency Model



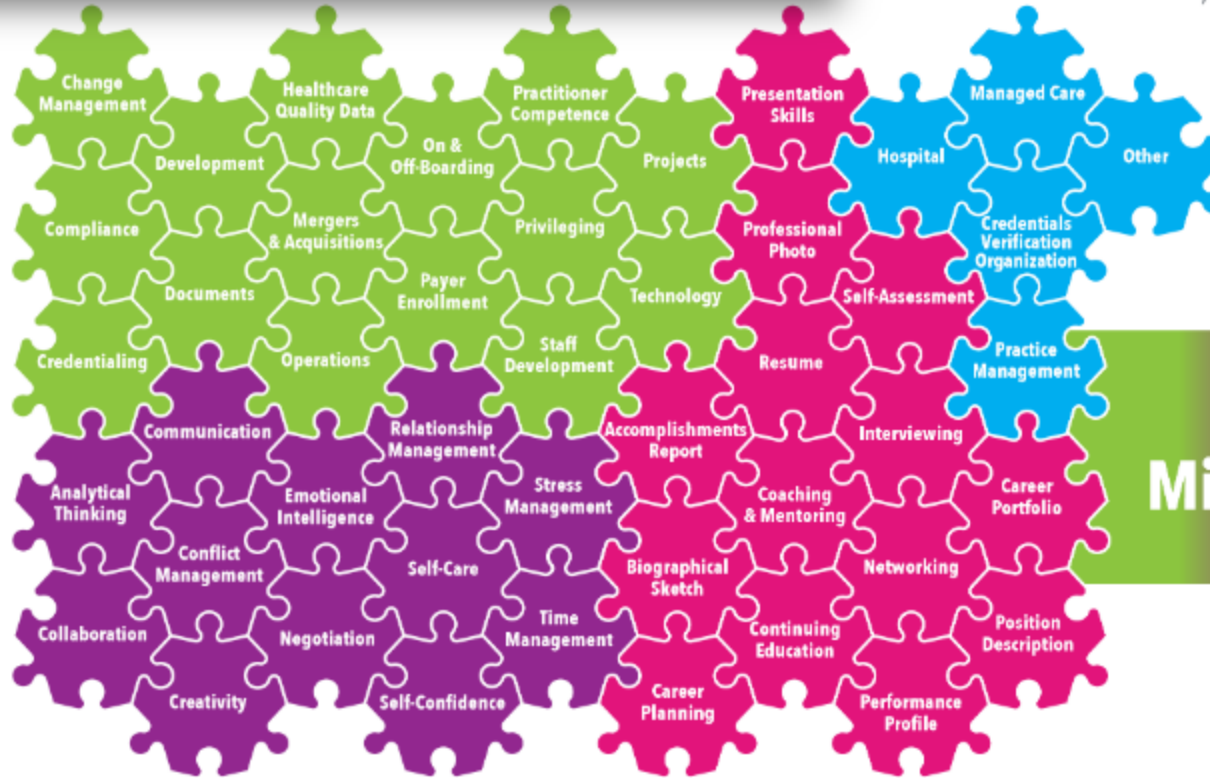
Knowledge + Skill + Impact = COMPETENCE



EXECUTIVE MSP Competency Model



EXECUTIVE MSP Competency Model



Which Pieces are
Missing in Your Puzzle?

Knowledge + Skill + Impact = COMPETENCE



LET'S STAY CONNECTED

WEBSITE



RESOURCES



NEWSLETTERS



THANK YOU!

