



# Remote Work Playbook

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# It Will Be Hectic

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## First Week Problems

- New tools and tech problems: Seek help immediately! Soldiering on makes you less effective than calling in the cavalry.
- Adapting your schedule: Remote Work  $\neq$  Flex Time. It is easy to feel adrift and lose focus when work is no longer defined by location.
- Lack of comradery: The loss of the water cooler and hallway talks can lead to feelings of isolation. The short term solution is use video frequently.
- Setting up your workspace: Worse if this is forced work from home, but doable. Try to find a quiet corner of your home that is presentable in a video call (or use a green screen).
- Noise issues: Pets, children, and that squeaky overhead fan. In the short term everyone needs to be understanding of it while working to minimize the sources.



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# Keys to Collaboration

## Practice Makes Perfect

Like anything in life, practice with the technology as part of your preparation before important calls or meetings. Fumbling through the first few times is understandable, especially if the transition to remote work was abrupt. If you are unsure of how to utilize the tech, or don't know what features it has don't be afraid to contact us. We can help with training and make sure your presentations are flawless.

## Use Video as Much as Possible

Video helps remove distraction by providing a focal point. It will also help you be more in the moment when presenting. Even on simple calls with co-workers use video! It helps humanize the interaction and remind the other caller that there is a real person there. It also helps take the mystery out of communications. Everybody has received the "is this passive aggressive or oblivious?" email.

## Use Status Updates

Many collaboration solutions support a rich user statuses. Make sure to update them! Everyone has been waiting on the person "at lunch" for 3 hours when they have been available the entire time.



# Understand Your Performance

Work with management to ensure you have clear measurable KPIs.  
Every KPI should have:



Simplicity



Alignment with organizational goals



Relevance



Measurability



Achievability



Timeliness



Visibility





# Voice Objections Early & Often

- Remote workers can feel isolated from decisions, more so when they work for hours on a specific project with little outside input. This makes voicing objections even more critical as the issue can fester and grow out of proportion by the time it is addressed. Voicing objections early allows us to correct the course of the ship without turning it around.
- Disagreement also feels different remotely. It is easy to read or write with tone that was unintended. As such, don't take disagreement personally. It's disagreement, not dislike!
- Objections/Disagreement do more to move projects forward than hold them back. It invites discussion and helps identify any road blocks before we blithely walk into them.



# Cyber Security



- You are not the last line of defense, but you are the best line.
- Be aware of increased attempts of phishing. If something seems awry, stop immediately and report it.
- Use your work computer solely for work. This will also help you focus.
- Utilize the technology provided. If you need other tools, communicate that with BTS/your manager. Random 3<sup>rd</sup> party tools have not been vetted.
- During uncertain times (COVID-19) be aware that hackers will prey upon uncertainty and panic. Keep a level head.





# Document Updates

This quick guide is a living document to get you started on your remote work journey. Reader feedback/questions/stories are greatly appreciated and help build out the playbook to benefit everyone.

If you would like to share, please contact William at

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