



GET THE MOST  
FROM YOUR TEAM  
WHEN THEY'RE  
WORKING REMOTELY

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# COMMUNICATION COLLABORATION CLARITY

## THE RISE OF THE REMOTE WORKFORCE HAS BEEN HAPPENING FOR YEARS

With a continual increase in off-site workers confirming that it's much more than a passing trend.

According to the ONS Labour Force Survey (May 2019) the number of people working from home in the UK has risen from 884,000 to over 1.54 million in the past decade.

For many, this new found flexibility has not only created more opportunities but enabled them to think more clearly and increase productivity. Technology has undoubtedly been the catalyst for this

evolution, changing everything from the way we access information to how quickly we can get through our to do lists.

Studies have also shown that when employees are able to work from home they're happier, which in turn boosts morale and retention rates.

But while remote working has become an expectation rather than just an occasional perk, many managers are still struggling to keep up.

So, how do you keep an eye on your team and make sure everything's going according to plan when you're in completely different places? And how do you know that "working from home" doesn't just mean "having a skive day in front of the TV"?

It all comes down to a combination of effective leadership and the right technology. Whether you're managing a small team or running a huge corporation, the right set-up and approach will help your business reap the benefits of remote working and create an environment of freedom and trust.



Here's our advice for leading remote teams.

# START WITH YOUR PEOPLE SKILLS

Sure, technology is great, but you'll still have to use your people skills to get the most out of your team when they're not in the same location as you.. It's easy to think that when people are working remotely you can just leave everything to your all-singing, all-dancing software to manage stuff for you. But remember computers can't replace bosses (yet).

[Here are 5 suggested rules >](#)



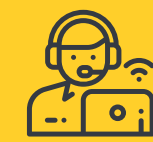
## 1. Stop watching the clock

Gone are the days when managing staff meant making sure they clock in at 9am on the dot. Unless there's a specific requirement to be available for customers during certain hours, today's workplace is a lot more flexible. One of the brilliant things about remote workforces is that you now have access to a whole new group of talented people who might have otherwise been too restricted by personal commitments to be tied to a desk from 9 to 5. Those people can do a great job and bring a whole new outlook to your business. So instead of measuring time start measuring results. You might be pleasantly surprised.



## 2. Build connected teams

Working from home doesn't have to mean working alone. One of the downsides of being out of the office on a regular basis is isolation, so always remember to keep remote workers in the loop with what's going on and encourage teamwork. Great things happen when people feel connected and are given a platform to share ideas and workloads wherever they may be. No amount of tech can really replace human communication.



## 3. Stay in touch

When people are working remotely you can't just have a quick update in the coffee room or pop over to their desk for a chat, so it's up to you to maintain regular communication. Very few people like to be micromanaged, but it can be equally frustrating just being left to get on with it. It's common for remote workers to feel rudderless, but that's down to poor management. It's your job to make sure everyone knows what's expected of them, so be sure to keep communication lines open and build in time for regular updates.



## 4. Remember inclusivity

People who work remotely every day can easily get forgotten about, so remember to offer them the same opportunities as your on-site staff. Freelancers and contractors still like to be invited to staff parties and outings, and it's important to keep that in mind when you're organising events. They might not be able to attend every outing, but asking the question will go a long way towards building loyalty.



## 5. Promote balance

Remote workers can easily get caught up in tasks that others would shelve when 5pm comes. Being separate from a busy office with all its daily comings and goings can often mean they're still studiously working on projects well into the night, which can quickly lead to burnout. Getting the work/life balance right is important for everyone, so encourage your remote workers to take regular breaks and be kind to themselves.



Once you've got your company attitude and communication methods right, you'll need to equip your remote workers with the tools they need to do a great job. Part of being a good manager is about ensuring staff can work efficiently on their own initiative, and this is particularly true when it comes to home working.

You'll need to use software and devices that are easy to use, secure and portable. And don't forget to ensure they're updated just as regularly as your office-based kit.

[Here's some of the technology that can make remote working a breeze >](#)



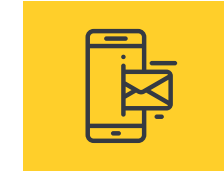
### Web conferencing

Anyone who's ever tried to organise multiple diaries to get a group of people all in the boardroom at once will understand how tough it can be. The beauty of web meetings is that you can get as many as 10,000 attendees all together at once, from any location with an internet connection. It's not just for the big ideas either. If there's something remote workers need to discuss they can just jump on a video call and crack straight on with their work without having to wait days for an email response.



### Online file sharing

This is a biggie for anyone working remotely - few things are more frustrating than trying to access a document that's locked for editing by someone in the office. With online file sharing you'll be able to create notes, respond to queries and collaborate on documents on the go without waiting for them to become available or playing email ping-pong.



### Instant messaging

Texting has been part of everyday life for nearly two decades, so it's only natural that today's workforce expects mobile messaging to be available for work, too. It's great for communicating with colleagues and getting fast answers. And can go a long way towards cutting the costs of calls and meetings.

Microsoft Office 365 is packed with tools specially designed for remote working. The Business subscription includes communication tools like Skype, Yammer and Teams; an instant chat service that allows you to chat and share notes on projects on the go.

But it's not just about collaboration. Office 365 also includes an easy to use admin portal for seamless team management and organising your systems more efficiently too. With just a few clicks you can create and manage user roles, set passwords/multi-factor authentication, access individual user drives, organise mailboxes - and much more.

Office 365 is great for managing, organising and growing a modern organisation, tackling all the common problems that come with not seeing people face to face. And enabling you and your team to all be singing from the same hymn sheet.

## TECHNOLOGY



With expert assistance, you'll be able to create a highly flexible, scalable and efficient home work environment that includes:

- Enterprise-class emails for all staff
- Quick, easy scheduling and online presence management
- Seamless internal communication
- Automated processes and procedures
- Clear, intelligent reporting
- Instant file sharing and editing
- World class productivity tools

With the right strategy and technology in place, combined with your brilliant people management skills, you'll soon begin to reap the many benefits of remote working.



Contact us today to discuss how your business uses remote working. And let us suggest a strategy to make life easier for you and your team.

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