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Making the most of working from home

Using technology effectively to be productive, collaborative, and secure in a hybrid workplace

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Which best describes your experience with Zoom webinars?

- I participate them in ***regularly***
- I've participated in them ***occasionally***
- I've ***never*** used it

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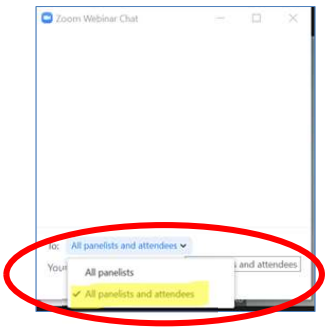
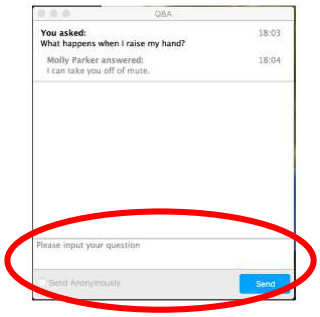
Zoom housekeeping

Use **chat** to share ideas & input with ***each other***:



Use **Q&A** to ask questions of ***me***:



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What technology enables, now as ever…

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This is challenging. But there's some upside.

- Forced digital transformation will serve us post-COVID
- Benefits of remote work
- Resilience and readiness for the next time (knock on wood)
- An opportunity to re-assess priorities & add new value

What's been a "silver lining" of your organization going virtual?

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Technology is rarely the full problem or the full solution…

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Which best describes your status with regards to return to the workplace?

- We are considered essential so always had staff in workplace
- We began returning to the workplace on May 20
- We are waiting until later to return to our workplace

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To discuss today

1) The basics for remote work (infrastructure & security)

2) Managing & collaborating with remote teams

3) For Further Learning and Q&A

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What method has your organization ***primarily*** used to enable employees to access mission-critical files and applications remotely?

- Our critical business files and software were already in the cloud or we quickly moved them there, so we've been accessing them there
- We're using a Virtual Private Network (VPN) to tunnel into office servers/systems
- We're using Remote Desktop Services (like LogMeIn or TeamViewer) to access computers in the office (ex: the computer running QuickBooks)
- Combination of the above
- I'm not sure

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Connect to mission-critical files & apps

- Ideal: Cloud productivity suite (including shared cloud file storage)
  - Office 365 (which includes Teams) or Google Suite
  - OK: Box, Dropbox, Etc. (but NOT personal versions)
- Less secure/simple but may be needed for certain users or systems:
  - Virtual Private Networks
  - Remote Desktop Service (ex: LogMeIn, TeamViewer)

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Access to computers

- **Ideal**: Employees use org-issued devices with cloud productivity suite & antivirus
- If staff *must* use their own:
  - Apply pending/current updates to OS, Office, browsers, java, flash, Adobe, etc.
  - Run virus definition updates daily
  - DON'T store files, data, passwords
  - Secure Wi-Fi (not with factory issued network & PW); consider hiding network
- Implement a telework policy (TechSoup.org & PrepareRespondServe.org have samples)

Post C19 Tip: Procure *laptops* vs. desktops when possible
Resource: techsoup.org/refurbished-computers-catalog

Telework Information

Employees approved for telework must complete all the information on this page. The following chart describes the telework terms to be observed, as agreed upon by the employee and the employee's supervisor:

Assignment:

Please check the box **or** complete the following table:

☐ My usual work location is at the 501 Commons' office. I will only telework on specific occasions (e.g. illness, inclement weather) or if directed by my supervisor.

Location The employee agrees to work at the following location:	
Teleworking Days The employee will telework on the following days:	
Work Hours The employee agrees to work during the following hours:	
Assignments The following assignments are to be completed by the employee while teleworking:	
Equipment The following equipment is being provided to the employee by the organization for teleworking purposes:	
Services The following services are being provided to the employee by the organization for teleworking purposes:	

Workspace Safety and Security Guidelines

	Employee: Check the box to the left to acknowledge that you have received these guidelines on maintaining a safe and secure workspace.
1.	A safe exit path from the work area exists
2.	A working smoke detector/alarm is located near the work area.

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Follow security best practices

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- Get training to recognize phishing & other forms of cyberattack (& protect *physical* access at home too!)
- Use long pass-phrases, but NOT the same one everywhere! (ex: MyD0gSp0tLikesB0nes123)
- Change passwords IF they are compromised
- Enable Multi-Factor Authentication ("MFA")
- Use a password manager

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Now is the time to…

- ☑ Get telework/BYOD policies in place *(sample BYOD policy: communityit.com/byod-policy-template)*
- ☑ Migrate mission critical files to the cloud (& organize them!)
- ☑ Check if other software you use has cloud versions available
- ☑ Replace desktops with laptops
- ☑ Confirm, document and test file back up & restore procedures
- ☑ Implement MFA where possible
- ☑ Get trained to recognize cyber attacks

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Is your organization using one of these cloud-based productivity suites to enable your core productivity work with remote/hybrid teams?

- Microsoft Office 365 (incl. Microsoft Teams)
- G(oogle) Suite for Nonprofits
- Slack
- We don't have a cloud-based core productivity suite
- Other or a combination of the above
- Not sure

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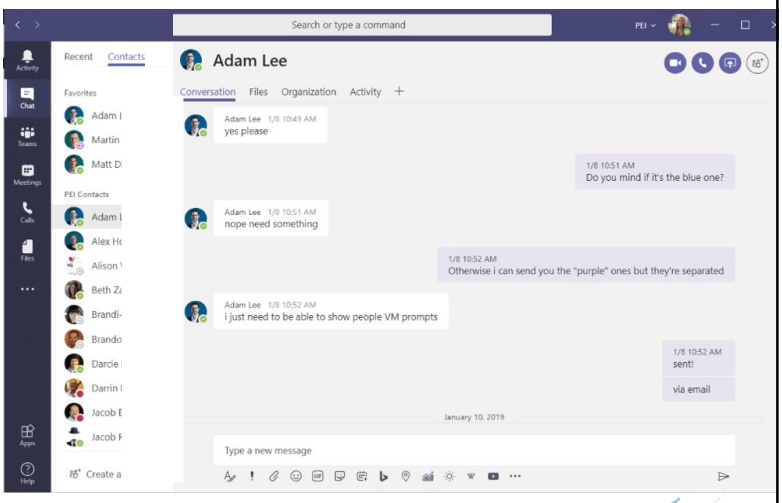
Remote access is just the beginning

In virtual world, email & phone are NOT enough…

- Video is important, but don't need for EVERY meeting
- Presence & messaging/chat help with productivity & "informal" connections
- Microsoft Teams or Slack pull everything into one spot



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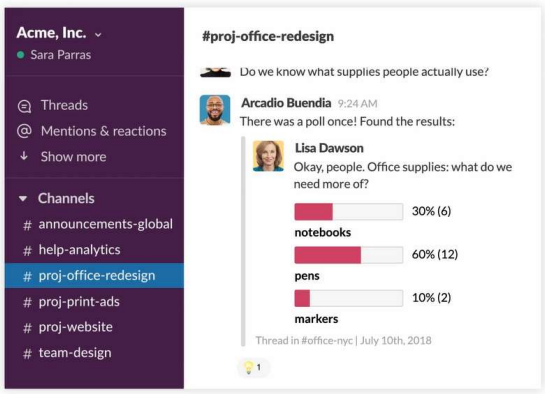
Productivity suites ease collaboration

BEST: G Suite and Microsoft 365 are 'one-stop shops' for:
- Productivity software & email
- Messaging (channel chats & direct IMs)
- Video calls/meetings
- File sharing (w/ back-up) & collaboration
- More…

Microsoft Teams, Slack, & Zoom use "Channels" to allow for project or topic focused conversations
- Channels for departments or projects
- Org-wide channels good for updates (ex: C19 updates)



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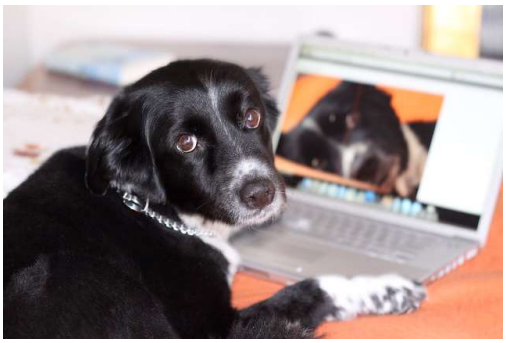
Managing remote/hybrid teams



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TIP: One of the biggest misconceptions about managing remote staff is that it requires an entirely different skillset. Not true!

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Managing remote/hybrid teams

Managing productivity – how do I know if they are working?

- Be clear on priorities & clearly define (or re-define) success – may be more near-term now
- Help each person create most productive structure
- Measure the *work*, not the time

Be mindful of work-life balance & lead by example

- "Same storm, different boat"; increased need for grace
- Establish core "availability" hours
- Schedule emails to send during work hours & use email signatures & "auto-responders" to signal hours
- Give folks a clear way to ask for extra support

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Which best describes your situation with regards to virtual work going forward?

- I will continue to work remotely for the foreseeable future
- I will work in a hybrid model – some days in the office, some days remote
- I am or will be back at the office full time soon

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Thriving in WFH environment

CHAT IN: One tip, tool, or tactic that has helped you while working from home?

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Thriving on remote/hybrid teams

- Frequent check-in's are more important
  - Schedule & keep regular 1:1s – likely more important now than ever
  - Daily 'stand-ups' are short, but keep teams coordinated & connected
  - Video ON whenever feasible – connection & inclusion
- Continue to support healthy team culture
  - Celebrate milestones & small-wins as you might in the office
  - Schedule time for personal check-in's and updates
  - Consider a "water cooler" of "For fun" channel on Teams, Zoom, or Slack

Tip: Establish norms/guidelines on when to chat/IM vs. post in channel vs. email vs. call

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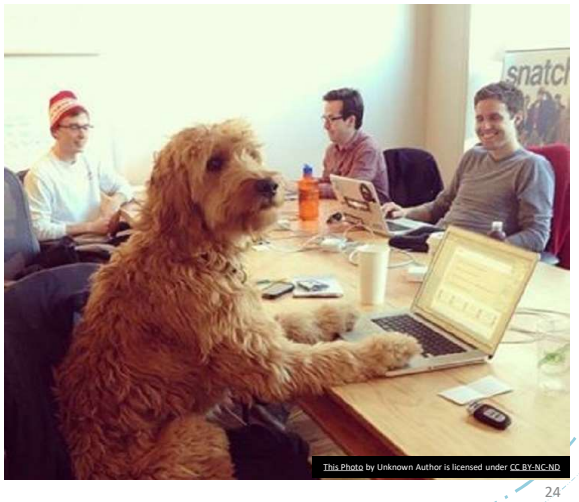
Thriving on remote/hybrid teams, cont.

Good meeting "hygiene" is even more important…

- Group meetings together to leave time to focus
- Have a clear goal/agenda
- Limit 'same brain' multi-tasking
- Manage meeting size & length
- Start and end on time



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Now is the time to…

- ☑ Check in with your team/ manager on how you're doing with WFH and clarify priorities
- ☑ Reflect on which employees are suited to &/or want to continue working from home
- ☑ Practice using the tools available to you while establishing norms
- ☑ Assess meetings & meeting habits

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Resources on COVID-19 & #NPTech

- PrepareRespondServe.org: "Jump start", low-cost resources, telework policy sample
- Free Cyber Security course – techimpact.org (until Jul 10)
- From TechSoup:
  - COVID-19 resource: page.techsoup.org/covid-19-resources
  - Security page: page.techsoup.org/nonprofit-security
  - Fundraising during C19 page: blog.techsoup.org/posts/fundraising-in-the-time-of-covid-a-techsoup-roundup
  - Disaster Planning resources – techsoup.org/disaster-planning-and-recovery
- Free LinkedIn Learning courses for C19:
  - learning.linkedin.com/blog/linkedin-learning-resources/free-linkedin-learning-resources-to-help-you-navigate-the-impact
- Microsoft COVID-19 resource guide for nonprofits: microsoft.com/nonprofit

Maximize Efficiency and Productivity of Remote Work

New to working from home? These courses provide work/life hacks that can help you create a productive remote work environment, optimize your schedule for peak productivity (including meaningful breaks to help you avoid burnout), and show up the way you want to on video conference calls:

- Working Remotely – 1 hr
- Time Management: Working From Home – 1 hr 25 min
- Productivity Tips: Finding Your Productive Mindset – 59 min
- Executive Presence on Video Conference Calls – 34 min

Manage the Impact of Adjusting to Your New Work Environment

Your well-being is inextricably linked to productivity. The transition from an office environment to a remote work environment can throw us off balance. Learn how to bounce back and shift the relationship with your stress response with the help of these courses:

- Thriving @ Work: the Connection between Well-being and Productivity – 41 min
- Managing Stress for Positive Change – 57 min

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Other favorite resources

Podcasts (bite-sized):
- Marketplace Tech (by APM) – ~10 min daily
- WSJ Tech News Briefing – ~10 min daily

Podcasts (meal-sized):
- sgENGAGE (C19 series) – 20-30 min
- Using the Whole Whale Podcast – ~30-45 min

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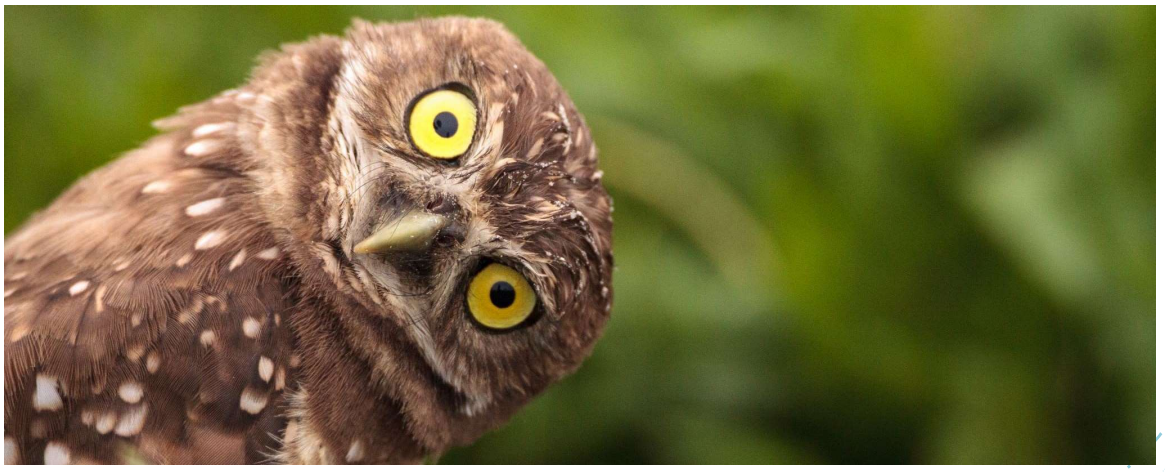
Questions?



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