



VTT GLOBAL

Strategy & Management Consultants

Engage . Empower . Innovate

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WFA

Work From Anywhere

GO REMOTE

March 2020

5 basic building blocks for setting-up the remote working culture and environment

GOVERNANCE

1. Governance Structure
2. Accountability
3. Stakeholder/Vendor Management
4. Change Control

PROCESS

1. Everyone does support
2. Supply chain management
3. Weekly hangouts with social distancing
4. Pair Buddies
5. Weekly one on ones



CULTURE

1. Building a culture/ promote Agility
2. Team building and remote sessions/ Daily scrum
3. Proactive in automating the processes

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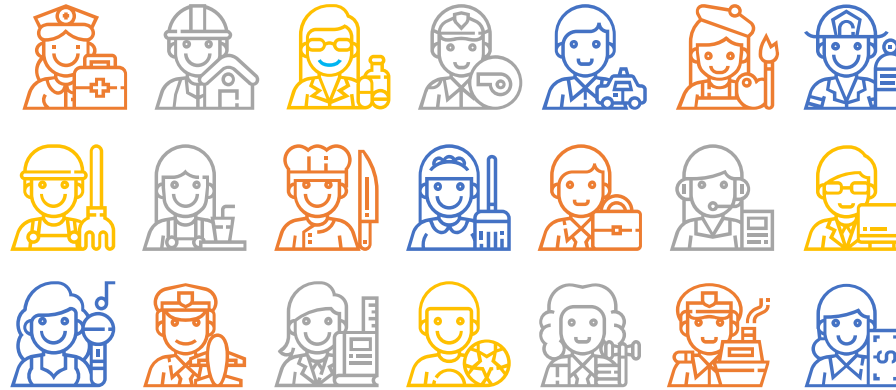
PEOPLE

1. Most important part of the equation
1. Get doers on board
2. Trust is important
3. People who can write are critical
4. Social Workplace is critical

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SYSTEMS

1. Access levels – Remote access protocols
2. Connecting via home devices
3. Security
4. CRM
5. Remote Call Centers



Tips For Building a True Remote Working Capability



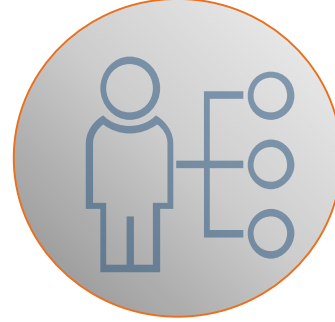
Equip team members with necessary equipment required for work and make provision for new ones



Ensure all employees can get the assistance they need not only for work but also for operating remotely



Ensure seamless connectivity of all members so they are able to communicate with each others all time



Practice remote working ahead of time & ensure your remote access capabilities can handle the traffic load of all employees



Evaluate Remote Teams & Employees

Ask for self-evaluations

Provide feedback often

Measure output not the
input

Make new team
members welcome as
introducing this
culture is intimidating

Look to the team for
feedback

Encourage trust among
team members

Introduce the buddy system

Adaptation Matrix

| | Tools | Rules | Rituals | Roles |
|--------------------|--|---|---|--|
| Individual Level | <p>Introduce “tomato timers” for timeboxed work Ensure work progress is backed up and remote access tools are functional</p> | <p>Ensure seamless communication to maintain task-level alignment</p> | <p>Organize team-based challenges that boost morale and maintain connectivity</p> | <p>Introduce buddy system for individuals</p> |
| Team Level | <p>Decide on cloud based collaboration and communication tools, and centralise documentation</p> | <p>Encourage teams to work on output basis and promote over-sharing and problem solving processes</p> | <p>Ensure progress and alignment are maintained and communicated</p> | <p>Assign non-task related catch up time among team members</p> |
| Organization Level | <p>Ensure cloud based workspaces, drives and data warehouses are accessible and secure</p> | <p>Implement social connectivity across the organization to boost morale and ensure resilience</p> | <p>Virtualise community collaboration through video-based hackathons</p> | <p>Program Management Officer should standardize new ways of working across the remote workforce</p> |



Where You Are Where You Want to Be



Evaluate People,
Process, Technology
and Culture of the
Organization

Gap Analysis
Required for
Adaptation in the
Current System

Understand DNA of
the Organization &
Current Protocols.
Conduct Stress Test



Introduce Buddy
System, Calendar
Management and
Output Approach

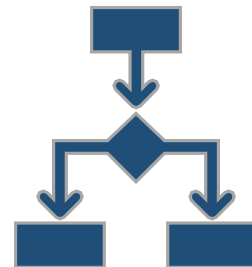
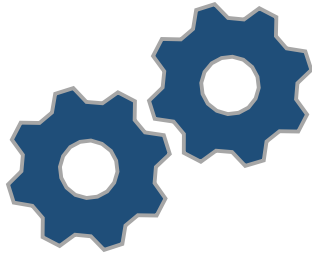
Enforce
Accountability,
Monitoring & Control
within Departments

Practice Self
Management &
Frictionless Comm
in Written Mode



Self Management List

- Get ready for the day the same way you if you were heading into the office which involves dressing up in presentable clothes.
- Have a designated workspace with sunlight or at least, cooler lights (As they make you more productive).
- Have regular check-ins with your manager and team. Get out of your comfort zone, talk about your goals for the week.
- Make it a point to carve out time throughout the day for walk and meditation .
- Create a to-do list that you're strict about as it will prevent distractions from disturbing your workflow.
- Set office hours and give yourself a specific time to work and don't handle household chores during work hours.



Our experts, hailing from diverse backgrounds, proven track record of carrying out tasks engaging people, technologies, and processes, believes that for effective remote working requires following key parameters.

- Trust
- Team-up
- Work in sprints and quicks follow-ups
- Team with minimal supervisions
- Proper follow-up mechanism
- Prioritization of tasks
- Time management

Coping Mechanisms

Should I go to restaurants?



No, eat at home, make your own food if you can.

How about food delivery?



It's better than going out but ask them to leave the food at the door.

Should I go to the gym?



No, workout at home as an alternative.

Should I go grocery shopping?



Go if you need to. Don't panic buy or hoard food. Try to avoid busy hours.

How about running or other outdoor activities?



Outdoor exercise such as running is fine but stay away from others. Avoid all group or contact sports.

How about kid's playdates birthday parties..etc?




No, children can spread the virus too. They'll get over it.

Can I have my friends over for dinner or a party?



No, cancel or postpone all social gatherings.

Dos and Don'ts of Social Distancing



What if I have to meet with someone?*

*outside of my household



No handshakes, maintain distance, wash hands, don't touch face.

Stay home!!!



Work remotely if possible and don't go out unless necessary.

How can we help you?

VTT can do a quick scan of **people, process & technology** – identify the gaps, make the recommendations and get you going

We can help you navigate the first few months by defining the boundaries, encouraging the culture & eventually helping you operate the model seamlessly

Thank you