

Helping your (newly) remote teams stay productive—and satisfied.

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verizon
**Small Business
Webinar Series**



Ramon Ray



Anita Campbell

Agenda

1. **Introduction: Verizon**
2. **Tips for working with and in remote teams**
3. **Tools to make remote work easier**
4. **Q&A**
5. **Closing comments**

Tips on structure of remote work



Schedules

Remote work is not a free-for-all!

- Regular schedules encourage accountability, keep people productive
- Separate workers' personal vs business time



Collaboration

Adjust for non-physical ways of meeting, working together

- Virtual team spaces are the foundation
- 3 essentials: chat, conferencing, shared cloud documents



Communication

Don't take for granted; it's harder when not face to face

- Tone; small talk; personal connections -- spot warning signs of disengagement!
- Visual aids essential: shared documents and screensharing to follow along during meetings

Tips on ground rules for worker conduct

Etiquette

- Set and respect “do-not-disturb time”
- Remind what is appropriate - no oversharing of personal details, inappropriate images, etc.
- Set ground rules on interactions with clients

On-camera behavior and dress

- Have a “dress code” and behavior standards for video conferences

Health

- Remind workers to get up and move frequently; implement a shared stretch or footsteps challenge
- Emphasize importance of ergonomics: seated posture, keyboard position, distance from screen

Family and pets

- Be flexible, but don't let it get out of hand



Tips on technical considerations



Visuals and noise

- Muting voices; blocking street noise; closing the door to discourage family members walking by, etc.
- Blurred backgrounds and green-screen images are more professional for client-facing conferences.
- Good room lighting (and spot lighting if necessary for video conferences)



Poor connections

- Allow for lower connection speeds at home; consider reimbursing for upgraded faster connection
- Limit video and screensharing at times of peak bandwidth demands when “everyone” working from home



Security

- Cyber security
- Limit access to devices / files by others in the household

Tools for ideal gear for remote work

- Computer
 - Desktop, laptop
 - Good monitor size 19" or larger; two monitors if possible
- Built-in video camera or separate webcam
- Lighting
- Headset (quality varies; wired is better than many wireless)
- Desk/table and chair (don't take for granted - not everyone has this!)
- Antivirus software
- High-speed Internet connection, if possible
- VPN secure system login
- Shared company document storage in cloud, not remote storage
- Online collaboration space with chat and conferencing



Q&A



Thank you.

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