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

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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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