Creating an effective remote workforce

Remote working is nothing new, but before coronavirus it was much more the realm of freelancers or more digitally focused businesses. Businesses forced into remote working patterns are now experiencing first-hand how a blended approach can actually be of benefit. Take advantage of the many common experiences and tools available to devise an approach to remote working that suits your business best.

- **Effort:** Medium
- **Impact:** Medium

How will I know if my Action Plan is working?

Carrying out a staff satisfaction survey will indicate whether your Action Plan is working

Actions:

Spend some time learning about how other businesses have gone about setting up effective remote workforces

- **Impact:** Low
- **Suggested duration:** 3 days
- **Why this will help:** Learning from the experiences and lessons of fellow business leaders is the best way to direct your own improvement efforts.

Conduct an audit of your technology, both hardware and software, to determine whether all members of staff have the ability to work remotely effectively

- **Impact:** Medium
- **Suggested duration:** 14 days
- **Why this will help:** You need to know where you stand right now to know where improvements or additions are required. A simple audit will get the right people involved in this process and identify where holes in the operation currently reside.

Speak to your staff about what they like and dislike about their remote working set-up. What would help them be more productive, what software services do and don't get used, etc

- **Impact:** Medium
- **Suggested duration:** 14 days
- **Why this will help:** Everyone's remote working set-up and situation is different, so it's important to keep in touch with employees. While some will have issues with equipment, others will be finding it harder to switch off at the end of the day. Learn about the individual issues so that a new strategy fits in with needs.

Establish a system for how staff working remotely communicate as both a team and individually with line managers

- **Impact:** High
- **Suggested duration:** 28 days
- **Why this will help:** Keeping your team engaged while they work remotely is vital in this new era of working from home. Communication done in the right way makes them feel supported but not micromanaged.

Develop a remote working handbook that sets out how staff can work remotely but also remain productive and collaborate in the same way they would in an office-based environment

- **Impact:** High
- **Suggested duration:** 28 days
- **Why this will help:** Using the right tools at the right time will make communication with remote employees more successful. Developing a handbook lets everyone know how things will be done going forward and remove ambiguity from vital business operations such as meeting structures, wellbeing checks and company updates.