Do you have a fully enabled remote workforce?

Understanding and planning for a new leadership and management approach to bridge the virtual gap between remote employees so they can thrive and maximize their contribution to your success.

Data and Application Access

Leadership Communication Strategy

Virtual Workforce

Communication Toolset

Workforce Productivity

The Challenge

- Rapid deployment of the resources and structure that will support the requirements of a remote workforce to conduct business activities like those in a traditional office

- Ensure that communication to the remote workforce stimulates clarity, ongoing collaboration and creative synergy at all levels

- Provide the leadership team with peace of mind that the work is getting done at or above current levels of efficiency

The Solution

- Implement the structure and procedures that enable secure remote access to the tools, services and data your team requires

- Implement and sustain an intentional communication strategy that leverages frequent connections with your team and the right toolset

- Leverage innovative use of existing resources and modern technologies to manage, measure and promote remote workforce productivity

The Result

- Your team effectively conducts business from remote locations as if they work in the same building

- Consistent and clear information exchange protocols enhance communications and collaboration with customers and teammates

- Connected and informed remote team performance is supported and proactively managed driving up productivity

Components to enabling a productive and secure remote workforce

Every business has unique systems and workforce needs. The information below will help your leadership team focus on the fundamentals to enabling your team while maximizing productivity.

Data and Application Access

- **Inventory the need**: as part of the planning process, ensure that each job function has a clear definition of data and application access needs. This will help you provide the appropriate access based on job function.
- **Set your policy**: working with your IT leadership team, be intentional about setting policy on how remote connectivity is established and maintained. This policy is aimed at ensuring that all data privacy requirements are maintained by remote users.
- **Minimize security risks**: leverage the use of secure technologies like Virtual Private Networks (VPNs) that help mitigate the risk of security incidents. A VPN allows a remote user to securely connect to your network and the resources they need to work. Leverage skilled resources to create and maintain your VPN to ensure it is configured correctly and mitigates your risk effectively.

Communication Toolset

Build a unified communication toolset that connects your team:

- **Calling**: enable remote calling while ensuring the calls are connected to your enterprise. You can leverage cloud calling technologies that extend your reach to remote workers without sacrificing audio or video quality.
- **Messaging**: enable multiple layers of connected messaging by using integrated tools that allow your remote workforce to thrive by supporting quick 1-1 and group chat and team collaboration.
- **Meetings**: provide reliable and integrated virtual meeting spaces with features like streamlined screen-sharing, easy calendar integration, voice and messaging capabilities. Use this framework to stay connected, consolidate the toolset and provide support to your remote team.

Leadership Communication Strategy

- **Establish structured daily check-ins**: establish a series of daily team calls. These should regular and predictable. Use a simple format like what was accomplished, what is the goal for the day and anything blocking their progress. Follow up with personal calls to check-in and solve issues.
- **Create opportunities for people to connect**: remote teams rely on leadership to create ways for members to inspire, connect and motivate each other. Create sessions to share the 'wins' and personal messages to help improve productivity and general well-being of your team.
- **Emphasize the purpose and vision regularly**: there is no accidental communication with remote teams. Communication is the result of a fully aware and intentional leader. Create and follow a plan to ensure that the team's goal is significant, clear, challenging and connected to the good of everyone.

Workforce Productivity

- **Manage by objective**: give people daily goals to hit and then let them achieve results. Create supporting processes that make goals as clear as possible. Integrate the goals into the daily huddle meetings and ensure they are measurable.
- **Rely on data, not emotion**: resist the temptation to rely on your feelings about productivity. Look at the data. Focusing on the outcome of each individual's performance will help drive productivity. Rely heavily on the metrics that you have in your reports, ERP, CRM and other tools that produce quantifiable data.
- **Leverage technology**: there are numerous productivity tools that can help you manage based on the specific nature of your business. These tools can measure a wide variety of metrics from, time, attendance, inactivity and task management. Select the tool that matches your specific need.