

# So you want to work remotely? Best practices for success with distant teams.

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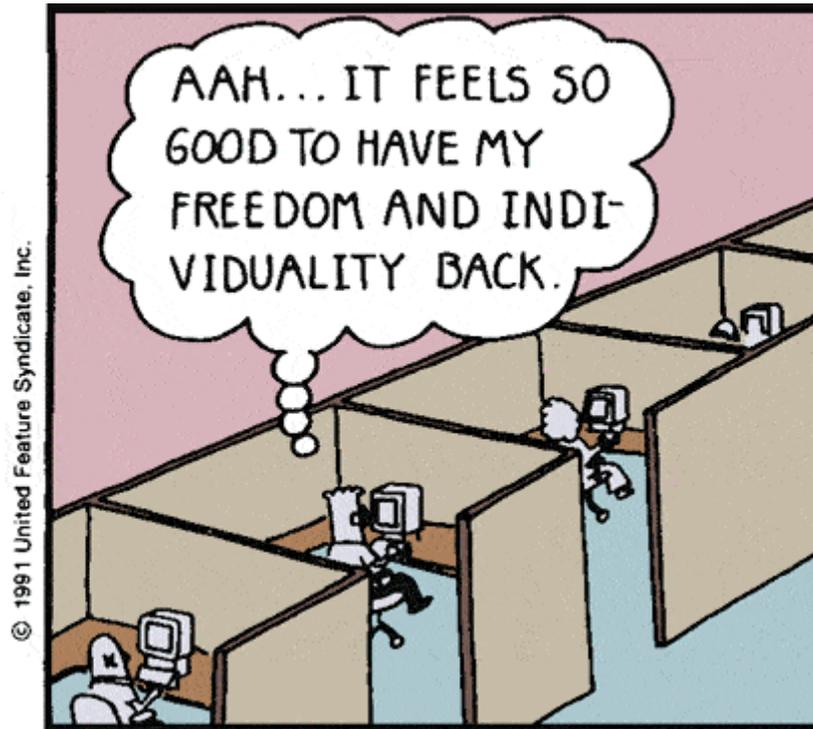
# Agenda

- Learning Objectives
- Work Environments
- Remote Environments
- Successful Remote Employee Traits
- Best Management Practices
- Personal Experiences

# Learning Objectives

- Describe the key differences between a traditional work environment and that of a remote, home-office based environment
- Discuss the characteristics, qualities and personal attributes attributed to be a successful remote employee
- Identify best practices for managing remote teams

# Work Environments



# Predicting the Future in 1974

## About computers:

- “They will make it possible to live really anywhere we like. Any businessman, any executive, could live almost anywhere on Earth and still do his business through a device like this.”
- “It means we won’t be stuck in cities. We’ll live out in the country or wherever we please and still carry on complete interactions with other human beings as well as computers.”

Arthur C. Clarke (1917-2008), Science Fiction Writer

# Work/Life Integration

- Consider “work/life integration” as an alternative way of thinking about “work/life balance”.
- Working remotely, moving work around on dimensions of time and space is not only possible, but has become the norm.
- Flexibility is important to today’s workforce.

Vanderkam, Laura. Work/Life Integration Is the New Normal  
Fortune. March 15, 2015, Vol. 171 Issue 4, p139-139

# Work/Life Integration

- Time diary study of 1,001 days in the lives of high-earning women and their families.
- 75% of time logs showed something personal during traditional work hours: exercise, school visits.
- 77% showed work outside the workday norm.
- Women took calls after their kids went to bed- they wrote reports on weekends.

Vanderkam, Laura. Work/Life Integration Is the New Normal  
Fortune. March 15, 2015, Vol. 171 Issue 4, p139-139

# Work Environments

- Traditional work environment
  - Everyone in one place during key hours of the work day
  - Space granted based on hierarchy or organizational plan
  - Community supplies and facilities
  - Personal technology may be issued

# Work Environments

- Remote work environment
  - People can be anywhere and may work varied hours
  - Home office, Starbucks, on-demand office space, etc.
  - Supply and technology access varies

# Work Environments

- Things to consider for medical staff who telework
  - Consider information being exchanged and appropriate requirements (HIPAA is a factor)
  - Consider your presentation - distractions to your team or customers

# Where Do Workers Feel Most Productive??

When asked why the prospect of working remotely is desirable:

- 76% - Fewer interruptions from colleagues
- 69% - To avoid meetings
- 68% - Avoiding office politics
- 81% of respondents said that the ability to work from home would make them feel more loyal to their employers.

# Where Do Workers Feel Most Productive?

## When asked where they would most like to work:

- 51% of respondents said they would work most effectively at home.

How important is this option?

- 29% said they would be willing to take a 10% to 20% pay cut for the privilege
- 22% said they would be willing to forfeit vacation time
- 15% said they would give up employer-matching programs for their retirement contributions

Where Do Workers Feel Most Productive? (Hint: It's Not In The Office).  
Strauss, Karsten, Forbes.com. August 30, 2016, p1.

# Is Working Remotely Bad for Your Health?

- A recent Gallup poll found that 43% of employed Americans now work remotely at least some of the time—with nearly one-third of them working remotely four days a week or more.
- Research from Cornell University finds that remote workers are at greater risk for feeling personally and professionally isolated than their in-office colleagues.

Is Working Remotely Bad for Your Health? By: Heid, Markham, Time.com, July 9,2018

# Successful Remote Employee Traits

- They Value Results Over Process
- They're Self-Starters
- They Can Successfully Complete a Test Project
- They're Punctual and Responsive
- They're Motivated By Something Larger Than Themselves

# Successful Remote Employee Traits

- They're Natural Problem Solvers
- They're Detail Oriented and Can Track Their KPIs
- They Possess a Strong Technical Aptitude
- They've Worked On a Remote Team Before
- They Have a Growth Mindset

<https://www.forbes.com/sites/theyec/2018/02/06/10-traits-to-look-for-when-hiring-a-remote-employee/#7923830f63df>

# Oh, The Horrors

## Conference Call Etiquette

- Mute, please mute (and know when to unmute)
- No pets allowed
- Silence your cell phone, please
- Click, Clack, Moo (keep your microphone away from your keyboard)
- Assume someone else is listening
- Pause so others have a chance to comment
- Avoid multi-tasking (I'm sorry, could you repeat the question)
- Get the technical details right (good headset, etc.)

[A Conference Call in Real Life](#) – over 1.5 million views



# Management Best Practices

## Managing Remote Teams and Your Remote Boss

# Management Best Practices

- Set Clear Expectations
- Treat Remote as Local
- Engage Regularly
- Schedule Video Based Coaching
- Trust Your Team
- Make It Feel Inclusive
- Filter for Mission, Value, Outcomes and Roles
- Have Reliable Tools First

# Management Best Practices

- Stay Focused on Goals Not Activity
- Be Intentional
- Create a Communication Strategy
- Avoid Multi-Tasking
- Connect Their Goals with Yours
- Use Technology to Build Community
- Establish Close Bonds, Help and Support Frequently

<https://www.forbes.com/sites/forbescoachescouncil/2018/05/30/top-15-tips-to-effectively-manage-remote-employees/#65ba1d65503c>

# Hire the Right People

- Hire the right people- select remote team members that can deliver technically while working independently.
- Value competency and ability to deliver over where they are physically located.
- Recognize that some leaders and positions need to be physically located at an office or headquarters. Offer flexibility to have some remote work days.
- Top talent working remotely can alleviate the challenge of finding great people in areas where competition for good talent is high (or impossible).
- All of the challenges of identifying and hiring talented team members applies to remote workers- only more so.

What 20 Years as a Remote Organization Has Taught Us About Managing Remote Teams.  
Street, Wang, and Tetali, Harvard Business Review Digital Articles. 2/20/2017, p2-4. 3p.

# Personal Experiences

- Implementing telework options for medical professionals
- Technology requirements
- Employee perspectives
- Management perspectives
- Customer perspectives

# Questions ?

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