

CHECKLIST FOR WORKING FROM HOME COMMUNICATIONS

If your employees need to transition to remote work due to a change in your operations because of the COVID-19 pandemic, it might be a new way of working for them and for the entire organization. This checklist can help you to determine what to do, and what you need to communicate with staff.

WORK OUT WHAT YOUR NEEDS ARE

Have a clear idea of what systems are going to be necessary to keep everyone connected and working together as a remote team. For example platforms like Slack or Asana, Zoom, Skype, Teams, DeskAlerts.

Determine which staff members have remote access already and arrange remote access for those who don't.

Determine what work will be a priority for your team for the duration of the crisis and what you don't need people to work on.

Determine who/what your tech support is going to be for remote workers.

Organize a trial of working from home arrangements before you implement it more fully to work out if there are any improvements that can be made.

ENSURE EMPLOYEES HAVE A SAFE WORK ENVIRONMENT

When your employee's workplace becomes their home, you still have a moral and legal obligation to provide a safe workspace. This needs to be communicated with employees. There may be specific laws around this in your jurisdiction but in general:

Employees should have a dedicated work space with appropriate chair, desk, lighting, free from trip hazards.

There should be suitable storage for any books and documents.

There should be sufficient ventilation, heating and cooling.

Fire extinguishers or fire blanket should be available.

Usual rules should still apply about taking breaks and moving and breaking up long periods of computer use.

Employee to inform employer if there is any change of home work circumstances that could affect their health and safety.

DETERMINE WHEN TO MAKE THE SWITCH TO REMOTE WORK

There are a range of scenarios where you will need to be prepared for some or all of your workforce to work from home during the pandemic.

Be prepared to allow some employees to work from home if they are sick.

Be prepared to allow some employees to work from home if they are in quarantine or self isolating after returning from travel.

Be prepared to allow some employees to work from home if they have been in close contact with a confirmed case of COVID-19 or someone who has traveled to an at-risk region.

Encourage all your employees to work from home regardless, as a precaution to safeguard your workforce.

When local authorities mandate a compulsory lockdown of citizens.

When WHO/CDC recommend everyone works from home.

ESTABLISH COMMUNICATION PROTOCOLS FOR THE WORK FROM HOME PERIOD

You need clear guidelines about what is and isn't appropriate when it comes to communication. You need to strike the right balance: not enough communication and people can be isolated and not have the information they need to do their jobs. Too much communication and people can suffer from information overload, waste time or waste resources.

Create an internal communications plan for reaching staff during the crisis.

Determine how often you should communicate with all staff and establish priority channels for this.

If teleconferencing and videoconferencing is problematic because of unreliable internet systems or is placing a strain on your remote access systems you may need guidelines and parameters on who can use these and give priority to certain teams.

Determine when is appropriate to send messages to an entire group of people – remember that you don't want people to be bombarded and distracted.

Set security protocols for your organization around communications systems. For example, some documents or work should never be forwarded to personal email.

KEEP CONNECTED DURING THE REMOTE WORK PERIOD

Manager and employee should make clear arrangements about how working from home will work.

Manager and employee should make an agreement about the communication system they will use to keep in touch. For example a morning phone call, or an email setting out the day's work priorities.

Ensure your staff contact list is up-to-date with everyone's cell phone numbers listed.

Keep teams connected with group chats or instant messengers.

Run surveys, quizzes or polls with DeskAlerts on issues that are affecting everyone.

There may be more IT outages or technical issues than usual. Have DeskAlerts as a channel to keep everyone up to date when this happens.

HOW TO ADDRESS PERFORMANCE ISSUES REMOTELY

Set goals and KPIs that can be measured when not delivered on.

Ensure managers are checking in with their employees regularly.

Have daily or weekly team meetings to ensure everyone is on track.

Encourage employees to access any help arrangements you have in place, such as an employee assistance program if they are struggling with health or mental health issues.

DeskAlerts lets you send important information that cannot be missed, skipped or ignored, no matter where your team is located in the world: all they need is a connection to the internet.

With DeskAlerts, you can send notifications in the forms of pop-ups and mobile push notifications, desktop tickers and screensavers, surveys and quizzes.

CONTACT US TO KNOW MORE: [HTTPS://WWW.ALERT-SOFTWARE.COM/](https://www.alert-software.com/)