

Managing a Remote Work Environment

By Jeremy Garson & Debilyn Molineaux

Everybody is muted, but PLEASE use Chat to (1) ask questions and ask for clarity and (2) offer tips and strategies that your organization has used. We're all in this together!



BRIDGE
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bridge alliance
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Unprecedented Times

- Social Distancing? No, *Physical* Distancing.
- Exercise caution, but stay connected digitally.

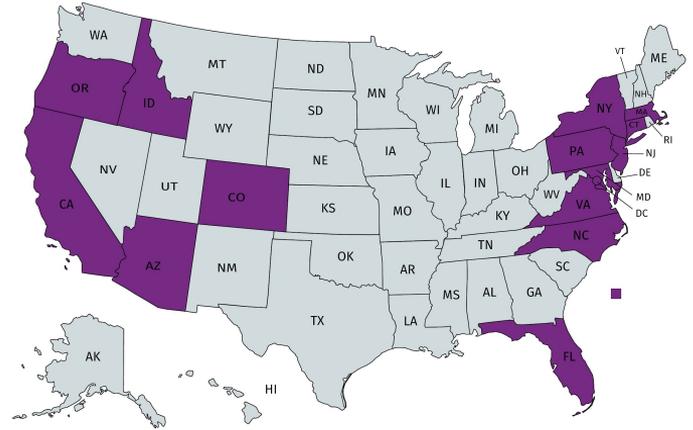


The Nature of the Bridge Alliance itself

The Bridge Alliance is fully remote with no physical offices.

Past and present staffers have worked from...

To achieve our mission despite physical distance, we rely on a few tools.



But before we discuss online tools

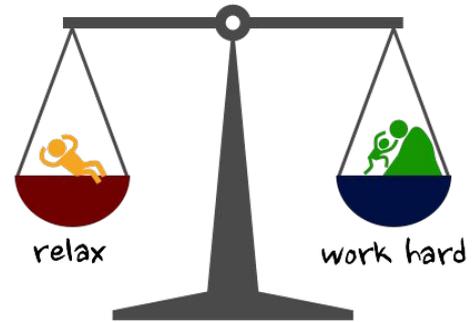
- Working from home is a MAJOR mental adjustment.
- R.E.A.D.Y.
 - **R**outine - maintain normalcy as much as possible
 - **E**nvironment - if possible, reserve an area in your home for work
 - **A**dapt (and Overcome) - look at the little things as challenges to conquer
 - **D**iscipline - stick with your routine and set RULES for yourself
 - **Y**es! You can do this - once we find a new normal, you will know that you can handle some of the most trying of circumstances

Patience, Understanding, Empathy

There may be a number of hiccups as you transition to a remote work environment. Some of your staffers will have a more difficult time. Be patient with them.

Tips:

- Zoom call at least 1x week to share how staff has implemented R.E.A.D.Y.
- Create a repository of ideas and suggestions
- Encourage breaks and self-care



Overriding Message - Prioritize the Well-Being and Trust of your Team

The Tools of a Remote Work Environment

Management

- Google Drive - For document, spreadsheet, etc. collaboration and storage
- Google Calendar - An easy way to know each other's availability
- Asana - For keeping track of assignments, due dates, creating agendas, etc.

Communication

- Email - Self-explanatory
- Slack - Quick, flexible messaging (like AIM if you're a Millennial)
- Zoom - For that vitally important, face-to-face communication
- Text Messaging - For more urgent communications (**boundaries needed**)



Using Google Drive

Most of you probably use Google Drive already. A few tips:

- Saving Docs to the Appropriate Drive
- Do your best to implement an organizing system
- Not every task requires a new Google Doc
- Maintain a Master Password Spreadsheet for group accounts



Using Google Calendar

Recommendation: Calendar Sharing

The screenshot shows the Google Calendar interface. At the top left, there is a calendar grid for the month of February, with dates 29 through 11 visible. Below the grid is a 'Meet with...' section with a search bar. The main area is titled 'Settings for my calendars'. On the left, under 'My calendars', there is a list of calendars with checkboxes: 'Jeremy Garson' (checked), 'Birthdays' (checked), 'Bridge Alliance-Debilyn' (checked), 'Reminders' (checked), and 'Tasks' (unchecked). Below this is 'Other calendars' with a plus sign and 'Holidays in United States' (checked). The 'Settings for my calendars' panel on the right has a dropdown menu open for 'Jeremy Garson', showing options: 'Calendar settings', 'Access permissions', 'Share with specific people', 'Event notifications', 'All-day event notifications', 'Other notifications', 'Integrate calendar', and 'Remove calendar'. A 'Settings and sharing' dialog box is overlaid on the 'Share with specific people' option, showing a grid of colored circles for selection.

Share with specific people

	jeremy@bridgealliance.us (Owner)		
	Dakota Doney dakota@bridgealliance.us	See only free/busy (hide details)	X
	Sara Miller sara@bridgealliance.us	See only free/busy (hide details)	X
	Shakira Mills sdmills2017@gmail.com	See only free/busy (hide details)	X

[+ Add people](#)

Learn more about [sharing your calendar with someone](#)

Using Asana (or other similar app)

For those of you who do not use this service: Asana is a platform that allows you and your colleagues to manage work-related tasks

- My Tasks
- Projects (and Agendas)
- Teams
- Individual's Pages



Today's to do list.

Communications - Assessing Needs

Questions

1. Where is supplementation / replacement needed?
2. What means of communication is there comfort with / can be learned quickly?
3. **Remember** - the easiest form of office communication to lose is casual conversation



" I stopped working at home because I missed hanging around the water cooler. "

Comm's - Establishing Boundaries

Tips

1. Decide if you want to keep normal business hours
2. Texting can be invasive - consider it carefully
3. Evaluate the purpose
4. Put it in print

Pictured: A screenshot of a portion of our protocol 

The following protocols pertain to means of communication:

- A. Because all Bridge Alliance staffers work remotely, consistent communication is essential. At the present time, the Bridge Alliance uses several platforms for internal communications. These platforms should be used as follows:
 - a. **Slack:** Slack is a good platform for conversation-like communications. Think of Slack as an informal meeting room space (for messages to the team or parts of the team) or like stopping by somebody's office (for messages to an individual). Slack messages are to be placed in their appropriate channels (i.e., messages pertaining to social media should be sent to everyone through the "social_media" channel in the Bridge Alliance Slack workspace).
 - i. DO: Have Slack open when you're at your computer.
 - ii. DO: Have notifications turned on to alert you when you receive a message away from your computer.
 - iii. DO: Use Slack for most quick communications.
 - iv. DON'T: Use Slack for long-form communications or to keep track of assignments. Gmail and Asana are best for those communications.
 - b. **BA email (via Gmail):** Because email is for both internal and external communications, it is not the preferred method for internal communication. This is especially true when communicating with Bridge Alliance executives, since their email inboxes are likely to be overwhelming, making communication errors more likely. Email should be used for long-form communications, communications that include non-Bridge Alliance third parties, and communications where Gmail's features are useful for the task at hand.
 - i. DO: Use Gmail when Google Drive, Google Calendar, or other Google-integrated applications are involved.

Using Slack

Slack is an instant messaging platform for professional communication.

If you are familiar with AOL, Slack = AOL Instant Messenger + AOL Chat Rooms

Features:

- Workspaces
- Dedicated channels
- Private chat with 1+ individuals
- File sharing
- Email notifications
- Ability to @ others



Using Zoom - Make it Regular

- Zoom > Phone
- Have at Least One Team Meeting Per Week
- Prioritize Face-to-Face Conversation - turn cameras ON!



Communication is KEY

- Check in with each other and the team regularly
- Supervisors should be checking everybody's Asana regularly
- Be deliberate with providing instruction and confirming deadlines

And remember to encourage your staffers to be R.E.A.D.Y.

- **R**outine - maintain normalcy
- **E**nvironment - create a work space
- **A**dapt (and Overcome) - conquer challenges
- **D**iscipline - respect your own rules
- **Y**es! You can do this!

No, Seriously. Communication is ESSENTIAL.

Now is the time to OVER COMMUNICATE

- Make sure everybody knows who is in charge of what and when
- Clearly communicate and write down deadlines
- Repeatedly encourage staffers to ask for clarity as needed
- Meet virtually (ideally by Zoom/Facetime) to check on priorities and progress
- Be clear about when the work day is over

Look at the Bright Side

This is an opportunity to get to know each other:

- Get a glimpse of what each other's homes look like
- Meet spouses, kids, and pets
- See everybody's "work from home" outfit

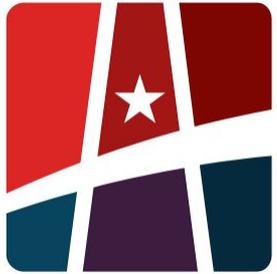
Use this time to build comradery as you navigate the days, weeks, and maybe even months ahead.

And remember to help your team get **R.E.A.D.Y.**

Questions?

Email me at Jeremy@BridgeAlliance.Us

We are here to help you with your mission. These are unusual times, and we're determined to step up to the plate to help you through them.



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