



# NAVIGATING THE ALL-REMOTE WORKFORCE:

## ZOOM INTERACTIVE EVENT

On 27<sup>th</sup> March 2020, CRF hosted members in a virtual peer-sharing event. In conversation with special guests Caroline Arora, People Director, and Adrienne Sale, MD for HR, Hoxby, and each other, we shared experiences and good practice on Remote Working.

Key topics included:

- Good practices for remote working, including communication and practical considerations
- Wellbeing for remote workers
- Leading remote teams
- Future challenges.



**WATCH A FULL RECORDING OF THE EVENT HERE:**



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### KEY TAKEAWAYS

Build social-only time into the remote working day – coffee or tea breaks, shared lunches, ‘pub’ quizzes, and so on.

1



2

*Overcommunicate in remote settings to help break down the barrier posed by distance.*



Consider implementing a ‘video-on’ policy to build rapport and improve remote communications.

3



**REMEMBER THAT REMOTE WORKERS HAVE THE SAME INNATE WELLBEING NEEDS AS OFFICE-BASED EMPLOYEES – AND SOCIAL SUPPORT IS ESPECIALLY IMPORTANT. FIND INNOVATIVE WAYS TO DELIVER WELLBEING INITIATIVES, SUCH AS VIRTUAL FITNESS AND MINDFULNESS CLASSES.**

4

Find ways to regularly recognise and reward successes among remote teams.



5



6

When managing remote teams, trust, flexibility, and consistency are the key behaviours that enable successful remote relationships.



*For more junior, less autonomous remote team members, break tasks down, and set clear and specific deliverables.*

7



8

*Remote working is a big transition – it’s not the same as a one-off work-from-home day. Be sure to upskill remote workers in good practices and overcommunicate, especially in the beginning.*



Boundaries are important for remote workers – the organisation cannot expect them to be ‘always on’. Set clear expectations around what needs to be delivered and when, but be flexible about the ‘how’.

9



10

**BEWARE TECHNOLOGY FATIGUE – IT’S IMPORTANT TO HAVE THE RIGHT TECHNOLOGY TO ENABLE REMOTE WORKERS, BUT DON’T OVERWHELM THEM WITH TOO MANY SOFTWARE SOLUTIONS.**



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### HOXBYP WELLBEING WEEK

**hoxby**<sup>®</sup>

#### Hoxby Wellbeing Week

**Hoxby**, the global community of freelance experts in marketing, HR, PR, creative, admin, and innovation, is hosting a Wellbeing Week from 30<sup>th</sup> March to 3<sup>rd</sup> April 2020. Activities are free and open to all. Discover activities (cooking, painting, career development, socials, mindfulness, and more) and sign up [here](#), or contact People Director Caroline Arora at [carolinearora@hotmail.com](mailto:carolinearora@hotmail.com) for more information.

You can read Hoxby blogs and explore workstyle freestyle sessions [here](#).

### FURTHER READING

**A Blueprint for Remote Working: Lessons from China.** 2020. McKinsey. <https://www.mckinsey.com/business-functions/mckinsey-digital/our-insights/a-blueprint-for-remote-working-lessons-from-china>

**Coronavirus: Fighting Fear with Opportunity.** 2020. Engage Group. <https://www.engagegroup.co.uk/coronavirus-fighting-fear-with-opportunity/>

**Creating an Inclusive Culture.** 2019. CRF Speed Read. <https://www.crforum.co.uk/research-and-resources/speed-read-creating-an-inclusive-culture/>

**How to Optimise Remote Workforces While Tackling Loneliness.** 2019. Computer Weekly. <https://www.computerweekly.com/feature/How-to-optimise-remote-workforces-while-tackling-loneliness>

**Tackling the Coronavirus Crisis.** CRF Webpage Hub that includes several resources on flexible working. <https://www.crforum.co.uk/tackling-the-coronavirus-crisis/>

**Why Working Remotely Can Be Good for Business.** 2020. Engage Group. <https://www.openaccessgovernment.org/why-working-remotely-can-be-good-for-business/84131/>

### UPCOMING CRF EVENTS

📍 **ONLINE:**  
[Bringing Down the Walls: Lessons in Social Mobility](#)  
**31<sup>st</sup> March 3.00PM BST**

📍 **ONLINE:**  
[Stop Planning, Start Preparing](#)  
**2<sup>nd</sup> April 11.00AM BST**

📍 **ONLINE:**  
[Effective Leadership Development in Disruptive Times](#)  
**21<sup>st</sup> April 9.30AM BST**