

Working Remotely with Staff

Challenges – Solutions - Opportunities

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Working Remotely – Is it our new norm?



- Office closures require us to redefine our current operating models
- Moving from current service delivery models creates challenges that create discomfort for many of us
- Adapting to the current situation may mean modifying not only the work we do, but re-framing our opinions about work productivity and performance management
- Sitting with discomfort is a challenge, and overcoming challenges presents solutions and opportunities for growth

Remote Work – Starting the Process

Workforce Planning

- Which positions can complete their work from home?
- What will service delivery from home ‘look like’ for these positions?
- What should productivity ‘look like’?

Tool: Planning Worksheet

Insert
Nation
Logo

<insert employer name>
Workforce Planning Worksheet

Date: _____
Prepared By: _____
Report: List of all employees in the **<insert department name>** Department.

Employee Name	Position	Funded By	Lay Off Required	Effective Date	Work-plan /Contingency Plan
Employee A sample		100% by <insert funder>	No	N/A	Program Planning required and underway. New service model research underway and on-going. Online professional development underway. 20% work load can be retained.
Employee B sample		90% by Nation 10% by <insert funder>	Yes	Apr 14/20	No hours available. Service units shut down due to closure and no other work available. Temporary lay-off will be issued.
Employee C sample		90% by <insert funder> 10% by Nation	No	Apr 14/20	Will work on Unit Section Policy Development, and will participate in online professional Development. 80% work load can be retained.
Employee D sample		100% by ISC	Yes	Apr 14/20	Employee cannot work due to dependent care requirements – protected leave. Temporary lay-off will be issued. Temporary job posting will be issued internally.

Workforce Planning Worksheet

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Remote Work – Confirming Expectations

Telework Assignments

- How will the employer and employee prepare for the assignment?
- Have the employer and employee clearly communicated their expectations?
- Have the employer and employee identified the resources and supports the employee will require during the life of the assignment?

Tool: Telework Agreement

Insert Nation Logo	<insert Employer Name> <insert employer address> T: <#> F: <#> <website>
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Emergency Office Closure Temporary Teleworker Agreement

Section 1: Summary Information	
Effective Date:	March 15, 2020 – (until end of emergency office closure due to COVID-19, or when recalled to work on-site full-time as agreed by both parties, inclusive).
Agreement between:	<insert employer name> ("the Employer") AND
Employee:	Employee Name ("the Employee") Manager: Name
Section 2: The Employer and the Employee agree to the following:	
1. Work Duties and Responsibilities	a) The Employee's work duties and responsibilities while teleworking are modified duties associated with the job outlined in the Employee's job description. <attach modified list if modified> b) The Employee will also work on-site occasionally, as scheduled.
2. Telework Location	Home Office <street address> <town name>, B.C. <postal code> Personal Phone: XXX-XXX-XXXX (privacy protected) Work Phone: XXX-XXX-XXXX E-mail: <work email address>
3. Official Office Work Location	<department name> Department, <insert employer name> <street address> <town name>, B.C. <postal code> Work Phone: XXX-XXX-XXXX Work Fax: XXX-XXX-XXXX
4. Duration of Agreement	a) The Employee's telework schedule will be implemented starting on March 15, 2020 until end of emergency office closure due to COVID-19, or when recalled to work on-site full-time as agreed by both parties, inclusive. b) The arrangement may be terminated by either the Employee or the Employer provided reasonable written notice is given.
5. Work Schedule	a) The Employee will work a flexible telework schedule, and unless otherwise agreed between the Employee and the Employer, the regular hours of work are determined to be between the hours of XXX a.m. – XXX p.m. Monday to Friday.

Remote Work – Plan for Safety in the Home



Plan for the realities of risks:

- No 2 home offices look alike
- Conduct risk assessments
- Consider home office distractions
- Develop safety plans
- Develop supports and resources



Remote Work – The Accountability Factor

Governed by Department Strategy

Management Responsibilities:

- Provide the necessary tools
- Communicate frequently
- Engage your team(s)
- Provide clear direction
- Discuss modified work goals
- Establish a check-in process
- Monitor work performance
- Regularly engage your team
- Recognize remote work is not easy
- Recognize productivity is not normal
- Recognize changing dynamics of supervision

Governed by Position Deliverables

Employee Responsibilities:

- Maintain a safe work space
- Maintain security over work
- Be available and responsive
- Be accountable - track work
- Communicate work progress
- Take frequent breaks
- Identify supports and resources needed
- Embrace the autonomy and build trust
- Engage your co-workers
- Explore opportunities for training and development

Remote Work – The “Work Alone” Factor

Keys to removing the “alone” in working remotely in ‘not-normal’ times:



- Communication is Core (check-ins)
- Group Engagement is Essential
- Structured Daily Work Tasks
- Track work to stay on-track
- Take frequent Breaks to add Balance
- Incorporate self-care strategies:
 - Maintain humour in your day
 - Eat healthy and hydrate
 - Maintain positive self-talk
 - Seek support systems – peer support
 - Utilize EFAP

Remote Work – The “Opportunity” Story

Create your Opportunity Story:

Don't be afraid to start over. It's a brand new opportunity to rebuild what you truly want.

- Put people first – build loyalty
- Respect autonomy – build trust
- Redesign delivery – build creativity
- Embrace innovation - build solutions
- Embrace technology – build skills
- Boost communication – build teamwork

Embrace new opportunities to innovatively weave your Culture into your work and service delivery.

Working Remotely with Staff presents opportunities to:

- Discover new ways to work together
- Discover new ways to engage one another
- Develop new skills and capacities
- Develop new creative processes and services
- Implement positive reactive adaptation solutions

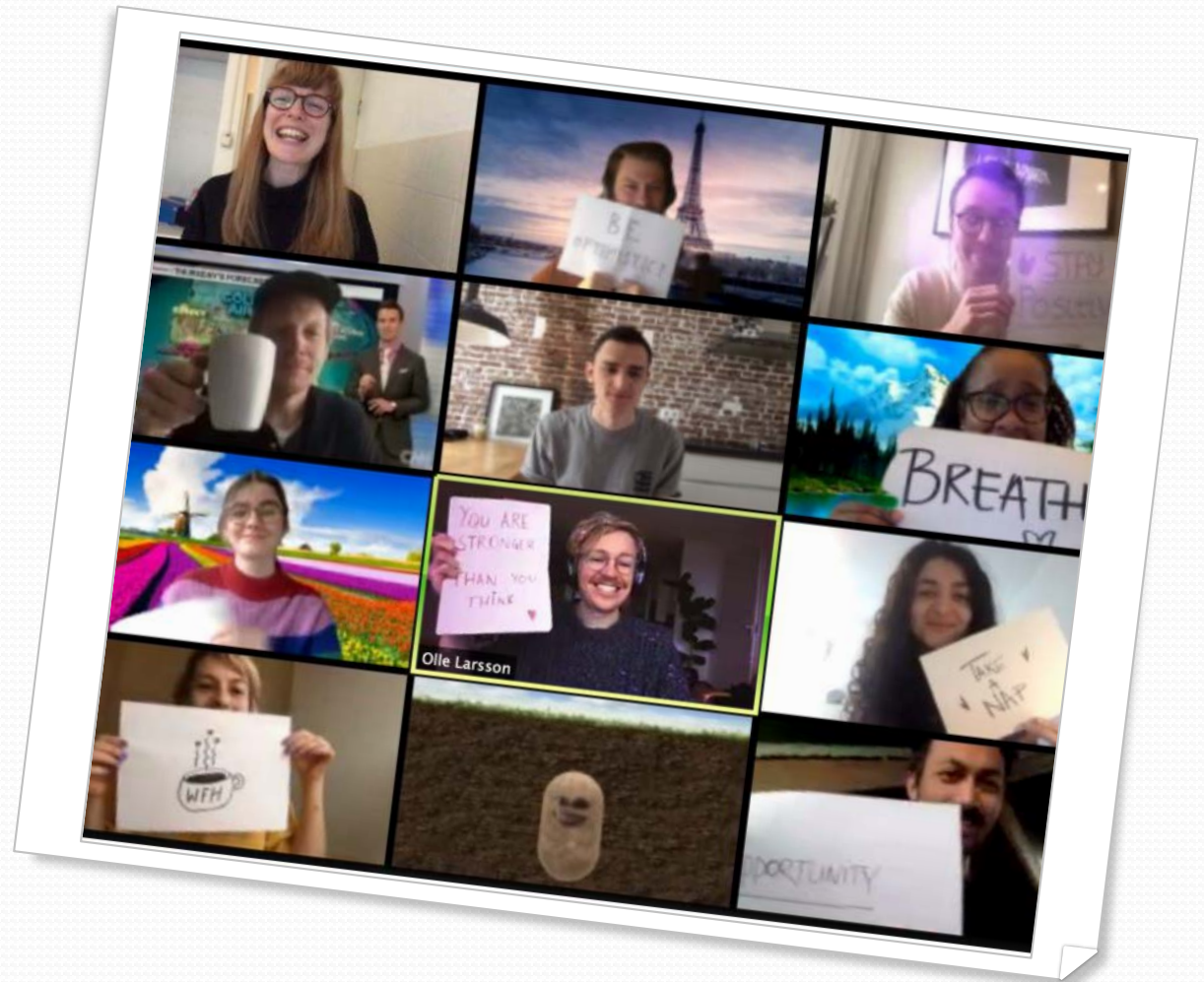


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