

Success in Seclusion

How to take advantage of remote working

Content

- Background
- Introduction
- The Basics
- Tools
- Conclusion



Background

- Majority of global workforce now working remotely
- Shift happened rapidly
- First experience for many employees
- First experience for many managers
- We were prepared in many ways

Inside Boston Consulting's coronavirus response

Edmund Tadros *Professional services editor*



Mar 11, 2020 - 1.20pm



Boston Consulting Group is ring-fencing consultants working at client sites from the strategy firm's offices as part of its detailed protocols to deal with the coronavirus outbreak.

The firm has asked consultants at client sites to not travel to BCG offices, and for managing directors and staff working in one of the firm's four Australian offices to pick a "home base" and only work from that location.

Australian Financial Review, March 11, 2020

**Was your organisation
ready for this sudden
shift?**

Introduction

- Beginning of a new era
- Catalyst for a corporate experiment
- Innovation happens in crisis
- Many have been doing this for a while



Work From Home 2019: The Top 100 Companies For Remote Jobs. Alexandra Talty, Forbes, Jan 2019

How do you make a success of your seclusion?

Get the basics right!

Acknowledge the changes

- Dependency on technology
- Interaction with manager
- Reliance on own judgement
- Access to information
- Social interactions
- Distractions at home



A Guide to Managing Your (Newly) Remote Workers, HBR,
March 2020

Identify and Reduce waste



Waste ¹	Visible Symptoms in the WORKFLOW
Transportation	Multiple handoffs are there between people & teams
Waiting	Time spent waiting for communication, approvals and direction
Overproduction	Over commitment of time to perfecting a deliverable, doing more than what is required
Rework/ Defects	Working on activities that have previously been completed
Motion	Staff are multitasking and are distracted
Over processing	Redoing what other functions may be working on or continuing to manually completing repetitive tasks
Inventory	There is a huge backlog of work remains to be completed
People & Resources	Staff are under-utilised, not challenged and are disengaged with work at times

1. Adopted and Modified from original sources. Taiichi Ohno, Founder of the Toyota Production System

Identify and Reduce waste



Waste ¹	Visible Symptoms in a MEETING
Transportation	No clear agenda or expectations of the meeting
Waiting	Meeting does not start and end on time
Overproduction	Discussion does not add value for everyone
Rework/ Defects	Having to rebook meetings for the same topic over again
Motion	Attendees are multitasking or are distracted
Over processing	Continuing to discuss topics, even after decisions have been reached or discussions without reason
Inventory	Too many meetings, most with the same set of people
People & Resources	Inviting people who are not required to the meeting


1. Adopted and Modified from original sources. Taiichi Ohno, Founder of the Toyota Production System

Address the basic needs

- Convenience
- Transparency
- Accountability
- Communication

5 Basic Needs of Virtual Workforces. Harvard Business Review, March 2015

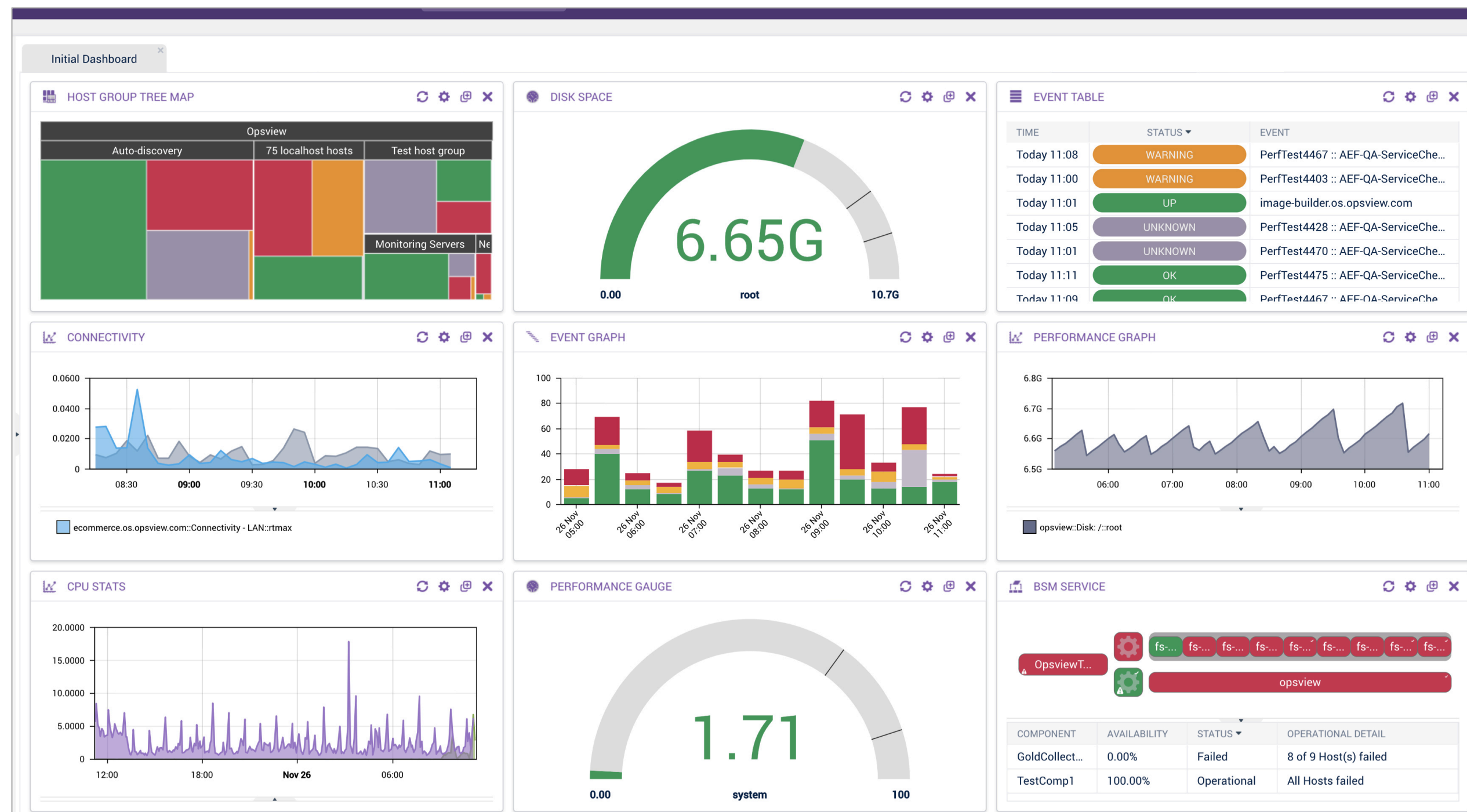
A Guide to Managing Your (Newly) Remote Workers, HBR, March 2020



Tips to support remote employees

- *Structured Daily Check-Ins*
- *Communicate using video*
- *Enable social interaction*
- *Motivate and Encourage*

Basic tools for basic needs



Dashboard
Lead and Lag KPI's
applicable to your team.

Basic tools for basic needs

Problem and Countermeasure							
Work Stream				Work Stream Lead			
Status	Behind with no catch back plan - Will miss Target Date	Behind with catch back plan - will meet Target Date	On Track - will meet Target Date	Completed Action - Countermeasures implemented successfully			
No.	Date	Problem Description	Countermeasure	Resp	Target Date	Completion Date	Status

Problem and Countermeasures Register
 Log of barriers to targeted performance and interventions

Basic tools for basic needs

No:	DETAIL	RESP	PLANNED START DATE	PLANNED END DATE	February-Week 8					February-Week 9				
					M	T	W	Th	F	M	T	W	Th	F
					17/2/20	18/2/20	19/2/20	20/2/20	21/2/20	24/2/20	25/2/20	26/2/20	27/2/20	28/2/20
	Main Activity 1													
1	Review the current situation	A. Smith	18/2/20	19/2/20										
2	Develop the future state	C. Kent	19/2/20	20/2/20										
3	Develop reporting template	M. John	19/2/20	20/2/20										
4	Review with stakeholders	A. Smith	19/2/20	21/2/20										
5	Publish on MS Team and inform team	C. Kent	19/2/20	21/2/20										
6	Complete overview training for team	M. John	19/2/20	21/2/20										
7	Trial for 7 days	A. Smith	24/2/20	2/3/20										
8	Gather Feedback	C. Kent	26/2/20	26/2/20										
9	Share with Leadership Team	M. John	27/2/20	27/2/20										

Actions Tracker
Record of actions,
owner and target
completion dates

How do you make a success of your seclusion?

Acknowledge the change
Identify and Reduce Waste
Address the basic needs

Conclusion

- This change will impact work for the foreseeable future¹
- Embrace the challenge
- Use simple, scalable and easily adoptable approaches
- Your opportunity to get ahead of the pack



1. 15 Questions Answered about remote work. March 16, 2020

Contact me now
for a discussion on
how you can take
advantage of remote
working

Shivendra Kumar

www.shivendra.com

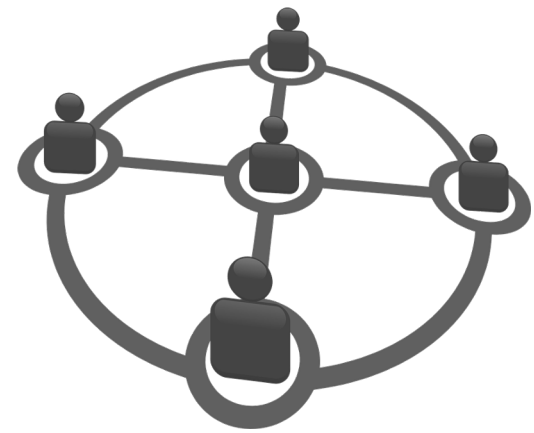
hello@shivendra.com



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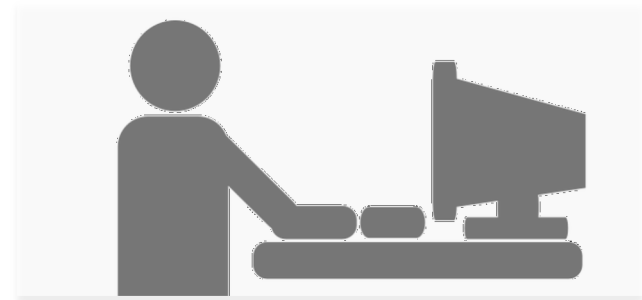
Experience with Remote Teams



Managed geographically dispersed virtual teams to deliver multiple global projects.



Delivered productivity improvements for large global and local organizations with multi-site operations, coordinating activity remotely



Currently operating with a pool of virtual staff and servicing clients virtually