



ENVISION HEALTHCARE

# GUIDE TO REMOTE WORK

BEST PRACTICES AND PRACTICAL TIPS  
FOR ALL EMPLOYEES

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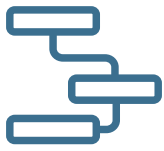


**FURTHER READING**



# WORKING FROM HOME- BEST PRACTICE

- **Get the right equipment-** see IT's recommendations. Consider sound, video, connectivity, data transfer, and privacy needs
- **Designate a workspace-** ideally have a single-use location to set-up monitors, store supplies with good light, a decent chair, and a locked drawer for any paperwork.
- **Set working hours-** work with your team and family to determine work time. Mirror typical daily schedule with start, stop and breaks
- **Create structure-** set a schedule, including daily team check-ins, project time, breaks, and exercise time
- **Communicate like never before**
- **Track your progress-** make sure you are informing your manager of what you have done, and where you are team projects
- **Avoid distractions-** resist the urge to work with the TV on or to dip into social media. Use apps to increase focus and track time
- **Take accountability-** your attitude and ownership are the keys to productivity when working from home



# MANAGING REMOTE WORKERS- BEST PRACTICE

- **Set clear expectations-** What employees should work on, how and how often to report out, tracking time, communicating and working together
- **Monitor progress regularly-** 1:1 meetings, weekly updates, daily huddles, and a running FAQ are a great way to stay connected to the team and ensure they feel supported. Encourage phone calls over email for complicated questions
- **Trust your team-** Give guidance and support but don't micromanage
- **Explain why things are happening;** don't assume people know
- **Communicate like never before-**check-in with your team at the beginning, middle, and end of each day. Ask how you can support them. Ask how they're doing. Forward and summarize company communications you receive
- **Ask for feedback-** what can I do more of/less of/continue doing? How can I help?
- **Be transparent-** and ask your team about their concerns
- **Be clear on deliverables-** think about how your team's work might change in the coming months, flex to new projects that the meet current need



# BEST TOOLS FOR DISTRIBUTED TEAMS

- **Time converter tool:** World Time Buddy
- **Focus tools:** focusbooster, forest, rainy\_mood.com
- **Note-taking app:** OneNote
- **Accountability and reporting tools:** Outlook tasks, Microsoft To Do, KanbanFlow
- **Instant communication:** Skype, Slack
- **Video Conferencing:** Webex, Skype, Zoom
- **Shared docs:** Sharepoint, Sharefile (AMSURG)
- **Time Tracking:** Rescue Time, Marinara Timer, pomotodo
- **Grammar and Writing help:** Grammarly, grammar\_girl



# WELLBEING AND RESILIENCE

Watch for distress signs:

- Feelings of numbness, disbelief, anxiety or fear
- Changes in appetite, energy, and activity levels
- Difficulty concentrating
- Difficulty sleeping or nightmares
- Physical reactions, such as headaches, body pains, stomach problems and rashes
- Anger or short-temper
- Increased use of alcohol, tobacco, etc.

If you experience these for several days in a row and are unable to carry out normal activities, seek help.

Taking care of your emotional and mental health is particularly important during times of challenge. Look for even more mental health resources in the coming weeks

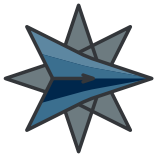
**Take care of your body**– Try to eat healthy well-balanced meals, exercise, and get plenty of sleep. Avoid alcohol, tobacco, etc.

**Connect with others**– Share your concerns and how you are feeling with a friend or family member

**Take breaks**– Make time to unwind and remind yourself that strong feelings will come and go

**Stay informed**– Beware of false information during a crisis- check your [sources.https://www.cdc.gov/coronavirus/2019-ncov/index.html](https://www.cdc.gov/coronavirus/2019-ncov/index.html)

**Avoid overexposure to news**– Take breaks from watching, reading, or listening to news stories



# CHANGE MANAGEMENT- MOVING THROUGH THE PHASES OF CHANGE

## Disorientation/Acknowledgement Stage

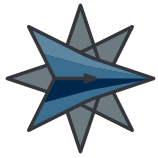
You can feel confusion and anxiety accepting new circumstances. Try this:

- Seek to understand the “big picture.” Just the facts, right now
- Ask clarifying questions: Don’t jump to conclusions
- Ask yourself, “What is it about this that is making me feel fearful, anxious, excited, etc.?”
- Set a daily affirmation. Know that you can and will get through this change
- Evaluate what aspects you can control, influence, and not control

## Reorientation/Reaction Stage

As you get more comfortable, your sense of control rises. Continue by:

- Clarify roles, responsibilities, and degree of ownership with leaders
- Develop a people network; discuss lessons learned, challenges, strategies, and progress
- Ideate on solutions even if they are outside your comfort zone or normal way of working
- Make discussion of rumors and assumptions a standing agenda item for team meetings



# CHANGE MANAGEMENT- GUIDE FOR PEOPLE LEADERS

Change Stage	What People Feel	What People Need
Resisting/ Acknowledging	<ul style="list-style-type: none"> <li>• Viewing change as a negative process</li> <li>• Repeatedly voicing negative opinions</li> <li>• Facing the change by fighting it</li> </ul>	<ul style="list-style-type: none"> <li>• Help person find answers to critical questions</li> <li>• Provide relevant info to assist the person to move forward</li> <li>• Use empathy; see their frustration; "... Sounds like..."</li> <li>• Provide time for her/him to express feelings</li> </ul>
Observing/ Reacting	<ul style="list-style-type: none"> <li>• Caught in a negative loop</li> <li>• Little progress for executing change</li> <li>• Focusing only on what stays, not what's new</li> </ul>	<ul style="list-style-type: none"> <li>• Ask questions; does s/he understand the why and how</li> <li>• Recognize their positive contributions</li> <li>• Help to identify manageable goals daily</li> <li>• Remind him/her: their opinion matters</li> <li>• Draw out concerns: "Let's think of some ways that we could make it work."</li> </ul>
Accommodating /Investigating	<ul style="list-style-type: none"> <li>• Seeing this as unmanageable</li> <li>• Going along out of loyalty only</li> <li>• Not initiating, yet not resisting</li> <li>• Facing it, but resorting to hold methods</li> <li>• Thinking: "I'll deal with this."</li> </ul>	<ul style="list-style-type: none"> <li>• Ask, "Let's talk about what we can do to gain your support"</li> <li>• Ask, "What do you need to have happen?"</li> <li>• Clearly identify expectations</li> <li>• Encourage different approaches, "You know this best—what are your ideas?"</li> </ul>
Embracing/ Implementing	<ul style="list-style-type: none"> <li>• Viewing this as manageable</li> <li>• Seeing this as an ongoing process</li> <li>• Incorporating adjustments to daily work</li> <li>• Displaying comfort with uncertainty</li> <li>• Thinking: "I can pivot."</li> </ul>	<ul style="list-style-type: none"> <li>• Express your willingness to help</li> <li>• Share lessons learned - "It would be very helpful to hear ways you are adapting. What did you do? What was impact?"</li> </ul>





# ADDITIONAL RESOURCES

- [How to Manage Remote Employees- Quartz](#)
- [10 Tips for Working From Home- Forbes](#)
- [Best Online Collaboration Tools of 2020- Techradar](#)
- [The Ultimate Guide to Remote Work- Zapier](#)
- Envision Healthcare Coronavirus Communication Page- [www.envisionhealth.com/coronavirus](http://www.envisionhealth.com/coronavirus)
- [Tips for Social Distancing, Quarantine, and Isolation During an Infection Disease Outbreak- SAMHSA](#)
- Lifeworks EAP -<http://login.lifeworks.com>
- [Work From Home in Times of Coronavirus- Video- Simpleshow](#)