

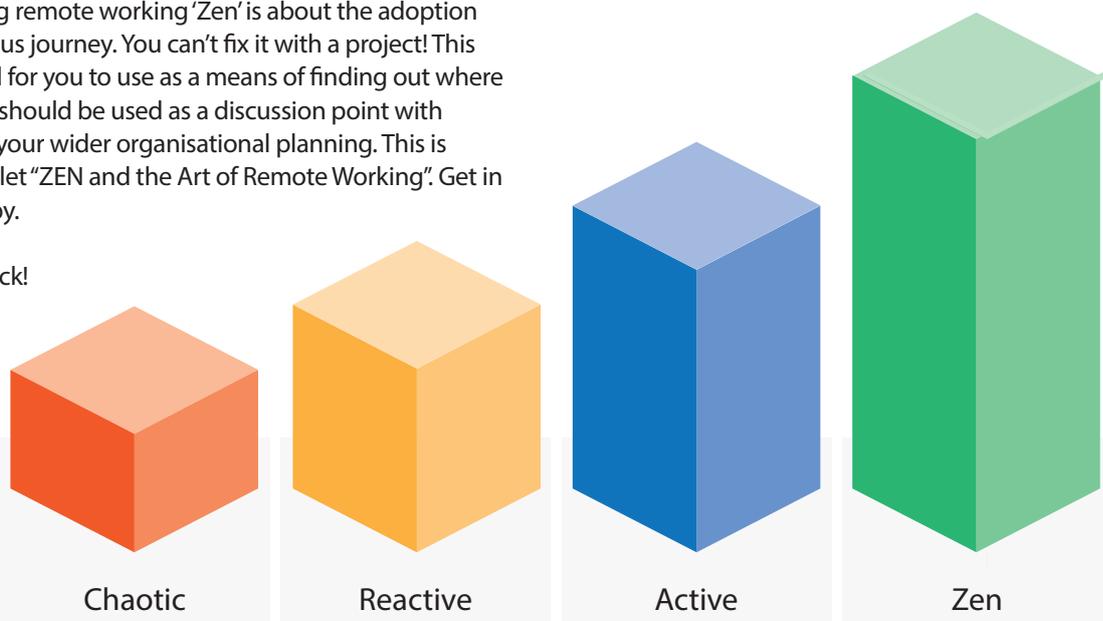
# Remote Working Maturity Index

You may well have already discovered that remote working is a very different animal compared to an office based environment. Remote working means new ways of thinking and new considerations for organisations. As with all organisations, the effectiveness of working practices is directly related to its productivity. It is productivity that is directly related to organisational success.

## Remote Working Maturity

Recognising that achieving remote working 'Zen' is about the adoption of habits and is a continuous journey. You can't fix it with a project! This maturity index is designed for you to use as a means of finding out where you are on that journey. It should be used as a discussion point with your teams and as part of your wider organisational planning. This is accompanied by the booklet "ZEN and the Art of Remote Working". Get in touch to get your own copy.

We wish you the best of luck!



	Chaotic	Reactive	Active	Zen
Summary Position	'We don't know how to handle this!'	'OK, we think we are on top of this now'	'We've adapted to remote working and we're now feeling comfortable'	'We've transformed our way of working, and are turning this into a competitive advantage'
Communications	Primarily Synchronous communications - old style meetings, only its online	'OK, we think we are on top of this now'	Active implementation of redesigned communication routes	Primarily Asynchronous communications unless imperative
	Formal and informal discussions all happening synchronously	Organisational understanding and mapping of communications routes	Good understanding of formal and informal communications and whether they should be treated asynchronously or synchronously	Asynchronous always preferred. Continuous improvements happen from within the team
	Time intensive, repetition of information. Lots of confusion and a general feeling of chaos	Recognition of the differences and importance of the types of communication (non-work related and work related)	Time savings becoming inherent across organisation as communications structures are built (including breaks, watercooler discussions etc.)	Everyone knows what they are doing and all formal communications are dealt with promptly on a read-once basis. Legwork is done ahead of meetings to maximise their utilisation

### WANT TO FIND OUT MORE?



Get in touch. Call our team and ask for more details  
[contact@bspark.eu](mailto:contact@bspark.eu) | +352 691 136 739 | [www.bspark.eu](http://www.bspark.eu)



Culture	Individuals may feel sense of foolishness and not prepared to ask questions for fear of looking like an idiot	Safety understood and more people feeling comfortable contributing	General adoption of safe culture. Some individuals actively contributing to betterment of organisation	Anyone feels comfortable reaching out to anyone about non-work and work related matters
	Lack of trust across the organisation. Individuals don't know where to ask for help. Management afraid to let their teams get on with it	Trust in remote working and individuals is starting to be established	Teams trust the process, tools and each other. The results are beginning to be understood	Teams can actively adapt to changes in environment and have a full understanding of risk
Handbook	No Handbook; Whole focus on traditional ways of working	Need for handbook understood and is being used on a basic way	Core remote working processes, tools and other information being recorded. Handbook is being promoted as 'single source of truth'	Team own the handbook, actively use it and contribute changes and updates. Handbook first mentality fully adopted
Processes	Current processes not fit for purpose within remote working environment	Processes optimised but still largely based on non-remote environment	Processes reflect remote working environment	Processes continuously reviewed and updated to further improve remote working environment
	Processes unmapped	Current processes are being adapted for remote working	Processes have been optimised for remote working, but the business has not fundamentally changed	The business has changed to reflect the new norm, and processes adapt to changes in environment
Technology	Current systems not fit-for-purpose for remote working - they are disrupting the business rather than aiding it	Appropriate toolsets have been identified, and being deployed (including training), the business is on an adoption curve	Remote working toolsets have been accepted, and are working well. There may still be some disruption	The business has revised it's ways of working, and toolsets have changed or adapted to reflect this. New toolsets are adopted to reflect maturity of organisation
	Wide misunderstanding and knowledge of how to use toolsets and which to use. Too many toolsets available	Toolsets restricted to best-fit but still not optimal	Toolsets reduced to what is needed and bespoke (where required)	Systems have been customised to meet the new needs of the business, and can be iterated in an agile way
Human	Isolation	Basic Teamwork	Feeling of mastery	Zen! Great quality of life
	Confusion	Empathy	Contribution	Responsibility
	Mental wellbeing at risk	Seeking direction	Enjoyment	True flexibility - work on demand
	Fear of conflict	Avoidance of accountability	Prepared to go the 'extra mile' for colleagues and clients	Self Management and accountability comfortably accepted
Management	Centralised Decision Making - Command and control	Remote Working best practice habits nascent	Decentralisation of responsibility for best practice habits	De-centralised decision making
	Lack of trust in all directions	Basic responsibilities delegated	Major decision making delegated	360 degree trust established and results are aligned to commercial outcomes

## WANT TO FIND OUT MORE?



Get in touch. Call our team and ask for more details  
[contact@bspark.eu](mailto:contact@bspark.eu) | +352 691 136 739 | [www.bspark.eu](http://www.bspark.eu)

