



Work remotely and manage virtual teams

PRODUCTIVITY TIPS FOR PEOPLE MANAGERS



1 Set your team up for success



- ✓ Discuss and agree on work-from-home rules of engagement within your team
- ✓ Set clear expectations and monitor regularly
- ✓ Ensure each of the team members is aware of their objectives/KPIs
- ✓ Provide appropriate tools and system access required to perform tasks at home
- ✓ Set up group chat with your team



2 Maintain ongoing engagement

- ✓ Frequent team meetings (weekly/daily) and individual follow-ups
- ✓ Engage with your team members during the day and make time for small talks
- ✓ Use video capabilities during the calls to build rapport
- ✓ Have regular Whatsapp updates to keep your team engaged and motivated



3 We are in this together



- ✓ Be empathic with the current situation, practice active listening
- ✓ Encourage positive communications and mindset within the team
- ✓ Build trust; focus on the goals, not activity; avoid micromanagement
- ✓ Encourage the team to take care of their physical and mental wellbeing
- ✓ Take care of your own physical and mental wellbeing

12

Ways to stay **PRODUCTIVE** while working from home



BUILD A HEALTHY DAILY ROUTINE

Work from home does not mean that you have to be “on” all the time. Build habits that help you maintain a sense of normalcy.

01



MAINTAIN REGULAR WORK HOURS.
AVOID OVERTIME.
SET PRIORITY

02

START AND END YOUR DAY WITH A ROUTINE
AM: wake up, get dressed etc.
PM: take a walk, have coffee etc.



04



SET A DEDICATED WORK STATION AND GROUND RULES AROUND IT

E.g. Kids not to disturb during work hours.

03

SET FREQUENT BREAK TIMES FOR LUNCH/COFFEE



TAKE CARE OF YOUR PHYSICAL & MENTAL WELLBEING



Change of work environment often causes stress and anxiety. A healthy body and mind will keep you stay productive during this period.

05

STAY ACTIVE. EXERCISE WHENEVER POSSIBLE.



07

MAINTAIN BREAKFAST/LUNCH SCHEDULE
DON'T SKIP MEAL



06

SET YOUR DESK AND CHAIR AT OPTIMAL HEIGHT FOR A HEALTHY POSTURE



08

STAY POSITIVE
WE ARE IN THIS TOGETHER



STAY CONNECTED WITH YOUR TEAM



It's easy to feel lonely while working from home. Stay connected with your team to maintain your motivation.

09



CHECK IN WITH YOUR TEAM FREQUENTLY. MAKE TIME FOR SMALL TALKS

10



USE VIDEO CAPABILITIES DURING MEETINGS

11



KEEP YOUR TEAM INFORMED ABOUT YOUR PRIORITY & WORK PROGRESS. OVERCOMMUNICATE IF NEEDED.

12



ENSURE YOU HAVE ALL THE TOOLS AND ACCESSES REQUIRED TO COMPLETE TASKS REMOTELY



Coping in Stressful Times

STRESS MANAGEMENT TIPS FOR PEOPLE MANAGERS



MANAGE THE TASKS



EMOTIONS ARE CONTAGIOUS

How do you as a leader go about getting things done?

Emotional contagion is when one person's emotions and related behaviour trigger similar emotions and behaviours in other people.

If you and your team members are being directly impacted by external events, anxiety, stress and low mood can spread through your team.

FOCUS ON THE FACTS & THE TASKS AT HAND

- 01 Be clear about your goals and objectives
- 02 Provide clear and succinct information and updates
- 03 Admit to yourself when you don't know or have the information. Reach out to your network for assistance
- 04 Use goal setting to align your team with the current organisational goals

REDIRECT FOCUS TO WHAT YOU DO CONTROL

- 05 Practice "Digital Leadership", take your culture online and reinforce camaraderie, esteem, recognition and compassion via digital means.
- 06 Anticipate a crisis: Being prepared can help prevent things from getting worse
- 07 Don't just wait out. Be decisive, take actions, create solutions, be visible to your organisation and team & communicate well. Taking actions puts you in control, in turn, reduces stress
- 08 Selectively use your time and resources



Coping in Stressful Times

STRESS MANAGEMENT TIPS

MANAGE SELF DURING STRESSFUL TIMES

When stressed out, it is easy to neglect your own needs. How you present yourself to your team has an impact on attitudes and behaviours of the group. People can pick up on cues consciously or unconsciously and when anxiety levels are high, it can have an impact on everyone at all levels of the business.

01 LOOK FOR PERSPECTIVE



Keep work events in reasonable perspective, that's a first step to keeping stress under control.

02 LEAN ON YOUR SUPPORT NETWORK



Reach out to your trusted colleagues - people whose judgment you respect - for an objective point of view for troublesome situations.

03 BLOCK TIME



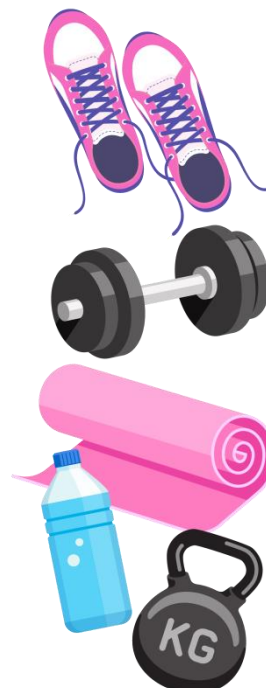
Hold a period of time and regularly keep it free from meetings, calls and miscellaneous interruptions. This gives you time to work on things that are important that you've not been able to get to.

04 BE ASSERTIVE WITH YOUR PERSONAL TIME



Agree a regular time with your significant others and prioritise this. Negotiating this psychological space at a regular time can give you something to look forward to and allow you to clear your head and relax.

05 EXERCISE



Physical activity increases the production of the brain's feel-good neurotransmitters, called endorphins. Regular exercise increases self-confidence, helps you relax and lowers the anxiety associated symptoms. Exercise can also improve your sleep, which is often disrupted by stress. All of these exercise benefits can ease your stress levels and give you a sense of command over your body and your life.



Zoom Tips

HOW TO USE ZOOM EFFECTIVELY WHILE WORKING FROM HOME

Be it a person or a crowd of hundreds, internal meeting or external gathering, you can rely on Zoom for a frictionless virtual experience. Below tips will help you tap into the power of Zoom.

#DIGITALWORKPLACE



FIRST TIME USER

CREAT NEW ACCOUNT

- ✓ [Raise ServiceNow ticket](#)
[Click here](#)

ESSENTIAL ZOOM TIPS

- ✓ [Join a meeting](#)
[Click here](#)
- ✓ [Schedule meeting](#)
[Click here \(from 3:46\)](#)
- ✓ [Record a meeting](#)
[Click here](#)
- ✓ [Configure audio & video](#)
[Click here](#)
- ✓ [Meeting control](#)
[Click here](#)

[Click here to register for Zoom webinar, hosted by Zoom](#)



ADVANCED USER

ENHANCE YOUR ZOOM EXPERIENCE

Below are tips that will help enhance the Zoom experiences not just for yourself but also your team.

- ✓ [Change virtual background for a more professional setup](#)
- ✓ [Hold spacebar to temporarily unmute](#)
- ✓ [Share multiple screens at once for better collaboration](#)
- ✓ [Use virtual whiteboard for brainstorming](#)
- ✓ [Annotate over shared content for faster decision making](#)

[Click here to learn how to apply these tips](#)



TROUBLE SHOOTING

QUICK STEPS TO FIX ZOOM ISSUES

- ✓ [Outlook calendar is not connected to Zoom](#)
[Click here](#)
- ✓ [Just turned on the laptop and Zoom doesn't work](#)
[After recovering from sleep mode, Zoom looks for OKTA authentication. Log in OKTA to resolve the issue](#)
- ✓ [Have other issues with Zoom](#)
[Click here to read Zoom material & Q&A](#)
- ✓ [Still can't resolve issues with Zoom](#)
[Raise a ticket with IT Service Desk](#)