SENDERO

10 Key Considerations
FOR A WORK FROM HOME (WFH) MODEL

Is your company exploring the option of a more permanent Work from Home (WFH) model? Here are a few considerations to take into account as you make an assessment:

ORGANIZATION AND OPERATIONS

Communication Strategies – Determine the types and frequency of communication (e.g., team meetings, one-one-ones, etc.) Frequency can be determined by volume of content and team size.

Accountability – Establish expectations early to ensure teams understand schedules, objectives, communication methods, and times of completion. Avoid micromanaging by scheduling meetings appropriately.

Performance Management – Establish Key Performance Indicators (KPIs) to measure productivity. Document responsibilities and goals and ensure that career progression does not differ for on-site versus remote employees.

Culture – This is defined by documented core values and expected behaviors. Hold people accountable to those behaviors. Put people first and prioritize relationships. Encourage work vs. personal boundaries.

Schedules – Work schedules can vary according to what the company objectives are for remote work. Create incentives for managers to meet objectives, and let them determine what is best for their teams.

TECHNOLOGY AND BUSINESS READINESS

Scalability and Redundancy – Many companies have had to address remote work scale by increasing internet bandwidth and VPN licensing. Ensure that connectivity is redundant and that redundant circuits can handle the necessary amount of traffic.

Security – Proprietary company information should be accessed from company-owned devices or restricted to company-controlled containers on personal devices. Utilize cloud storage to reduce the risk of device backup failures. Continue all standard network monitoring practices.

Business Readiness – Evaluate and adjust business processes as necessary. Digitize paper documents, automate workflows, etc. If you have contact center agents who are now remote but still take customer payments, ensure that you are still PCI compliant.

Tools – Standardize collaboration tools. There are many tools for meetings (e.g. Zoom, WebEx, etc.) Pick a platform and stick with it. If you're not using Office 365 which contains good collaboration capabilities, evaluate making the switch.

Home Office - Develop at-home cybersecurity standards and required training for all employees. Complete a remote or in-person home safety survey leveraging photos and videos for use in worker's compensation cases.