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.

Prepared by Envision Healthcare Talent Development Center of Expertise, March 17, 2020
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 meet current need

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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**: Jabber, 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

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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.


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

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.

EAP assistance- [http://login.lifeworks.com](http://login.lifeworks.com)
1.800.272.2727
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
<table>
<thead>
<tr>
<th>Change Stage</th>
<th>What People Feel</th>
<th>What People Need</th>
</tr>
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</table>
| Resisting/Acknowledging | • Viewing change as a negative process  
• Repeatedly voicing negative opinions  
• Facing the change by fighting it | • Help person find answers to critical questions  
• Provide relevant info to assist the person to move forward  
• Use empathy; see their frustration; "... Sounds like..."  
• Provide time for her/him to express feelings |
| Observing/Reacting   | • Caught in a negative loop  
• Little progress for executing change  
• Focusing only on what stays, not what’s new | • Ask questions; does s/he understands the why and how  
• Recognize their positive contributions  
• Help to identify manageable goals daily  
• Remind him/her: their opinion matters  
• Draw out concerns: “Let’s think of some ways that we could make it work.” |
| Accommodating/Investigating | • Seeing this as unmanageable  
• Going along out of loyalty only  
• Not initiating, yet not resisting  
• Facing it, but resorting to hold methods  
• Thinking: “I'll deal with this.” | • Ask, “Let’s talk about what we can do to gain your support”  
• Ask, “What do you need to have happen?”  
• Clearly identify expectations  
• Encourage different approaches, “You know this best—what are your ideas?” |
| Embracing/Implementing | • Viewing this as manageable  
• Seeing this as an ongoing process  
• Incorporating adjustments to daily work  
• Displaying comfort with uncertainty  
• Thinking: “I can pivot.” | • Express your willingness to help  
• Share lessons learned - “It would be very helpful to hear ways you are adapting. What did you do? What was impact?” |
BRIDGING THE GAP-
TRAINING RESOURCES

HealthStream Covid-19 Courses:
2019 Novel Coronavirus From China: What Healthcare Professionals Need to Know – pdf guide
Hand Hygiene- A SafetyQ Course – 22 min
Airborne Transmission-Based Precautions in the Acute Care Setting - KnowledgeQ – 25 min

To access the full 21 course Covid-19 library, type COVID in the HealthStream catalog search bar

LinkedIn Learning Free Classes:
Working Remotely – 1 hr
Time Management: Working From Home – 1hr 25 min
Being an effective Team Member – 31 min
Productivity Tips: Finding Your Productive Mindset – 59 min
Leading at a Distance – 36 min
Balancing Work and Life – 28 min
Thriving @ Work: Leveraging the Connection between Well-being and Productivity – 41 min
Managing Stress for Positive Change – 57 min

For additional training and talent needs contact Human Resources.

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• 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
• 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