



Working from home

A guide to helping you work better

April 2020

Disclaimer: this guide was developed as a template for the Market Transformation team. The team has 24 individuals within it. The aim was to keep a large team working well, taking care of their health, and have a resource that we could use and evolve over time. Feel free to use this guide for inspiration.

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We care about you

We may be in this for the long haul. So please remember:

Be aware of mental health issues that can arise from physical isolation.

- Be honest with yourself about your mental health and with the team if you are struggling
- Keep in touch with the team.
- Participate in our social activities!

Why are we doing this?

Here are some things worthwhile remembering.

Working from home once in a while is fun. Working from home all the time will be hard on you.

To help you, keep this in mind:

- **CONNECT** with someone daily. A telephone call or video chat is a much more humanising connection. The call doesn't have to be about work. Talk about that netflix show you've been bingeing, or how much chocolate you've eaten.
- **MOVE**. It's very easy to stay stagnant for long periods of time. Chances are your work from home set up isn't as ergonomic as your work set up.
- **CARE** for yourself. Eat well, healthy, lay off the snacks, and go easy on the caffeine.
- **KEEP** your life and work separate from each other. Life time is your time, and work time is work time. Keep them separate from each other.
- **BUILD** a routine. If work is work, dress for it. Get up, do some exercise, take a shower, and get ready for the day.
- **REACH** out to someone if you need to. Recognise when you're feeling down. It's ok to say I'm not ok to someone else.

Emergency contacts

If you need reach a member of the team outside standard hours or urgently:

| Team | mobile | Team | mobile |
|------|--------|------|--------|
| Team | mobile | Team | mobile |
| Team | mobile | Team | mobile |

Head of Operations:

Head of HR:

Going to the office

If you are going to go the office or any meeting face to face, you must clear it with your Senior Manager or Head of Department. This allows us to know where you are and inform the relevant heads of HR and Operations.

No exceptions.

Keeping together as a team

We have three main strategies for trying to keep us all talking to each other:

- The Buddy system
- Our Teams sharing parties
- Team (virtual) activities

Daily and weekly calendar of activities

Daily schedule

| | |
|-----------------|---|
| 8:00 am | Gif party! |
| 8:45 am | Morning virtual coffee bar call (15 mins) |
| 12:30 pm | Lunch time sharing! |
| 2:45 pm | Daily stretch break |
| 4:30 pm | Buddy catch-up! |
| 5:30 pm | Sign off message sharing |

Weekly

| | |
|--------------------------|---------------------------------------|
| Monday - 9:30am | GSS Lead team meetings |
| Monday - 10:30am | GSS team meeting |
| Wednesday 12:30pm | Half hour of collaborative puzzle fun |
| Thursday - 2:30pm | MT senior team meeting catch-up |
| Friday - 2:30pm | Gif Awards! |

Our Teams sharing parties

The gif parties!

We want to encourage sharing as much as practicable. So please, join our daily gif parties. We have lined up a stimulating amount of content. Best of all? finest gif will be praised at the end of the week.

Please join and enjoy.

Final sign-off message

We also have set up a roster to remind us to sign off.

| W/C 16/03 | W/C 23/03 | W/C 30/03 |
|----------------|----------------|----------------|
| Day 1 – Person | Day 1 – Person | Day 1 – Person |
| Day 2 – Person | Day 2 – Person | Day 2 – Person |
| Day 3 – Person | Day 3 – Person | Day 3 – Person |
| Day 4 – Person | Day 4 – Person | Day 4 – Person |
| Day 5 – Person | Day 5 – Person | Day 5 – Person |

Friday gif award!

Every Friday we will go through and look at every gif shared. We will then pick a gif from every day and ask you to vote.

Who will win? Who will lose?

It's all down to you.

In the end, the mighty Praise bot can only choose one. Who will it be?!

Our social discussion channel

We are also setting up a discussion for all of us to enjoy. See the Social channel to discuss your favourite books, tv shows, or anything else you'd like to talk about.

Team (virtual) activities

The morning virtual coffee bar call

Every morning, we will hold a quick virtual coffee bar. Tell us your stories, share your insights, tell a joke, and most importantly, tell us how you are doing!

This is one time where we ask that you turn on the webcam. We wanna make sure we don't forget your face!

Daily stretch break

We've said that this is important. Get up and move!

So, to help with this, at 2:45pm, we will hold a team stretch session. Come around and exercise a bit with all of us. And remember, webcams on to have some fun*!

*webcams optional.

Encouraging physical activity and regular breaks

- Go out during lunch for a walk.
- Take 10 minutes to breathe the air.
- Don't forget how important it is to keep moving throughout the day, and drinking water, getting sunshine, patting the dog/cat/stick insect etc etc...
- Consider having a spot for meetings, and a different spot for working! This will help you keep active
- Watch your nutrition. Fruits and veggies + water are a great combination. Don't go nuts for the chips and soda.
- Attend the daily stretch break every day!

Making virtual meetings work for all

Everyone is calling each other all the time, going from meeting to meeting. It is very easy for you, and others to be in front of the computer meeting away, with no breaks. So, let's be mindful of that.

Keep meetings short

- Schedule all meetings to start at the hour or half hour.
- Shorten your meetings, and hold yourself to these:
 - Instead of one hour meetings, make them 45 minutes.
 - Instead of 30 minutes, make them 20 minutes.

Keep meetings productive

- Share an agenda prior to the meeting where you can.
- Have only the right participants in the meeting
- For committee meetings,
 - Send papers a week before
 - Assume papers as read
 - No more than 2 presentations
 - Limit presentations to 5 minutes or five slides.

- Have a strong chair to manage the flow of the meeting

Keep meetings cordial

- Encourage webcams where possible
- Use the chat to collaborate
- Put yourself on mute if you aren't speaking, and don't forget to unmute yourself
- Smile and be nice. It is stressful, and being a nice person goes a long way

Being productive

Having the right equipment

- Let your manager know if you have any troubles with equipment - internet etc
- Ensure you work as ergonomically as possible (work at a desk etc).
- Tips for happy working at your desk:
 - Use a clean and clear desk
 - Plenty of natural light, and open the window!
 - Have a drink on your desk and healthy snacks available
 - Make it a place you enjoy being at - little touches like a candle may help

Working together

- We'll do regular check-ins on direct reports
- Use meetings/chat to ask questions and not stew for hours.
- Make sure you are logged in on virtual chat and phone system!
- Call instead of messaging where possible
 - Let people know if you're going to call via chat
 - Keep in mind maintaining project notes
 - Make the time in calendars to work collaboratively

Communicate well

Communicate often and clearly.

We encourage you to use the webcam. It is useful to use it. Otherwise, it can be a sea of grey.

When working on tasks, make sure you have a full understanding of what the task is. Ask questions. Get clarification where needed. Reconfirm the task with the delegator. This is to save on the amount of rework required.

Remember, everyone is stressed a bit more than usual. It's okay to be asked to clarify something, it's also okay to ask for more clarity.

Keeping work-life balance, when work is in your home

Make a space for work

It might be tempting to work ad hoc, balancing a laptop on your knees on a couch or working at a dining room table or kitchen counter. But making a space for yourself that you can comfortably spend hours at each day will help you define your work structure.

- Mark out a space, either a room or a work area. Use this for work. That's what it is for.
- Set Up Your Workspace Ergonomically
- Stand up regularly (see above around breaks)

Ending your day

Some of you may be finding it challenging to switch off at the end of the day and stop working. We have our final sign-off notice on Teams. Take heed of it!

But what happens when you do? These are our tips

- Turn the laptop OFF not just close the screen
- Put the laptop in the naughty corner
- Leave the laptop in a dedicated 'office' area where you aren't likely to be socialising after hours
- Turn off work notifications in your phone from 9pm to 6am.

Sleeping well

Our tips for sleeping better every night. You only need to do a combination of 4 of the 7 items below, in any order, to have a wonderful sleep.

- **Exercise that day** (20min walk sufficient)
- **30min stretch before bed**, especially legs, to loosen up tight muscles, mostly lower back. People often sleep poorly due to tight muscles
- **Go for a walk after dinner**, to help settle the food, even just 10mins
- **Take magnesium tablet**, to help relax your muscles, available from any pharmacy
- **Meditate**, even just for 5mins. Even just closing eyes and counting how many different sounds you hear
- **No screen** for 1hr before bed
- **Read for 15 minutes** before bed

Coronavirus action plan

General

- Please prioritise operational work over strategic work
- Avoid overworking - focus on maintaining physical and emotional health (especially if several staff members are off unwell)

The link to the action plan is: