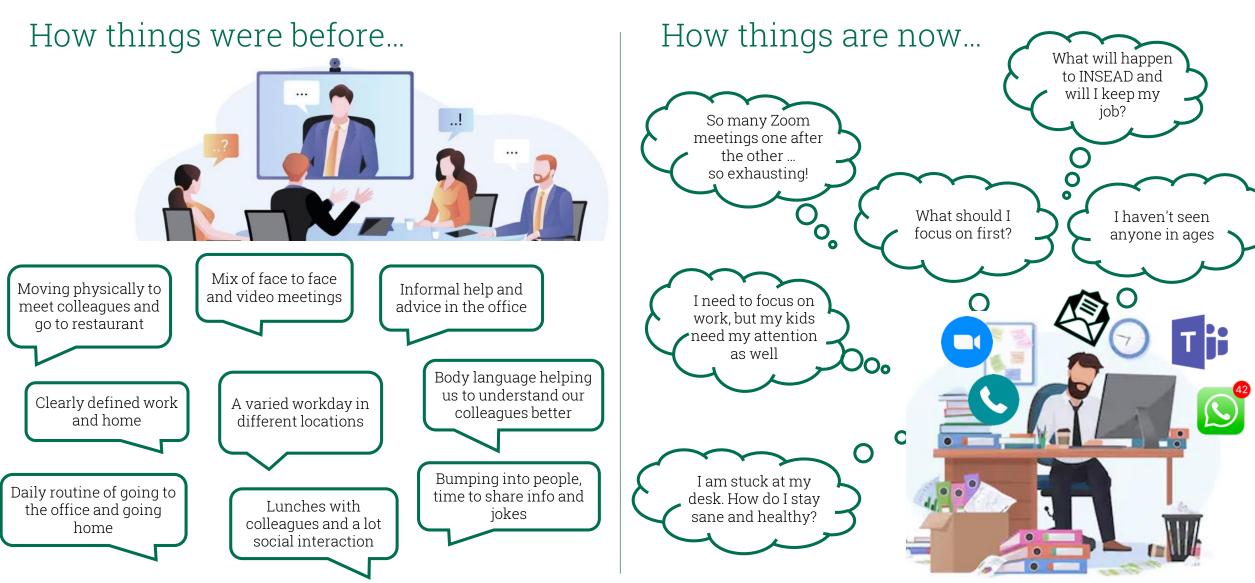


# Remote Working Best Practices

Human Resources – October 2020



## Remote working is very different for us all



On-campus working norms are not fit for remote working, we need to adapt...

## Establish a *new normal* for remote working (for all staff)

Ask for help, in time!

Be kind to yourself – do not beat yourself up if you do not accomplish everything on your to-do list

Create new routines for yourself:

- Have clear working hours & take regular breaks
- Create a "virtual commute": dedicate some "you" time before you dive into your emails / meetings

Take care of yourself

Do some physical exercise each day and stand-up walk around between every meeting

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Proactively contact colleagues & your manager

Participate in & contribute to team meetings - balance: listening, talking & asking questions

Ask people how they are doing / feelina

Give feedback to your

colleagues & manager

Take care of your relationships

Take care of

your development

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Turn on video in meetings (when you can)

Protect yourself by creating boundaries:

- Talk it over clarify boundaries to those close (at work and at home)
- Negotiate solutions be open to compromises & alternatives
- Learn to say "no" politely and respectfully
- Be consistent so people recognise your limits
- Take time off consider digital detox

Organise your workspace at home:

- Create quiet & distractionfree zone to work
- Ensure you have good ergonomics

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Ensure professional background for video calls

Watch out for each other - read emotional signs / body language

Attend social virtual meetings to stay connected & feel positive

Agree on an explicit work plan with your manager & review regularly

Ensure you get information, updates & direction to do your work

Ask for feedback on

how you are doing

Keep track on how you are doing on your objectives / tasks

Ask for feedback from your colleagues & manager

Dedicate time (15'/day) for upskilling via LinkedIn Learning

Take care of delivery

Escalate - reach out to your manager if you need support or have comments to share

Share learnings & best practices with colleagues

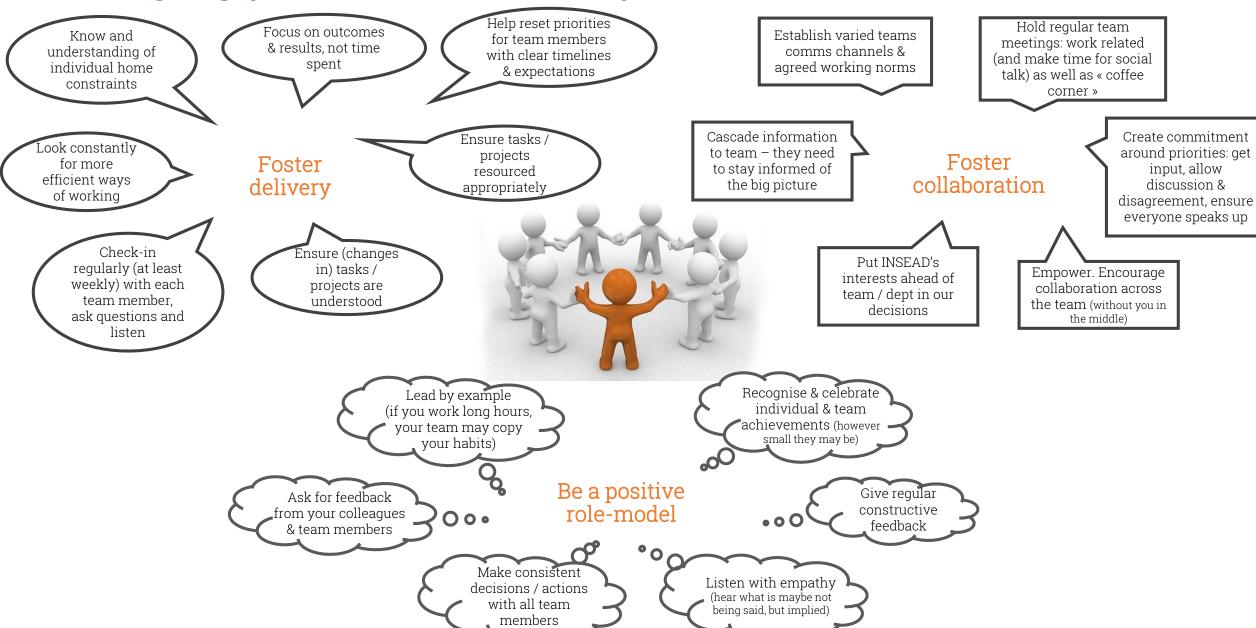
Make a daily to-do list & consider:

- Work tasks
- Own development
- Physical & mental health

Sign-up for newsletters & blogs on relevant topics

Celebrate successes with colleagues

## Managing your team remotely (for Team Managers)



## Useful resources



• INSEAD's Psychological Services team

Further information / to make an appointment <a href="https://www.insead.edu/psychological-services">https://www.insead.edu/psychological-services</a>

• INSEAD Company Nurse
Natalie Cosquer (based in FBL) <u>natalie.cosquer@insead.edu</u>

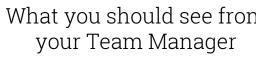
Virtual Fitness classes
 Organised online daily by the SGP Fitness Centre
 Check out times and Zoom links on <u>Teams group "Time Out"</u> (Wellbeing channel)

Virtual Mindfulness classes
 Organised online 4 times a week by Psychological Services
 Check out times and Zoom links at <a href="https://www.insead.edu/psychological-services">https://www.insead.edu/psychological-services</a>

# Keep INSEAD leadership behaviours in mind at all times

Refocus our leadership behaviours to safeguard INSEAD's future

#### What you should see from your Team Manager



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Act together

Put the interests of INSEAD ahead of department, team or individual objectives

- We put INSEAD's interests ahead of our departmental / team / individual needs in our decisions
- We support hard decisions / take ownership for them
- We individually and collectively put emphasis on immediate cost savings and top line revenue growth
- We act with urgency on our actions

Focus

Focus the resources we can afford on what delivers immediate cost savings or builds/protects revenue

- We reset priorities for our teams, with clear timelines and expectations
- We constantly look for more efficient ways of working
- We leverage use of technology to ensure business agility and continuity
- We ensure that short term objectives align to our longer term strategy

### Connect

Connect our people through continuous communication. showing personal interest and recognising achievement

- We help our teams understand where they should spend their time and help them adjust to remote working
- We enquire about individuals wellbeing, give feedback on their performance and ask for their feedback
- We recognise individual and team achievements
- We cascade information (up and down) in a timely manner

#### Remembering that:

- Business performance = sum of individual behaviours (individual + team + organisation)
- 80% of our behaviours are unconscious
- When under stress we revert to individual / self-protecting behaviour
- We need to consciously focus on aligning all of our team members in line with these leadership behaviours

Expect our horizons to be **shorter** – our thinking more **tactical** – our stance more **agile** 



The Business School for the World®