



# Working Remotely - A Practical Guide

Centre for Excellence in Child and  
Family Welfare

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# There are many factors to consider when moving to remote working including the tools you use and how to adapt the way you manage your teams



## Tools for Remote Working

How might you

- Establish the right conditions for collaboration across your teams and with other organisations?
- Make the right technology choices & rapidly build capability across your workforce
- Ensure you are protecting employee and Client privacy



## Managing Your Teams

How will you

- Manage the change to remote working
- Recognise that every individual will have different needs
- Become an effective virtual manager

## Tools for Remote Working



# Some of the tools and what you might use them for?

## Tools for **collaboration**



**Microsoft Teams**  
Conference calls, chats, co-creation, document sharing and co-creation



**Google Docs**  
Document sharing and co-creation



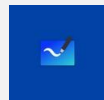
**Mentimeter**  
Live survey, questionnaire, quizzes etc.



**Google Hangouts**  
Audio and video calls and chats



**Mural**  
Live interactive co-design and planning



**Microsoft Whiteboard**  
Space to write and draw

### Key activities and features:

Workshop facilitation, co-creating documents, document sharing, presenting, live drawing and writing

## Tools for **communication**



**Phone**  
Don't forget the simple phone



**Skype**  
Audio and video calls and chats



**Microsoft Teams**  
Conference calls, chats, co-creation, document sharing and more



**WhatsApp**  
Private and group chats, audio and video calls



**Zoom**  
Large group calls and presentation



**Facetime**  
Video and audio calls

### Key activities and features:

Group chats, private messaging, audio and video calls

Software providers are making updates daily to make collaborating more secure

# Creative responses from the sector

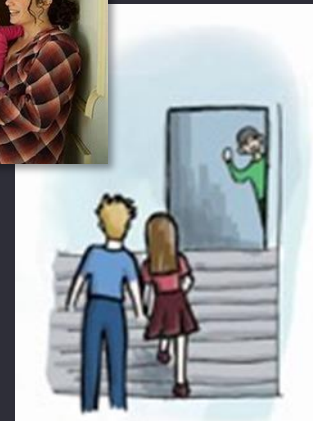
We are seeing creative ways people are using technology and new techniques to support children and their families



Virtual house visits, gaining insights into what is happening in the home using Facetime & Skype



Doorstep visits to gain sight of children

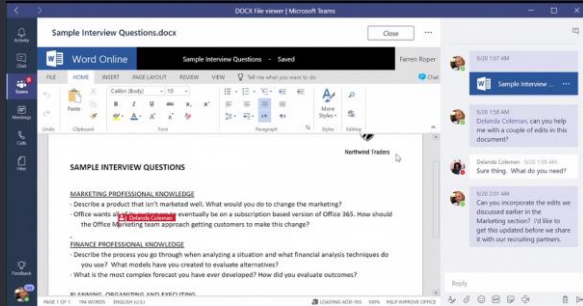


Supervised contact using tools like Skype

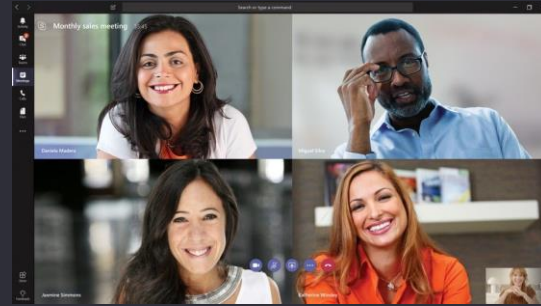
# Microsoft Teams



Teams is a communication and collaboration tool, which combines the functionalities of other conventional tools like Skype, Outlook, Office 365. Teams allows you to chat, meet, call, and collaborate all in one place



Co-creating document and file sharing

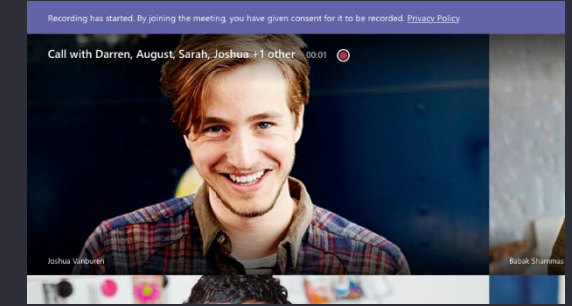


Audio & video calls



Conferencing

Screen sharing



Meeting recordings

Syncs directly with Outlook

## MS Teams delivers advanced security and compliance capabilities

Currently ~500,000 organisations globally use Teams including DHHS, EY and leading Australian banks

Australian hosted

Control over who externally accesses your meeting - lobby system

Underpinned by a Microsoft Active Directory - the same way you log onto your work PC

# Accessing MS Teams and getting started

Microsoft recently announced that it is offering a 6 month free trial of Office 365 E1 which includes Microsoft Teams, if you are a current Office 365 user you are likely to be eligible.

We have provided some useful links to further information on getting access, training and advice on privacy and security.

1

## MS Teams - Getting Access

<https://www.microsoft.com/en-us/microsoft-365/blog/2020/03/05/our-commitment-to-customers-during-covid-19/>

2

## MS Teams Education




Once you get access your next step will be to roll out training to ensure your teams are able to take advantage of all of the features available to them. Microsoft offers some great online training which you can access for free - [https://info.microsoft.com/AP-M365-CATALOG-FY20-03Mar-06-GettingStartedwithTeams-SRDEM14787\\_CatalogDisplayPage.html](https://info.microsoft.com/AP-M365-CATALOG-FY20-03Mar-06-GettingStartedwithTeams-SRDEM14787_CatalogDisplayPage.html)

3




## Microsoft Security

For privacy and security guidance - <https://www.microsoft.com/security/blog/?p=90736>) this is a good source for MS Teams security as security more generally

# Remote working tools - what should you use when?

| Technology   | Capabilities   | Benefits  | Drawbacks   | When to use  | When to not use  | Security Considerations   |
|--|--|---|---|--|--|---|
| <b>MS Teams</b><br>             | <ul style="list-style-type: none"> <li>▶ Virtual meetings including video, audio, whiteboards, notebooks, screen share, collaborative document editing</li> <li>▶ Calling</li> <li>▶ Instant messaging</li> <li>▶ Mobile and Web</li> <li>▶ Broad collaboration platform integrated to Microsoft Office</li> </ul> | <ul style="list-style-type: none"> <li>▶ Seamless desktop and app experience</li> <li>▶ Collaborate easily with groups</li> <li>▶ Support groups up to 10,000</li> <li>▶ Connected to Outlook for meetings</li> <li>▶ Mobile apps for Android and IOS</li> <li>▶ Good browser experience</li> </ul> | <ul style="list-style-type: none"> <li>▶ Bundled with Office 365 (cannot be bought separately)</li> <li>▶ Phasing out Skype, where many people instinctively go for meetings</li> </ul> | <ul style="list-style-type: none"> <li>▶ When looking for an all-in-one service</li> <li>▶ If file collaboration/sharing is desired</li> <li>▶ If a seamless mix between app use and collaboration is requested</li> </ul> | <ul style="list-style-type: none"> <li>▶ When you don't use any Microsoft Office technology</li> <li>▶ When solely looking for video/audio conferencing</li> </ul> | <ul style="list-style-type: none"> <li>▶ As part of the Office 365 Service, follows all the security best practices and procedures</li> </ul>           |
| <b>Skype for Business</b><br>  | <ul style="list-style-type: none"> <li>▶ Instant messaging</li> <li>▶ Video and audio conferencing</li> <li>▶ Call recordings</li> <li>▶ Call cell phones</li> <li>▶ Screen sharing</li> </ul>   | <ul style="list-style-type: none"> <li>▶ Good for chat and small group meetings</li> <li>▶ Connected to Outlook for meetings</li> <li>▶ Clients may have access</li> </ul>  | <ul style="list-style-type: none"> <li>▶ Being phased out by Microsoft</li> <li>▶ Not great in larger group settings</li> </ul>   | <ul style="list-style-type: none"> <li>▶ Only if you are already using it</li> <li>▶ Simple chat and video/audio meetings with colleagues or with Clients</li> </ul>   | <ul style="list-style-type: none"> <li>▶ If you are not using it already</li> <li>▶ When looking for collaboration</li> <li>▶ Large group meetings</li> </ul>      | <ul style="list-style-type: none"> <li>▶ If you are not already using it you should use Teams</li> </ul>  |
| <b>Facetime /WhatsApp</b><br> | <ul style="list-style-type: none"> <li>▶ Instant Messaging</li> <li>▶ Video and audio conferencing</li> <li>▶ Call cell phones</li> </ul>  | <ul style="list-style-type: none"> <li>▶ Good for chat and small meetings</li> </ul>  | <ul style="list-style-type: none"> <li>▶ Not great in larger group settings</li> <li>▶ Potential lack of data security</li> </ul>   | <ul style="list-style-type: none"> <li>▶ Simple chat and video/audio meetings</li> </ul>   | <ul style="list-style-type: none"> <li>▶ When looking for collaboration</li> <li>▶ Large group meetings</li> </ul>   | <ul style="list-style-type: none"> <li>▶ 3<sup>rd</sup> party software which increases data security risk</li> <li>▶ Use with Client consent</li> </ul> |

# Remote working tools - what should you use when?

| Technology  | Capabilities   | Benefits  | Drawbacks   | When to use  | When to not use   | Security Considerations  |
|---|--|---|---|--|---|--|
| <p>Zoom</p>          | <ul style="list-style-type: none"> <li>▶ Meetings and chat</li> <li>▶ Rooms and workspaces</li> <li>▶ Phone system</li> <li>▶ Video webinars</li> <li>▶ App marketplace</li> </ul>   | <ul style="list-style-type: none"> <li>▶ Video-first communications</li> <li>▶ Consolidated services</li> <li>▶ Designed for scale via dashboards</li> <li>▶ Support enterprise workflows</li> <li>▶ Secure and reliable</li> <li>▶ Call recording</li> </ul> | <ul style="list-style-type: none"> <li>▶ Some difficulties in scheduling</li> <li>▶ Not a hosting/editing tool for things like product demos</li> <li>▶ Downloading app is required</li> </ul>  | <ul style="list-style-type: none"> <li>▶ When looking for seamless virtual meeting experience</li> <li>▶ When in need of high-quality video and audio</li> <li>▶ Large groups</li> </ul>       | <ul style="list-style-type: none"> <li>▶ When looking for interactive work between parties in a call</li> </ul>                               | <ul style="list-style-type: none"> <li>▶ 3<sup>rd</sup> party software which increases data security risk</li> <li>▶ To help secure your Zoom event and host with confidence: <a href="https://blog.zoom.us/wordpress/2020/03/20/keep-uninvited-guests-out-of-your-zoom-event/">https://blog.zoom.us/wordpress/2020/03/20/keep-uninvited-guests-out-of-your-zoom-event/</a></li> </ul> |
| <p>Mural</p>         | <ul style="list-style-type: none"> <li>▶ Online brainstorming, synthesis and collaboration</li> <li>▶ "Thinking Canvas" utilizing sticky notes</li> </ul>                            | <ul style="list-style-type: none"> <li>▶ Facilitate interactive virtual meetings visually</li> <li>▶ Idea generation and capturing</li> <li>▶ Very flexible</li> <li>▶ Group thought</li> </ul>   | <ul style="list-style-type: none"> <li>▶ Difficult to use as a first-timer</li> <li>▶ Creativity-centric</li> </ul>   | <ul style="list-style-type: none"> <li>▶ Large event facilitation</li> <li>▶ When trying to capture thoughts from multiple parties</li> <li>▶ When interactive teaming is requested</li> </ul> | <ul style="list-style-type: none"> <li>▶ Project management</li> <li>▶ Daily standups</li> <li>▶ When sharing concrete information</li> </ul> | <ul style="list-style-type: none"> <li>▶ 3<sup>rd</sup> party software which increases data security risk</li> </ul>   |
| <p>Mentimeter</p>  | <ul style="list-style-type: none"> <li>▶ Interactive presentation software</li> <li>▶ Includes polls, word clouds, Q&amp;A, slides, etc.</li> <li>▶ Add anything personal</li> </ul> | <ul style="list-style-type: none"> <li>▶ Live input</li> <li>▶ Engaging</li> <li>▶ Can compare/analyze data</li> </ul>  | <ul style="list-style-type: none"> <li>▶ Requires active participation &amp; it is something else for participants to have to interact with</li> <li>▶ Requires smartphone accessibility</li> <li>▶ Can have access issues</li> </ul> | <ul style="list-style-type: none"> <li>▶ When looking for active participation and input</li> <li>▶ When in need of new information</li> </ul>   | <ul style="list-style-type: none"> <li>▶ When presenting known information</li> <li>▶ When looking for simplicity of conversation</li> </ul>  | <ul style="list-style-type: none"> <li>▶ 3<sup>rd</sup> party software which increases data security risk</li> <li>▶ For enterprise level security consider upgrading to Mentimeter Enterprise</li> </ul>  |

# Managing Teams Virtually



# Some key things to think about as a virtual manager



Employee wellbeing should be a key focus, both physical & psychological



Be visible to your team, encourage use of video calls to feel better connected



Consistency is critical think about defining, agreeing and communicating ways of working



Establish tangible performance measures that are tailored to remote working



Ask your team about how they want to interact and how often

# The transition to remote working needs to be executed with agility and consider many factors

Indicative change roadmap for remote working



*Note: The activities in this roadmap should be completed in an agile, iterative manner and not as a linear process.*

# A day in the life of a virtual manager

Our lives have been disrupted, new daily routines have been re-invented.  
How might you re-think how you tackle each day during this new working environment?



8:45 am

Daily stand-up (15 mins)

9:15 am

Virtual coffee catch-up

10:00 am

Leadership team meeting

11:00 am

Team check-ins

12:30 am

Virtual lunch

1:15 pm

1:1 performance and wellbeing check-in

2:30 pm

Brainstorm new solutions

3:30 pm

Report review




4:15 pm

Walking team meeting (at the park)

5:30 pm

Virtual Friday drinks

# Psychological impacts

|  | The change   | The reality  | The recovery   |
|--|--|--|--|
| <b>Timeline</b>  | Mar - Apr  | May - August   | September - December   |
| <b>What's happening?</b>   | <ul style="list-style-type: none"> <li>• Non-essential services closing down</li> <li>• People adapting to working from home</li> <li>• Schools shut down</li> </ul>                               | <ul style="list-style-type: none"> <li>• Social distancing restrictions in place</li> <li>• People working from home for an extended period</li> </ul>                                   | <ul style="list-style-type: none"> <li>• Non-essential services returned but changed</li> <li>• People counting economic cost, high unemployment</li> <li>• Domestic orientated</li> </ul>           |
| <br><b>Thinking</b> | <ul style="list-style-type: none"> <li>• <i>"I can't believe this is happening"</i></li> <li>• <i>"What will this mean?"</i></li> <li>• <i>"This is kind of different and exciting"</i></li> </ul> | <ul style="list-style-type: none"> <li>• <i>"I am sick of this. When will it be over?"</i></li> <li>• <i>"My job is boring from home"</i></li> </ul>                                     | <ul style="list-style-type: none"> <li>• <i>"Thank God that's over!"</i></li> <li>• <i>"It'll be great to see everyone but I am nervous"</i></li> <li>• <i>"Could this happen again?"</i></li> </ul> |
| <br><b>Feeling</b>  | <ul style="list-style-type: none"> <li>• Uncertain</li> <li>• Fearful</li> <li>• Excitable</li> </ul>  | <ul style="list-style-type: none"> <li>• Frustration</li> <li>• Boredom</li> <li>• Resignation</li> </ul>  | <ul style="list-style-type: none"> <li>• Relieved</li> <li>• Apprehensive</li> <li>• Excitable</li> </ul>  |
| <br><b>Doing</b>  | <ul style="list-style-type: none"> <li>• Adapting to a new reality</li> <li>• Setting up home offices</li> <li>• New daily routines</li> <li>• Taking care of kids</li> </ul>                      | <ul style="list-style-type: none"> <li>• Stuck inside for weeks on end</li> <li>• Not exercising or moving music</li> <li>• Looking for someone or something to interact with</li> </ul> | <ul style="list-style-type: none"> <li>• Moving back into 'normal' life again</li> <li>• Excited initially but uncertain around long-term implications</li> </ul>                                    |

# Psychological impacts by age

## What's happening?

### 22 - 28 years

- Job uncertainty/financial concerns
- Adapting to working from home (possibly in a share house)
- Perceive themselves as more removed from the virus

### 29 - 45 years

- Trying to find routine
- At home, dealing with young kids
- Concerned about the impact of the virus on parents and family members

### 45+ years

- Dealing with business and economic implications of the virus
- Concerned about the impact of the virus of the parents and family members



## Thinking

- "What will happen with my job?"
- "I'm over this apartment"

- "I'm exhausted"
- "My days have no structure"

- "Some really hard decisions are going to have to be taken"
- "What impact will this have on my team?"



## Feeling

- Uncertain
- Bored
- Somewhat ambivalent

- Overwhelmed
- Tired
- Unproductive

- Concerned
- Reflective
- Pragmatic



## Doing

- Adapting to their new reality

- Scrambling to manage themselves and their teams

- Understanding the ramifications of the situation



## Needs

- To feel like they are learning and upskilling
- Sense of purpose
- Re-assurance

- Re-set in expectations
- Support in managing and coaching others
- Understanding

- Guidance from the firm
- Advice from peers and externally (e.g. coaching, sounding board)
- Support and backing

# Keeping in touch



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