



HOW TO: SMOOTH THE TRANSITION TO REMOTE WORK





In the wake of the extraordinary challenges we now face, millions of businesses across the world are making the move to remote work, and for many, it's the first time they've run their organisation from home. This has of course significantly changed the way we connect, create and collaborate with our colleagues.

At **Nespresso**[®] Professional, we want to offer our support to businesses nationwide. That's why we've pulled together the latest research and advice from industry experts to shed some light on how we're coping with the transition to remote work.

We also spoke with Ross Chapman, a Remote Work Coach and Experience Design Consultant at Etch, who provided us with some key tips to help your business continue to thrive.

Here's what we discovered...



WHAT DO WE ENJOY ABOUT WORKING FROM HOME?

Buffer, a social media management software brand, partnered with a wide selection of businesses to uncover the benefits and struggles that come with remote work. They interviewed nearly 2500 remote employees, who revealed what they enjoy most...



love having a flexible schedule



14%

enjoy having more time with family



13%

like the comfort of working from home¹



WHAT ARE WE STRUGGLING WITH?

The key challenges employees cite when working from home include...



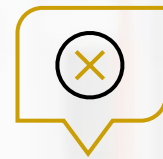
22%

struggle with unplugging after workⁱ



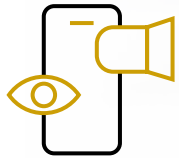
19%

experience lonelinessⁱ



17%

cite troubles with collaborating and/or communicationⁱ



10%

find themselves distracted at homeⁱ



8%

struggle to stay motivatedⁱ



3%

say it's difficult to source reliable WiFiⁱ



TOP TIPS FROM A REMOTE WORK EXPERT

During our remote interview, Ross Chapman shared a number of simple things you can do to master remote work...



CONNECT REGULARLY

“Communication is key – pick up the phone, as it’s still important to talk rather than message all the time.”

You’ll often find it quicker to resolve problems this way.”



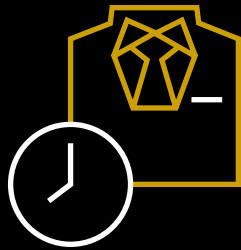
TIP 1

Use daily conference calls with your team to discuss your plans, challenges and overarching goals.

Don’t forget to check in on your colleagues’ wellbeing, and find ways to offer support if they’re struggling with the transition to remote work.

STAY STRUCTURED

“Structure is really important, as are routines. Try and set up a space to work, dress for the office and manage your time well.”



TIP 2

Use a technique called calendar blocking – look at your calendar and separate your work into 30-minute segments. This will help you to break down larger, ambiguous tasks into smaller pieces and also lays out a plan for the day.

Don't just structure your working day, whilst it might be tempting to stay in your PJs, it might not help you get into the right frame of mind. Start your day as you would for work, set your alarm at the usual time, do some morning exercise and dress so you're ready for a productive day.

BE PATIENT

“No doubt your customers and teammates are making sense of remote, so please be patient with them and help each other.”



TIP 3

When creating your daily schedule, factor in time for feedback and review. Be sure you've accounted for the extra time many employees will need as they adapt to remote work.

Calls tend to take longer than popping over to your colleague's desk to ask a quick question, and emails won't always be front of mind.

To ensure everyone knows when you're available, use IM to keep track of your status (busy/away/be right back/do not disturb).

REFINE PROCESSES AS A TEAM

“Collaboration isn’t just the act of working together, people also need to discover problems and start solving them as a team.”



TIP 4

Harness video-based software with a screen-sharing feature to foster greater collaboration between your people – this will enable you to share your challenges, goals and projects with colleagues visually in real-time.





SHARE THE LOAD

“When you’re working from home, you tend to try and take everything on, which can make you feel overwhelmed and eat into your personal time.”



TIP 5

Choose video conferencing software that includes a ‘breakout’ feature, as this will enable you to host business-wide meetings, and then create separate chat rooms to delegate specific tasks to groups in your team.

GET CREATIVE

“Try to create moments that help you feel together while apart.”



TIP 6

Recreate your current office activities online – if you hold a weekly quiz, host it virtually. If you have book clubs or exercise groups, these can all be hosted online, too.

You can even create a fun forum for non-work-related topics – and if you don’t yet have any activities like this at your business, now is a great time to introduce them.



TAKE REGULAR BREAKS

“Take regular breaks, stop for lunch at midday and try to get out of the house and into some open space.”

TIP 7

The time we spend socialising over coffee at work is a part of what makes us feel fresh and ready to tackle the day.

Connect with your team over virtual coffee breaks, **as research from Nespresso® & ComRes revealed that...**



four in five workers (82%) who take coffee breaks at work during the day feel that they help relieve stress.ⁱⁱ

WE'RE HERE TO HELP

At **Nespresso**[®] Professional, we're driven to help you encourage connections and foster collaboration.

If you'd like to find out more, simply call

0808 100 8844

or visit

WWW.NESPRESSO.CO.UK

to find out more

Sources:

ⁱBuffer: State of Remote Work, 2019

ⁱⁱBeyond a beverage: the hidden value of coffee and coffee breaks in the workplace – A Comres and Nespresso Research 2017

