REMOTE WORK: Working successfully in times of the corona crisis

SPOTLIGHT

- *The corona pandemic leads to previously unimaginable protective measures and restrictions for public and private life*
- *The world of work is a central component in the fight to break the chain of infection, and there is only one safe means: remote work*
- *Working life shifts to remote work within the domestic four walls; working contacts will only take place digitally for the foreseeable future*
- *Managers have to develop new styles for "leadership over distance" and support employees in radically changed everyday work in the best possible way*
- *Not all companies are technologically prepared for the rapid digital change and now have to find solutions for employees and organization very quickly*

COVID-19 HITS COMPANIES FROM ALL SECTORS HARD AND WITHOUT TIME TO PREPARE

>25%
of exporting German companies expect losses in sales of >20%

-40%
Fall of the DAX 30 index since mid-February

-20%
Decline in GDP growth forecast worldwide

29
Number of years it has been since the ifo Business Climate Index slumped as badly as it did in March 2020

> Our society will change permanently – especially since nobody knows how long the crisis will last. It will soon become clear which companies are adapting to change, to make the situation sustainable and positive for themselves. The topic of virtual, decentralized collaboration becomes central here: REMOTE WORK

COVID-19 as a catalyst: remote work models are already popular – the pandemic is massively reinforcing the trend

SITUATION TODAY

39% of German companies already offer home office models

52% of German employees already regularly work from a home office

62% of companies with home office models appreciate the flexibility for employees

IMPACT OF COVID-19

1 Whether voluntarily or under external pressure – many companies react and, in crisis mode, switch over almost completely to home offices

2 The idea of flexibility through remote work turns into remote work determined by an external factor – one that could last for weeks

3 From management style to infrastructure to labor law – companies need to react at different levels and reflect on the consequences

The central fields of action for managers

DO NOW:
Immediately set up understandable and clear guidance on remote work behavior – for all teams!

DO NEXT:
Do not hesitate with the provision of (digital) infrastructure/tools and a clear recommendation for the virtual collaboration

DO SOON:
Design sustainable integration of remote work proactively and fit it into the everyday work and life of employees

DO NOW:
5 STARTER TIPS FOR VIRTUAL LEADERSHIP

CLEAR GUIDANCE: Share the most important expectations with the team in a kick-off call directly (e.g., accessibility), but also share useful tips and tricks for the home office.

GIVE TRUST: Promote self-reliance and flexible working. Define performance not via online presence, but via results.

ENSURE CONTINUITY: Set up a (twice-)daily video call with the team. The exchange creates security and helps to establish a new working mode together and to keep in touch.

ENABLING PRODUCTIVITY: Share the work on manageable tasks, and always define the desired result, including responsibilities and schedule.

COMMUNICATE: In writing, it is far more difficult to express emotions and intentions. Therefore, make messages specific, with clear objectives and by addressing individuals directly.

CONTENT STORAGE
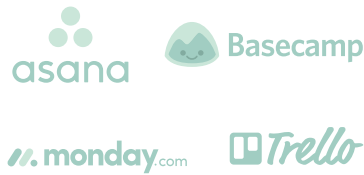
Google Drive · Dropbox · OneDrive · box

GOAL:
Joint editing and centralization of files in the cloud

BENEFITS:
Employees (and, if necessary, clients) can access documents from anywhere, at any time

This saves excessive use of hardware resources

PROJECT MANAGEMENT

asana · Basecamp · monday.com · Trello

GOAL:
Resource planning, allocation of tasks, productive collaboration

BENEFITS:
Efficient virtual mapping of projects

Visualization of progress, completed tasks and projects in teams

COMMUNICATION

S · T · slack · TeamViewer ·

GOAL:
Simplified communication with employees and customers

BENEFITS:
Direct communication with employees and the opportunity to organize in groups/channels

Real-time file sharing

DO SOON: DIMENSIONS FOR INTEGRATING REMOTE WORK INTO EVERYDAY LIFE

PRIVATE & WORK LIFE: Regular home office requires discipline, so that private life and work life can be separated. With permanent remote work, special challenges arise – e.g., the new "stakeholders": roommates, family members and neighbors need to be managed as well.

TRUST & FLEXIBILITY: Self-determined remote work requires trust and flexibility. In the current situation, both should be the basis for a productive use of these "exceptional circumstances", virtual collaboration and leadership over spatial distance.

AVAILABILITY & TIME OF RESPONSE: "Normal" remote work usually means alternating or complementary mobile working, and here a correspondingly high availability and short reaction time are certainly compatible. When it comes to rather "permanent" remote work, though, this should be agreed upon separately, or the expectations should be changed with corresponding clarity and with regard to the particular situation.

LABOR LAW & PROTECTION: What is relevant for "normal" remote work is even more relevant in the permanent mode. Since employees are at home, the home office cannot be set up unilaterally, but rather must be set up in coordination with the employees. The Working Time Act also gains relevance in terms of the employer's duty of care.

KEEP IN MIND:
Already look forward to the "Welcome Back To Our Office Party" the first day after the crisis.

New Work at Nunatak: This is how we shifted to new work completely:

THE NUNATAK GROUP

CORE ELEMENTS (SELECTION)

BOOK OF NUNATAK
Guidelines on procedures, processes, tools and project work are manifested in the Book of Nunatak

Continuous development and adaptation by internal teams

MOBILE OFFICE/ VACATION POLICY

NETWORKED PROJECT WORK
has been applied for many years. Clear agreements on mobile office were implemented

The usage of mobile office is not limited – by the way, the same applies to VACATION: Employees decide for themselves about the number of days they want to take for vacations

There is no defined lower or upper limit

OUR TOOLS

SLACK runs both the communication among individuals or Nunatak Project Teams and that of the entire company together

ASANA is our central tool for the planning of projects, to-dos and responsibilities

BOX we use as a cloud-storage service and to manage documents centrally, as well as collections and sharing

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> **CONCLUSION:** We as a completely digitalized and cloud-based working company experience almost no limitation in our project work through the corona crisis and the forced remote working mode. We really want to share this know-how with our clients and interested parties. Please feel free to contact us!