

THE REMOTE PLAYBOOK

I. Foundations

Companies that operate office-based tend to take processes, company culture and work camaraderie for granted - in a remote environment these key elements of a functioning team have to be deliberately cultivated. Once you take the decision to adopt a remote mindset you should let go of most foundations acquired working on-site. Once adopted you'll get to love the efficiency of remote as well as the flexibility and productivity it provides.

DO

- **Document everything**

Start adopting a handbook/guide-first approach for communications. This will ensure everyone has a source of true data and ensure productivity.

- **Organized, optional meetings**

Just like in an on-site environment, "meetings that could have been an email" should be avoided.

Whenever key individuals can't join make sure to record it so that everyone's time is used efficiently.

- **Remote whiteboarding**

Thanks to technology you can whiteboard the agenda of a meeting through documents and presentations to which everyone can contribute simultaneously in real time.

DON'T

- **Rely on 1:1 transmission of information**

Be mindful of meetings where people are missing and the way planning, training and instructions are done. Make a habit out of creating records for important info that can easily be transmitted to someone new or someone that needs to catch up on things.

- **Make meetings mandatory**

Since now you have a super efficient way of documenting discussions, plans, actions and decisions, people can catch-up using the brainstorming documents/ trackers - where everyone will feel that they *have to be articulate* to avoid confusion and will make an effort in that direction naturally.

THE REMOTE PLAYBOOK

II. Mentality

With the adoption of a remote work environment micro-managing attempts should be entirely eliminated by default. Why? Because the most important attitude towards learning and servicing should be rooted in one simple approach: **Assume your question has already been answered and you'll find it in the documentation master folder.**

This is one of the places where investing into documenting pays off. Self-learning, self-search and self-service are made easy and productive. In conclusion, make sure you cultivate this mentality among all team members and encourage them to perpetuate it as a way of communication and process fulfillment.

KEY RULES TO CULTIVATE

- **Documentation is everyone's responsibility:** Team members should keep each other accountable on it.
- **Ownership:** Anticipate and solve problems on own initiative and proactively inform others when needed.
- **Search over messaging:** Be respectful of others' time.
- **Pay it forward:** Appreciate the research time someone else saved you and pay it back.
- **Ambition:** Self learning over dependency - be aware that we aim to perform at our best because partners, clients, the team and the company wellbeing depend on it.
- **Sense of urgency:** Aim to be result-oriented without compromising established communication ways.
- **Build on your skillset:** Set goals for personal & professional growth - proactivity leads to growth.
- **Commitment to action:** Don't fall into analysis paralysis - decision making can be thoughtful & courageous at the same time.
- **Say thanks:** Kindness and sharing are vital to collaboration - cultivate relationships.

THE REMOTE PLAYBOOK

III. Culture

Let your values drive your culture. A remote work environment will naturally surface values related to communication and sustainable processes, but diversity and empathy are powerful aspects that can shape and impact positively all functions of a business too.

Team morale depends on everyone respecting the company values and on alignment with a set and agreed north star that guides collaboration and the achievement of macro goals.

REFERENCE VALUES



- Make an effort to get to know each other and build rapport continuously.
- Decency over ego - seek collaboration instead of arguments over mistakes.
- Assume positive intent - Communication via text can make things difficult sometimes, give the benefit of the doubt and clarify openly.
- Contribution is golden - Try to get comfortable with giving feedback and accepting others contributing in your domain expertise.

RECRUITERS
MASTERMIND