[ORGANIZATION NAME] Work From Home Plan

***Guidelines & Best Practices***

*Date | COMPANY CONFIDENTIAL*

**Assess Technology and Operations Needs**

**List of Potential At-Home Technology Needs**

* Laptop
* Second monitor
* Printer, paper and extra toner cartridge
* Scanner ([ScanSnap](https://smile.amazon.com/Fujitsu-ScanSnap-iX1500-Document-Scanner/dp/B07T6C51YH/ref%3Dsr_1_1_sspa?keywords=scansnap&qid=1584560815&sr=8-1-spons&psc=1&spLa=ZW5jcnlwdGVkUXVhbGlmaWVyPUEyRUM3MVFRU1ZMRUVUJmVuY3J5cHRlZElkPUEwODUzNDkyRUZPRlpMMUQyU01NJmVuY3J5cHRlZEFkSWQ9QTAzMDYyNTIzM1pDWFlZQkJISVdNJndpZGdldE5hbWU9c3BfYXRmJmFjdGlvbj1jbGlja1JlZGlyZWN0JmRvTm90TG9nQ2xpY2s9dHJ1ZQ==) is an excellent, affordable option)
* Keyboard, mouse and mousepad
* Cords, plug-ins and dongles
* External hard drives and backup drives
* Secure cellular wi-fi hot spot device (in case remote wi-fi services are slow or not secure)

**List of Potential Other Office Materials**

* Hard copy file folders
* Notebooks with handwritten notes
* Company note cards and postage
* Basic office supplies

**Office Phones**

[PROVIDE INFORMATION HERE ABOUT HOW EMPLOYEES WILL HANDLE CALL FORWARDING.]

**Mail & Packages**

[PROVIDE INFORMATION HERE ABOUT HOW EMPLOYEES WILL HANDLE MAIL AND PACKAGES.]

**Online Access to Newspapers & Other Subscriptions**

[PROVIDE INFORMATION ABOUT HOW EMPLOYEES CAN ACCESS NEWSPAPER AND OTHER ONLINE SUBSCRIPTIONS.]

**Video & Phone Conference Calls: [ADD CHANNELS HERE]**

[PROVIDE INFORMATION ABOUT HOW EMPLOYEES WILL ACCESS CONFERENCING LINES. Phone conferences are sufficient for some needs. Video conferencing and screen sharing capabilities are crucial for creating seamless connections to work and each other.]

**Internal Communication Channels: [ADD CHANNELS HERE]**

[PROVIDE INFORMATION ABOUT HOW TEAMS WILL USE INTERNAL COMMUNICATION CHANNELS. Slack is an excellent tool, offering text chat, phone and video connectivity, as well as filesharing. Employees can also set a current status to signal to the team whether they’re on a call, at lunch, in a focused work session and more.]

**Connecting to Company Servers**

Instructions can be found [INSERT].

**Technology Support**

If you need technology help while working from home, please follow these guidelines:

[INSERT]

**Continuity Plans**

**Operations Continuity Plan**

*Office Hours*

Office hours at this time will be [INSERT]. The company recognizes employees may have caregiving responsibilities during regular work hours. Please discuss and coordinate schedule flexibility with supervisors.

*Schedules*

Maintaining a regular cadence of daily and weekly meetings is important to ensure teams are connected, collaborating, moving work forward and advancing business needs. During our work from home schedule we will continue:

* *Weekly Team Meetings –* We will continue holding our weekly all-employee meeting, shifting it to video conference. [INSERT DETAILS]
* *Daily Team Huddles –* We will be hosting a daily morning huddle to start each day for [INSERT…all employees, departments or project/work teams]. These brief meetings will provide structure to the day, keep us connected, provide opportunities for news and information sharing, and facilitate continuity plans to adjust in real-time. [SUGGESTED AGENDA: What are your top three priorities today? What support do you need?]

* *Daily Supervisor Check-ins –* Supervisors will be checking in with direct reports daily to evaluate what support is needed, share information and ideas, evaluate and manage workloads, be encouraging and support challenges.
* *Social Connections –* [INSERT DETAILS. Maintain a regular weekly social connection by video conference if one is already part of your work culture. If it’s not, consider doing an end-of-the-week happy hour or mid-week coffee break purely for social connections and camaraderie.]

**Client/Customer Service Continuity**

[THESE SUGGESTIONS ARE ORIENTED TO A SERVICES ORGANIZATION.]

* *Client/Customer Service Continuity –* This work from home transition must be seamless for our clients. All scheduled meetings, touchpoints and projects will continue as planned. Meetings that were scheduled to be in-person will be conducted by [INSERT]. Be patient as it may take some organizations and people time to learn and be comfortable with remote technology.
* *Client Team Communication –* Connect as a [project/work] team on Mondays to confirm deliverables, deadlines, roles/responsibilities and workloads for the week ahead. Account leaders will coordinate with teams to ensure work is appropriately delegated across the team. Regularly scheduled client and status meetings should continue via [INSERT].
* *Project Management* *–* Consistent use of tools such as [INSERT software, project management tools, CRMs, etc.] will help keep projects and teams focused and supporting one another.
* *Communication* *–* Open and proactive communication with each other and our clients will be especially important during this time of change and uncertainty. Needs may arise and change quickly for our clients. Internal team resources may become limited or unavailable. Stay in regular communication to best support our client organizations.

**[INSERT Continuation Plans for Other Divisions/Departments, as needed]**

**Share Work from Home Best Practices with Employees**

**Everyone — We’re all in this together.**

* *Keep a regular schedule.* Maintain a routine, as much as possible, when working from home. Get dressed and ready for the day, eat breakfast, and have a ritual to signal a transition into the workday.
* *Establish a comfortable, productive home office set up.* Establishing a dedicated space that is for work only helps separate work from personal. Do your best to set up a home office that mirrors your work office, including a second monitor, keyboard, mouse and comfortable chair. Get creative with materials around your house to lift your computer for a DIY standing desk.
* *Stay connected.* Seeing people is vital for keeping strong connections and avoiding isolation during the workday. Hold meetings over video conference or video chat, rather than by phone, whenever you can. Provide opportunities for employees to stay connected as a team like daily huddles and virtual happy hours or coffee breaks.
* *Take breaks.* Take regular breaks throughout the day to stand, stretch your legs, walk around and step away from your computer. Getting outside for short walks is especially important for fresh air and an energetic reset. The change in scenery can also help with coming up with new solutions. Consider shifting your workout to the morning or over the lunch hour as another way to break up the day and boost your energy.
* *Ask for support.* If you are struggling with feeling lonely, depressed or anxious, please ask for support. Reach out to your HR contact for information about mental health support services offered through health insurance plans and Employee Assistance Programs (EAP). Explore apps that connect you with mental health professionals by phone, chat or video. Please, ask for help.
* *Overcommunicate with your team and supervisors*. Use the communication tools available to you, and reach out to your team and managers proactively throughout the day.
* *Identify and manage distractions*. Figure out what – if any – your distractions are (e.g., TV, pets, others working from home) and adjust your office set-up as needed to minimize distractions and disruptions.
* *Remember to socialize.* Connecting with colleagues and business partners by video or conference call helps maintain connections. But connecting during the day with a friend, co-worker or family member for short social check-ins is just as important.

**Managers and Supervisors**

* *Set clear expectations — and model them for others.* Managers, supervisors and project leads should set clear expectations for working from home, including deliverables, deadlines and quality standards. Keep client service standards/promises, values and your organization’s purpose front and center. Provide employees with the technology they need to meet expectations and succeed. Connect often. And, most importantly, model what you are expecting of employees. Leader behavior sets the tone for other leaders and employees.
* *Manage against isolation and support well-being.* Remote workers can feel isolated from the business when they aren’t physically in the office. Ensure employees have the materials and information they need to stay connected, productive and in the loop. Recognize their accomplishments, support their professional development and encourage personal well-being by providing information and support around physical activity, meditation, adequate sleep and good nutrition.
* *Listen and demonstrate empathy.* Actively listen to employee’s concerns with neutrality, empathy, compassion and an intent to understand. Avoid personalizing their feedback/concerns and stereotyping their experiences and feelings by gender, generation or communication style. Help where you can and refer employees to other available resources when you can’t.