

# Collaboration guide

## Remote work



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We've identified and adapted some good collaboration processes for when all the members of a team are working remotely. We hope that these practices will help you maintain your team spirit, productivity and fun at work. We invite you to read it and apply anything that inspires you and applies to your reality.

**In this guide you'll find remote work best practices on:**

1. How to Communicate
2. How to hold online meetings
3. How to build team rituals
4. How to maintain healthy routines



## 4. Communication

- Over-communicate: share more information than you usually do.
- Use a status tool (like Slack) to let your team know what to expect. For example: Available = ✓ Unavailable = ✗ and others as determined by your team.
- Regularly share your priorities and the progress of your projects in a rhythm that works for your team.
- Be clear in the intent and urgency of your request. e.g. “I need your comments by 2pm tomorrow so that I can move forward with the project”.
- Remember it is difficult expressing emotion in social media.
- All decisions that would ordinarily be made face-to-face should be made over video-conference, ensuring that the right people are present.



## 2. Online meetings

- Make use of video conferencing tools and turn on the camera (Zoom, Google meet, etc.)
- All participants should use headphones with a microphone to ensure they are heard properly.
- Provide a clear agenda in the meeting agenda.
- Designate clear roles: a facilitator (who facilitates and ensures that everyone has the right to speak) and a recorder (who takes notes and shares them at the end of the meeting.)
- The facilitator should pause on a regular basis to invite questions and collaboration from all participants.
- Take a moment at the end of the meeting to determine and assign clear 'action items' with timelines.
- Document meeting notes in a designated area accessible to all.



### 3. Team rituals

- At the designated time, check-in daily, review status, projects, and work schedules.
- Maintain your team meetings, 1:1s, and stay engaged in the process of delivering the company vision, mission, and values.
- Acknowledge and appreciate others more than normal.
- Find a way to your team culture into the virtual world.
- Hold regular meetings to validate and revise your team's methods of working remotely. Use and evaluate the tools suggested in the meetings section of this document.
- Follow the Collaborative way model:
  - i. Listen generously
  - ii. Speak Straight
  - iii. Be for each other
  - iv. Honor Commitments
  - v. Acknowledge and appreciate others



## 4. Healthy routines

- Maintain a healthy routine: don't start working as soon as you wake up, and log off at night (create clear boundaries between work and not work).
- Maintain your regular work schedule as much as possible.
- Take frequent breaks: get up, go for a walk, and take time for lunch. Let your team know where you are.
- Take time to connect on the human level with your colleagues (have a virtual coffee break or lunch using Google Meet).
- Don't hesitate to express your frustrations, feelings of isolation, or other challenges that you may be having while working remotely.
- Try to create a space dedicated to work (even if it's just a corner where you can store your work materials at the end of the day).
- Amplify your team rituals (see Team ritual section).

