

Anybody home?



5 Tips to improve your remote workers' productivity

QUICK READ



It might start out as a hunch. A gut feeling. You want to believe your employees are putting in their 110%. But you've noticed some slumping output lately. And you can't help but wonder, are my employees physically logged on, but mentally logged off?

Will we be working remotely...forever after?

82%

of companies would allow a mix of remote and in-office work

47%

of companies would allow a full-time remote workforce

6%

of companies wouldn't allow flexible working post-COVID-19¹



Remote workers – more or less productive?

Short answer: it depends on the individual and the organisation.

It's true that offering flexibility can motivate employees to work harder. So, it's no surprise we'll see more companies shifting to permanent work-from-home setups.

However, there's a massive gap. And studies have proven that the lack of interactions between colleagues, feeling alone, without support, no one to talk to and no sense of belonging is the ultimate recipe for disengagement. But that's not the only thing that can cause your remote workers' productivity to plummet...

Factors affecting productivity include:

Stress & anxiety

Home distractions

Failure to connect employees

Poor support for knowledge flow

Lack of clear milestones

Paint your productivity picture

Before you can fix the problem, you need to know what you're aiming for.

Productivity for many traditionalists is clocking in and checking out from 8am to 5pm. But remote work demands a mind-shift from the old time-based perspective towards an alternative, focusing on quality of output done efficiently. And sure, measuring productivity will differ between departments and teams. But you can support your managers in setting these measures.

Sample ways to measure productivity:

Project completion rate

How much work is completed in a weeks' time.

Participation in team meetings

Are employees actively contributing?

Customer satisfaction rate

How happy a customer is with the product and/or service level?

360 degree surveys

Employees provide anonymous feedback about their colleague's performance.

Lead conversion rate

Quantity and time for a prospect to convert to a sale.

Quarterly check-ins

Set times to review OKRs (objectives & key results).



Tips to increase productivity



Empower your people

Give autonomy. Let them own their projects. Hand over control of their day-to-day activities. With a new sense of ownership and responsibility comes motivation to create, innovate and perform to their best ability. Some managers may find it hard to let go, trust or delegate, so make sure they've got mentors and training to support them along the way.



Invest in your virtual workplace

Just as you once invested in creating a wonderful physical workplace with pot plants, fruit boxes and protein balls, it's vital to invest in creating a wonderful virtual workplace. And make sure your employees are supported with digital resources to do their job effectively. Things like a [digital workplace health challenge](#) can help fill the social gap, the physical activity gap and make employees feel valued, providing the perfect productivity booster.



Improving their focus

Yes, it is possible. Even though you can't control all their distractions, there are ways to [help employees find focus](#). For example by encouraging them to adopt healthy habits like taking regular stretch breaks, keeping hydrated and setting up a good home-work environment. A [digital wellbeing programme](#) can help them with more tips and tricks!



Support and train managers

A remote workplace culture that is supportive, encouraging and engaging inherently hinges on the ability of [managers to communicate](#). So, don't forget to equip managers with the resources and support they need to successfully help create that culture. Afterall, these managers may also be adjusting to their new virtual-workplace setting.



Fix their remote working woes

Tech issues in the physical office was frustrating enough. Now imagine having those at home and trying to get hold of the IT guy for help. Gah! Are your employees having issues with syncing? Constantly losing work? How de-motivating! If you're scratching your head at questions like these, it's time to open the communication lines with your people, whether that's through a casual zoom chat or a more formal remote working survey.

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