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5 ESSENTIAL TOPICS *to Train On for a Productive* REMOTE WORKFORCE



As more organizations realize employees can be just as productive working from home as they are in the office, we're seeing a shift toward offering more remote and hybrid positions in government agencies. However, while there are benefits to a remote workforce, it's important to recognize that success is not a given. There are risks to the organization and the individual when proper training and support are not provided.

To ensure your employees are in a headspace that enables them to exceed the expectations of their roles while maintaining compliance, **implement a training plan that is specifically designed to bolster remote workers.** Many of the skills needed to perform a role at home are ones that were probably not acquired when working in the office. Here is a list of 5 specific topics to include in your remote workforce training.

5 SPECIFIC TOPICS TO INCLUDE IN YOUR

REMOTE WORKFORCE TRAINING

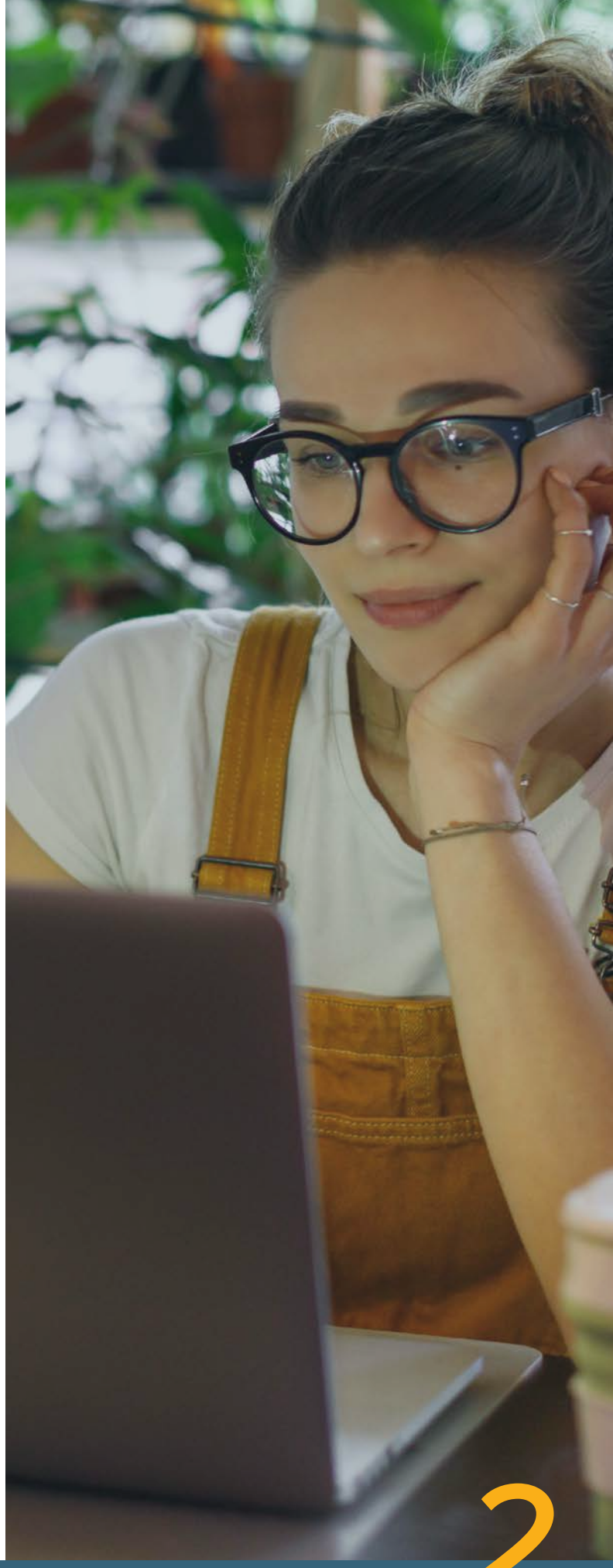
1 TIPS FOR WORKING FROM HOME

Start your remote workforce training by laying a solid foundation for success. **Don't assume that employees know the basics of working from home, even if they've done it before.** Managing one's workday without a manager present is a discipline that continuously needs refinement and reinforcement.

Setting up a designated workspace, finding solutions for limiting distractions, and agreeing to time-appropriate interruptions with housemates are just a few of the basic tips that can help remote workers achieve greatness. To ensure long-term productivity, employees need to learn to recognize their strengths and weaknesses as they relate to working outside of the office and construct a personalized plan that promotes productivity from wherever they're working.

2 CREATING AN EFFECTIVE DAILY ROUTINE

At home, it's easy to vacillate between your desk, sofa, and bed. **However, your productivity at home relies on your ability to structure your day and delineate between "work time" and "home time."** By introducing a daily schedule, remote employees are more likely to mentally disconnect from the chaos of home life and accomplish the tasks they set out to do each day. This intentional compartmentalizing helps reduce stress and disorganization. Getting your remote workforce to understand the necessity of developing a daily routine and how to adhere to a self-implemented schedule should be done early on and revisited often.



3 STRATEGIES FOR STOPPING INTERRUPTIONS DURING WORK

Disruptions can be abundant at home. Learning to block out the unwanted distractions of roommates, doorbells ringing, and family members barging in uninvited, and other common interruptions is essential for concentration. **However, creating a quiet work environment with personal boundaries can be more challenging than it sounds.** But a few clever ideas can help, such as taping up signs with colors that designate whether you are free to talk, in the middle of an important project, or on a video conference call. For employees with kids, giving them a hand in creating the signs can make them more likely to abide by them.



4 ANNUAL INFORMATION SECURITY& PHISHING TRAINING

Human error is the main cause of data breaches and security failures, and employees must be trained to remain vigilant even when working from the comfort of their own homes. **For employees working with applicant PII, confidential company data, or other sensitive information, this training is especially important.** Arming your employees with information about how their errors could cause security lapses, or how outside threats could compromise the organization's compliance is essential.

Phishing is the use of fraudulent emails pretending to be either someone you know or someone reputable, to gain access to personal information. They are designed to lure people into revealing information such as credit card numbers or passwords for accounts. Inevitably, with the increase of remote working comes an increase of emails, making it easier to overlook email scams. Training remote employees to expect and recognize phishing emails is a critical component of maintaining compliance and security with a remote workforce. While phishing is typically part of information security training, the practice is so common and potentially damaging that it requires its own dedicated training.

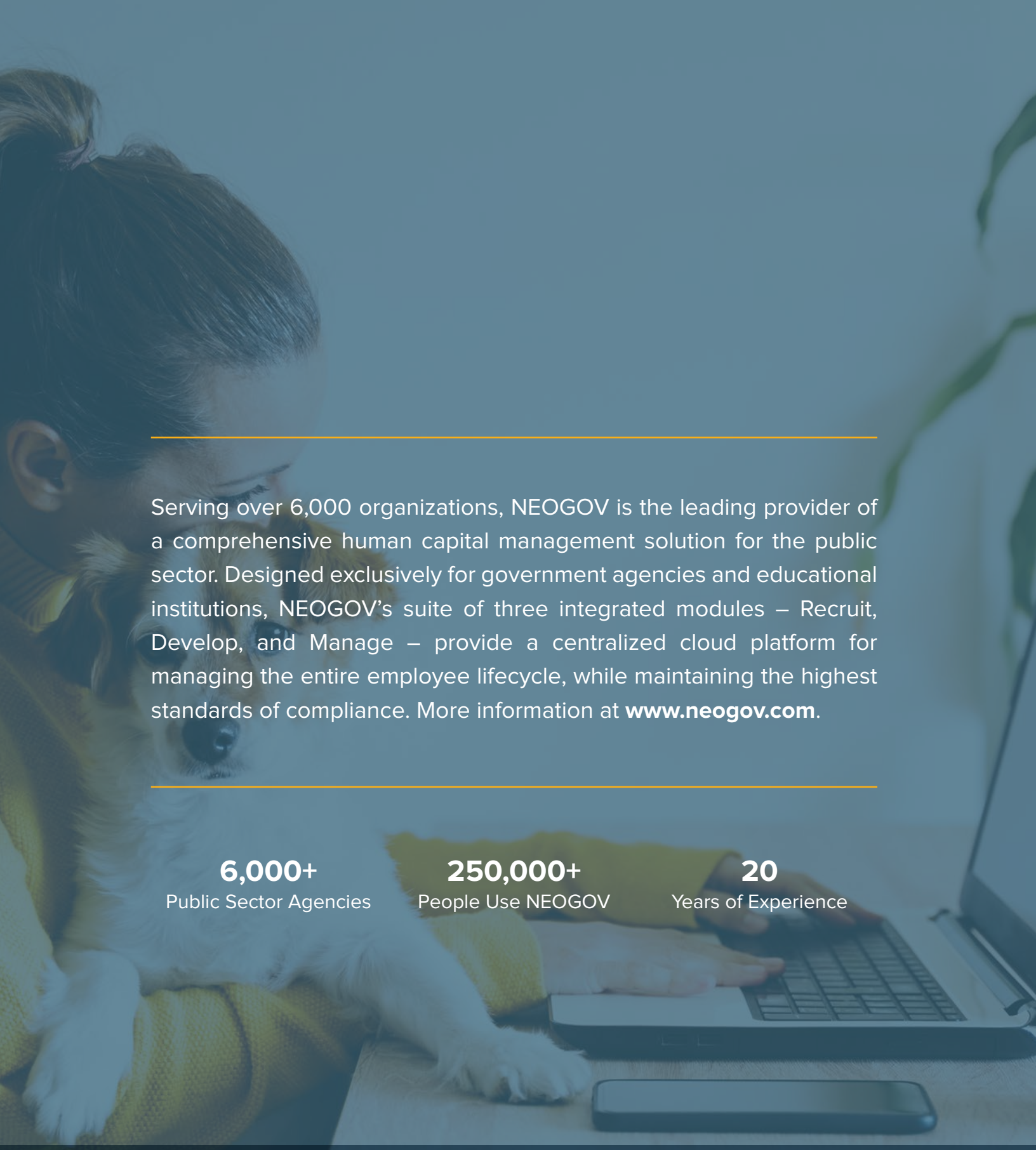
5 VIRTUAL OFFICE ETIQUETTE & TECHNOLOGY

Working remotely comes with its own set of protocols and etiquette. **Learning to work with colleagues in a way that is both respectful and productive is key to building and maintaining remote relationships.**

From picking the appropriate channel for communication (email, messaging, conference or video call) to striking the right tone in written communications, it's important to set guidelines for employees and teams. Taking time to establish a few ground rules across the team can help reduce frustration and promote efficiency.

Additionally, setting standards for how virtual meetings are conducted (on camera or off, chiming in when others are speaking, etc.), creating boundaries for workers in different timezones or during off-hours, and training on the use of technology (how to screen share, add others to a meeting, recording a meeting, etc.) are essential for a collaborative and effective workforce.





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