Working better, together
Thoughts on (remote) work processes and technology

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LIPS-Zim virtual inception workshop, 13 May 2020
Remote work – more than ‘just’ a response to COVID-19

Building a truly remote culture takes time. Every change in personnel and every change in operations is also a culture change.

We are living through one of the biggest events in human history.

Remote work, for all of its challenges, can force us to become more intentional, more thoughtful, and more resilient to the challenges of change.

How do we make sense of it all?
The way we organize will affect how we collaborate

Right now, we are all remote – but this will change over time.

We’re guided by two main questions:

• How do we cope with the current realities?;

• How do we design something useful that will remain useful later?

<table>
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<tr>
<th>Split teams</th>
<th>Split-Hybrid teams</th>
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<tbody>
<tr>
<td>Two or more co-located teams collaborate between defined locations</td>
<td>Two or more co-located teams collaborate between defined locations and their remote participants</td>
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<table>
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<tr>
<th>Hybrid teams</th>
<th>Remote teams</th>
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<tbody>
<tr>
<td>One co-located team collaborates with remote participants</td>
<td>No central location, everyone is 100% remote</td>
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Key Capabilities needed for (remote) teams

Think Visually
Sharing assets with digital whiteboards

Share Content
With online documents and shared drivers

Stay Organized
With calendars and project tracking systems

Communicate in Real-time
See everyone’s smile and hear everyone’s voice when you meet

Communicate Asynchronously
With online documents and shared drivers

Adapted from https://www.mural.co/ebook
What tools can help us achieve these capabilities

Communicate Asynchronously
With online documents and shared drivers
Create a community before you meet and stay connected between sessions
- Post messages, files, team communications
  - MS Teams (LIPS-Zim group)

Communicate in Real-time
Sharing assets with digital whiteboards
See everyone’s smile and hear everyone’s voice when you meet
- Day to day calls/video calls/chat
  - MS Teams (voice/video/chat)
- Large video meetings with 25+ people and breakout groups
  - Zoom

Share Content
With online documents and shared drivers
Establish the location where videos, PDFs, and other necessary files are stored
- Creating or editing a shared piece of writing, presentation, Shared drive/folder etc.
  - MS Teams (group)

Stay Organized
With calendars and project tracking systems
Track resources, events, and assignments to keep the team aligned
- Calendars
  - MS Outlook (integrated in Teams)
- Light task management
  - MS Planner (integrated in Teams)

Think Visually
Sharing assets with digital whiteboards
Collaborate, brainstorm, share artifacts & interact like you are in the same room
- Sharing and collaborating visually, visual brainstorming, whiteboards etc.
  - MURAL
Managing meetings – suggested ‘ground rules

- Share agenda/materials in advance
- Capture minutes and share ASAP after the meeting. In time, incorporate Planner for follow up tracking.
- Default to video on (nonverbal communication very important). Record meetings so others can watch later.
- File sharing and joint collaboration ‘working out loud’ to increase transparency & collaboration
Leverage asynchronous communication.

Remote work requires deep trust in your teammates. To get the best performance out of your team, you need to care less about when or where they work.

Asynchronous communication is an asset. It can accommodate different timezones, personal work preferences / timings, and can save us a lot of precious ‘live meeting’ time.

Asynchronous does NOT mean ‘always on’, important to manage work-life balance – it’s ok to have downtime!
Training and Support

• LIPS-Zim Team has 55 members already (all logged in and tested out)

• Teams training provided by the ILRI IT team on Tuesday, 12 May

• Step by step guides, video tutorials and other useful links on the ‘Wiki’ tab of the LIPS-Zim Team

• Need help? Nellie Chinyama (primary) and Saba Ermyas are here to provide quick support
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