



The world in which we work is rapidly changing as we adjust to unprecedented external factors.

Remote working is now much more the norm and we need to respond to this.

We will know we've been successful when our business objectives are met or exceeded, and “the how” of remote working is put to the back of our minds.

This document details key tips for effective remote working – technology, environment, etiquette are all equally important.

At Keytree we have been successfully remote working on different assignments for years – this is the new norm and we would like to share our “how to” guide.

What makes remote working successful...



People and etiquette – **virtual teams**

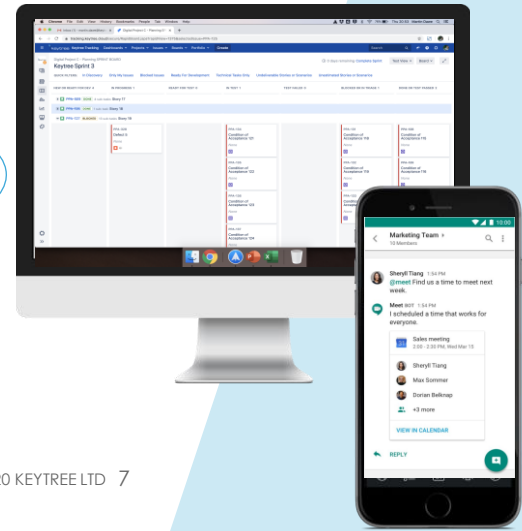
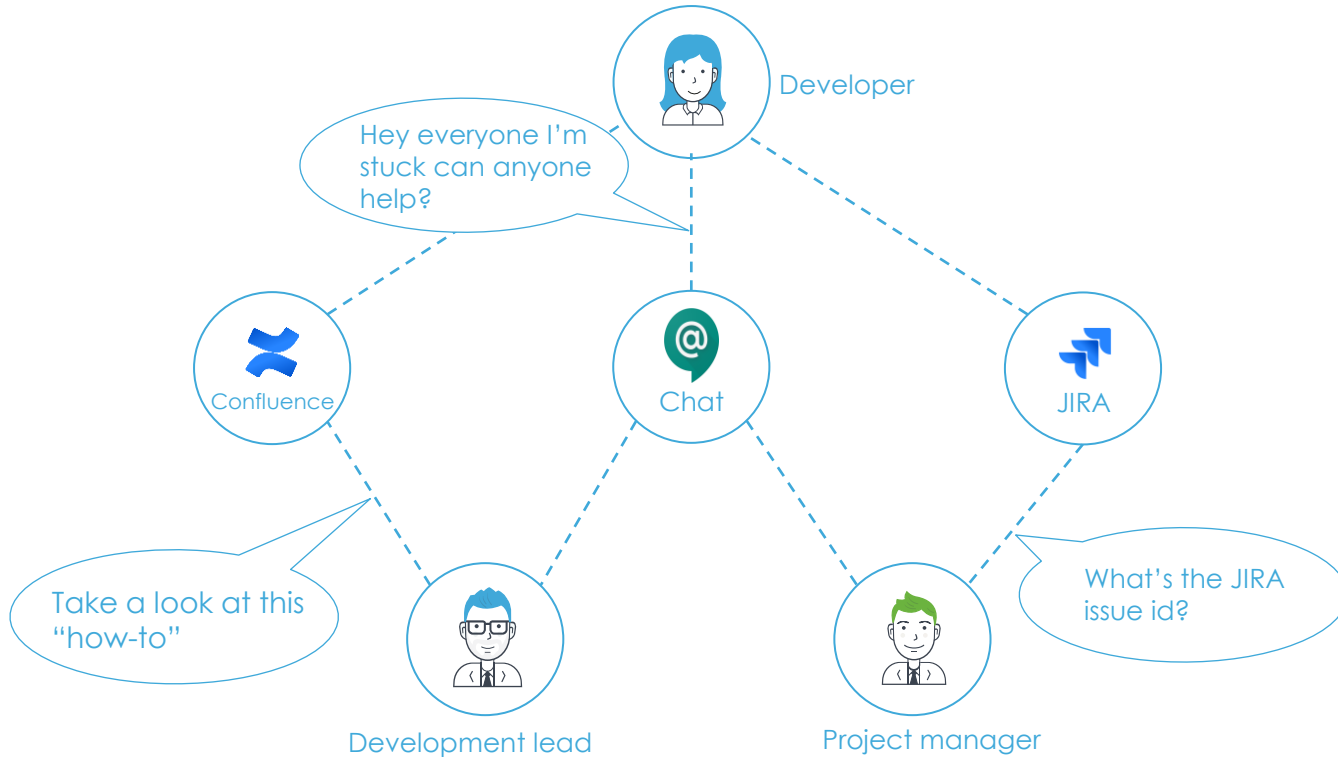
- Speak first and email last
- Have team “messenger” or hangouts
- Keep your work up to date in the cloud
- If you learn something, write it down and share it



Tools

- Task management
- Chat
- Knowledge base
- Virtual folders

Teams...



What makes remote working successful...



People and etiquette – **virtual meetings**

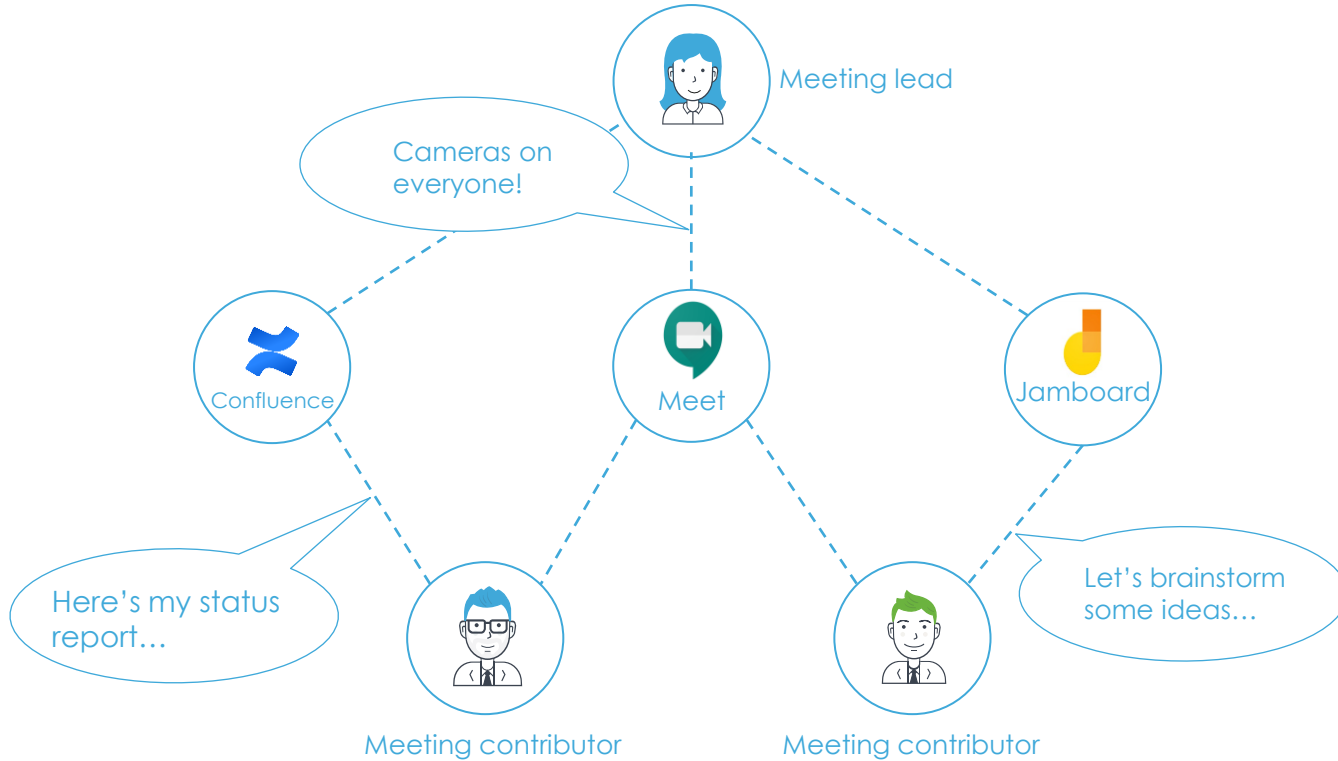
- Always have a nominated chairperson
- Have clear objectives
- Everyone present should contribute
- Keep them short
- Make sure everyone uses the same set of technology and tools
- Get your camera on!



Tools

- Video
- Task management
- Chat
- Knowledge base
- Virtual folders
- Virtual whiteboards

Meetings...



What makes remote working successful...



People and etiquette - **workshops**

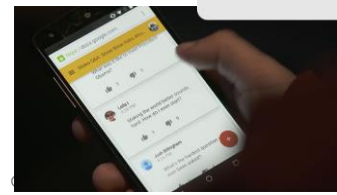
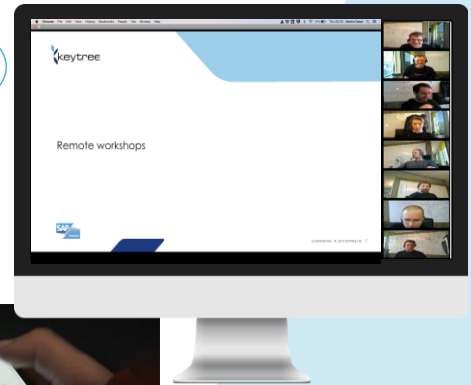
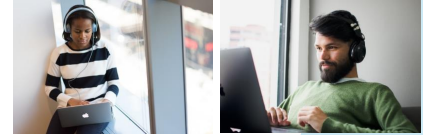
- Limit attendance to small groups
- Clearly define people's roles
- Make sure this high engagement
- Use an interactive style
- Take regular breaks
- Prepare and understand technology ahead of time to have confidence in the kit
- Get your camera on!
- Always have a workshop chairperson



Tools

- Video
- Virtual whiteboards
- Presentation Q&A
- Common tooling

Workshops...



What makes remote working successful...

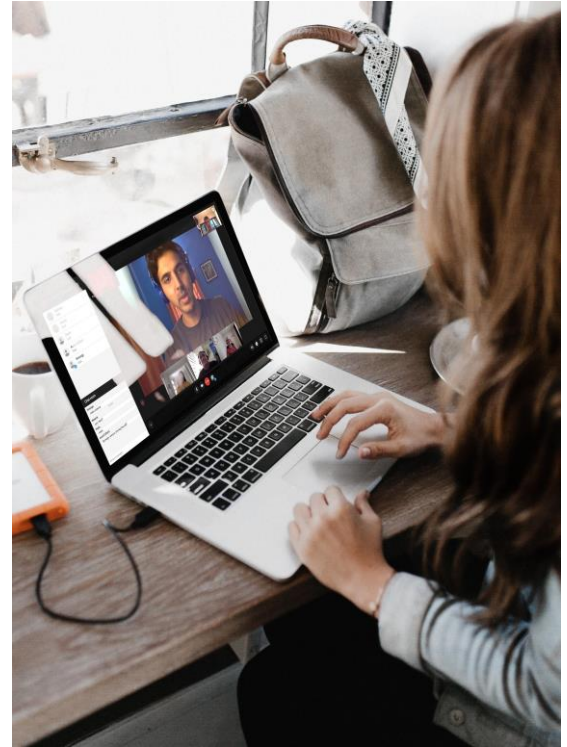


Tools and technology

Tool Type	Technology Options	Our Tool
Task Management	<ul style="list-style-type: none">• Atlassian JIRA (includes project planning, scrum, KANBAN and test management)• Microsoft Azure DevOps• Trello	Atlassian JIRA
Knowledge Base	<ul style="list-style-type: none">• Atlassian Confluence• Microsoft Sharepoint• Notion	Atlassian Confluence
Presentation with Q&A interaction	<ul style="list-style-type: none">• Google Sheets• Slido	Google Sheets
Chat	<ul style="list-style-type: none">• Google Chat• Slack• Microsoft Skype	Google Chat
Virtual Folders	<ul style="list-style-type: none">• Google Drive• Dropbox• Box	Google Drive
Video	<ul style="list-style-type: none">• Google Meet• Microsoft Skype• Zoom	Google Meet
Virtual Whiteboards	<ul style="list-style-type: none">• Google Jamboard• Zoom• Microsoft Surface Hub	Google Jamboard

Major Tip # 1

Get your camera on!



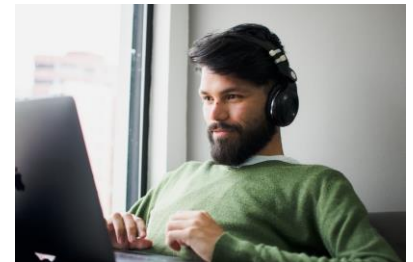
Major Tip #2

Set a daily home schedule!



Major Tip #3

Provide regular upbeat feedback to your virtual team!



What makes remote working successful...



Working at home

- Make sure you have a clear designated workspace
- Get dressed and showered as though you were going into the office
- Have a clear start and end to the day – don't let work overtake your life
- Pull together a daily schedule in your diary – including breaks
- Communicate with colleagues with open chat channels, social media and your mobile – don't revert to email
- If you're on a conference call get your camera on!

... and it's really ok for interruptions from family, in fact it might lift some meetings and calls 😊



With the correct attitude, etiquette,
tools and technology remote working
can be fabulously successful!

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