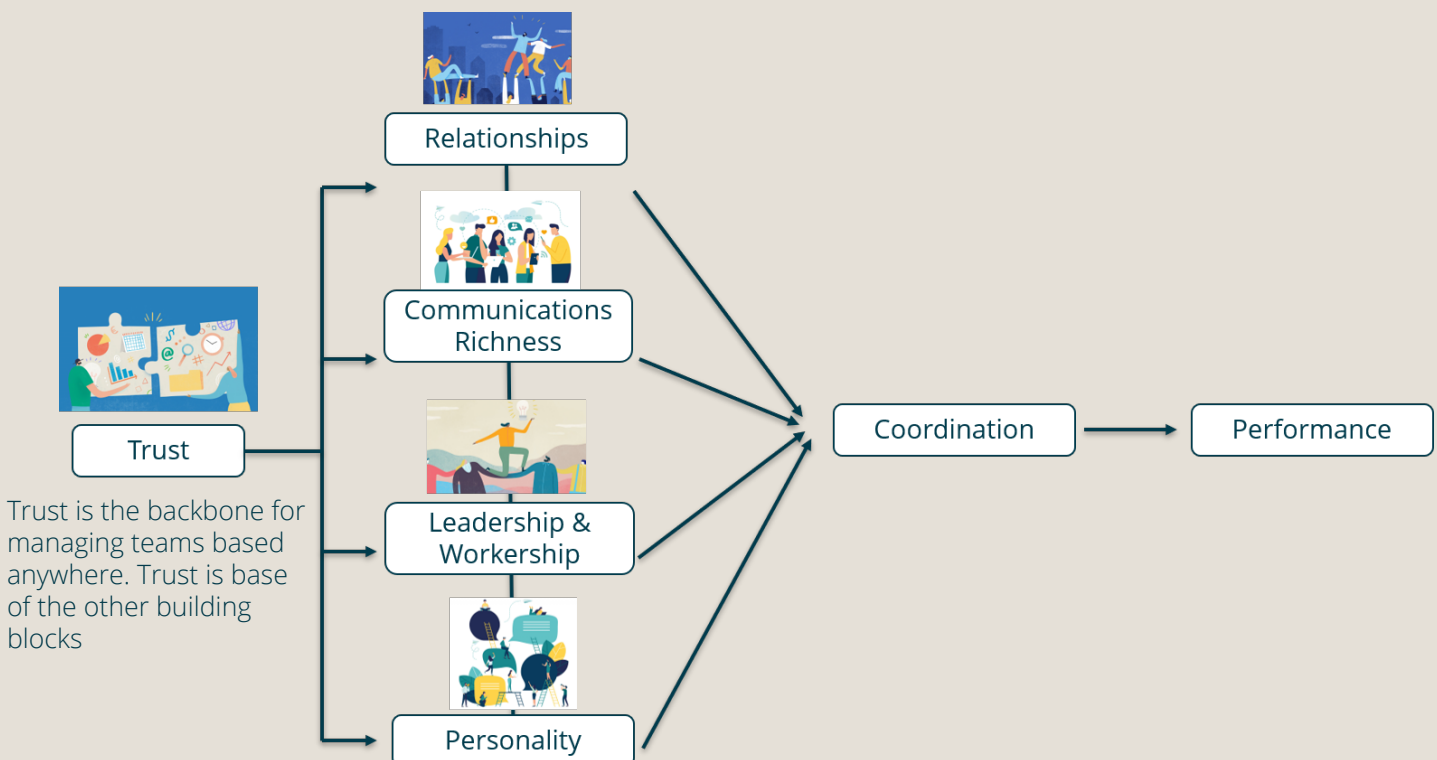**A big thank you to everyone that attended our first workshop of the Working AWAy Series and apologies to those that couldnt join in. As promised we have put together the key take aways of the first session.**

KEY TAKE AWAY 1: Understanding the difference in working experience 'when in the office' VS 'when away from the office'. Aimed at acknowledging and thinking about where the differences lie

Word clouds produced by the participants of the session pointed to the very obvious differences of Collaboration, Interaction, Community, Relationships being prominent in offices versus Focus, Quiet, Concentration, Flexibility, Productivity being the key aspects of working away.

KEY TAKE AWAY 2: Introduction to the AWA Research on Managing Agile Workers and key concepts involved: Trust, Relationships, Communication Richness,Leadership & Workership and Personality.A deep dive on the concepts will take place in the next workshop: *Managing the Home based Community*: April 2nd

Trust is the backbone for managing teams based anywhere. Trust is base of the other building blocks

For further information or to register for our next sessions please visit:
https://www.advanced-workplace.com/awa/services/advanced-workplace-institute/working-away/

KEY TAKE AWAY 3: List of 10 Things to Do Differently When Working AWAY. Not rocket science but things to be conscious of and the idea being to provoke thought amongst employees and managers alike to think about how to address the different ideas.

1	Spend time **socialising** with colleagues when you're apart – stay in touch with what's going on in their lives to build cohesion and closeness	
2	Make your activities **visible** to colleagues – they can't see you physically, so make sure they know what you're doing and if you need support	
3	Jointly agree how to run virtual meetings and use video to see how people are and how they react – we need **more feedback** when we are apart	
4	Take responsibility for **maintaining relationships** – find out what colleagues need & share what you need – don't leave it to chance	
5	Overtly **demonstrate you can be trusted** by delivering on your promises – trustworthiness is more difficult to judge when you're apart	
6	Go out of your way to **make information available** to people – it's harder to track information down when you're working apart	
7	Critically review your own **communication** style – without visual cues and careful listening, we overlook what helps or hinders others in being their best	
8	Make sure people know about your **expertise** – virtual teams have fewer opportunities to demonstrate / learn about each other's knowledge and skills	
9	Understand each other's **personalities** and **preferences** – work on accommodating differences and not letting distance divide you	
10	Make sure you see enough of your colleagues **face-to-face** – plan for it and make it happen so you don't drift apart	

KEY TAKE AWAY 4: 12 Infrastructure checklist topics shared (in no order of priority).

Collaboration	..do you have platforms / tools for people to signal availability, instant messaging, share calendars, store documents, send emails, coordinate tasks, hold video calls, hold virtual meetings, keep tasks visible)?	
Communication	..do your telephony systems allow calls to be routed to people when they are working remotely / allow access to DDI voicemail remotely / enable call recording when the role requires?	
Ergonomics	..do you have an established and robust process to risk assess home workers, ensure they are working safely and in a DSE / OSHA compliant way at home?	
Information Storage	..do you have a process for handling incoming (hard copy) mail – in order to get it to the appropriate person (i.e. mail forwarding / central handling of mail / scanning and emailing or uploading to a shared platform? ..does your electronic document storage system enable easy searching – and are people guided as to how to make documents easy to find?	
Policies	..do you have a home working policy that outlines home worker setup (including H&S / DSE), entitlements, expenses, working hours, expectations, confidentiality, data security when working remotely? ..have you thoroughly assessed the duty of care implications for staff working from home for protracted periods (i.e. health & safety, wellbeing, sickness) and have procedures / measures in place to check in on staff (in line with a lone worker policy)?	
Process Guidelines	..is there a mechanism / process that teams can follow to agree which platform/s they will use for different purposes (i.e. keeping large attachments away from email), and how the platform will be run and managed (i.e. creating new channels, file structures)?	
Technology	..do you have sufficient network capability to support the number of staff regularly working from home, regarding the data processing requirements of the types of applications they will be using?	
Tech Support	..do you have support in place to log and resolve technology issues / replace or fix faulty equipment / address service or access issues / update remote workers about service issues and fault resolution?	
Training	..has everyone received training and support in the use of the collaborative tools so that they are fully competent to get the most out of them and collaborate effectively with colleagues?	
Wellness	..do you advise home workers about ways to work effectively, keep active, use different spaces including outdoors, manage their time (to avoid overload) and manage their time / commitments around those of other people sharing the household?	
"Working together" agreement	..have the Teams in your organisation agreed the practices and behaviours they require of each other when working remotely? For example, availability hours, cover for customer interactions, crisis situations?	
Workload management	..do you have processes and practices in place to enable managers to manage by outcomes (not attendance); to determine potential impacts on productivity / performance; to monitor workload distribution and assess how well people are coping with their workload / what the morale is like within the team?	