

## CRM BROKERS' TOP TEN REMOTE WORKING TIPS

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1. Good remote working supervisors do what they ought to be doing in the office - managing by results, communicating effectively and frequently, and creating networks outside of their immediate location.
2. Good employees in the office should be better employees at home. Work ethics themselves do not change, but productive hours do - for the better.
3. If the technology doesn't work remotely, neither can the worker. At CRM Brokers, we ensure that the technology works, particularly before using it as a business continuity mechanism.
4. Managerial trust is the foundation of an effective remote work program. Individual managers and employees know the most about the suitability of their job and themselves for remote working.
5. Technology and culture - not job function - are the best predictors of success in remote working. All jobs are candidates for remote working until proven otherwise.
6. Face-to-face contact still counts. There are good reasons to go to the office, and they will not disappear.
7. Proper assignment of costs greatly facilitate the documentation of remote work benefits. For example, office costs are allocated to the functional manager level.
8. Take advantage of network economics. The per-worker benefits of remote working increase with participation. An organisation doesn't get a lot of benefit from one remote worker, but data suggests that a fully virtual organisation is a more effective, efficient, resilient and flexible one.
9. Many remote working policy issues actually belong at the corporate level, guiding all employees. In other words, broad issues such as security and performance evaluations need to be consistently examined and defined beyond the confines of just a remote work program.
10. Remote working is not an end in itself - think of it as merely a symptom of a far larger and more positive organisational transformation.