
Embracing Remote Work for Civil Society

Webinar #1

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Eastern Partnership Civil Society Facility – Regional Actions

Goal: to promote the role of civil society actors in the six EaP countries (Armenia, Azerbaijan, Belarus, Georgia, Moldova and Ukraine) in reforms taking place in their countries

Funded by the European Union

Implemented by a consortium led by GDSI Limited (Ireland)

Duration: 2017-2020

Details: <http://eapcivilsociety.eu/>

01

Mapping studies and research

for a better understanding of civil society organisations in the partner countries and their problems

02

E-learning courses and webinars

to strengthen civil society capacity and local impact

03

Hackathons to develop new ICT tools

to enable broader participation of civil society in decision making processes

04

Better communication

for high-impact civil society work to improve the image of civil society work and learn how to communicate it better

05

Civil Society Fellowships

for future leaders in key sectors to enable them to drive changes

Embracing Remote Work

Series of Webinars

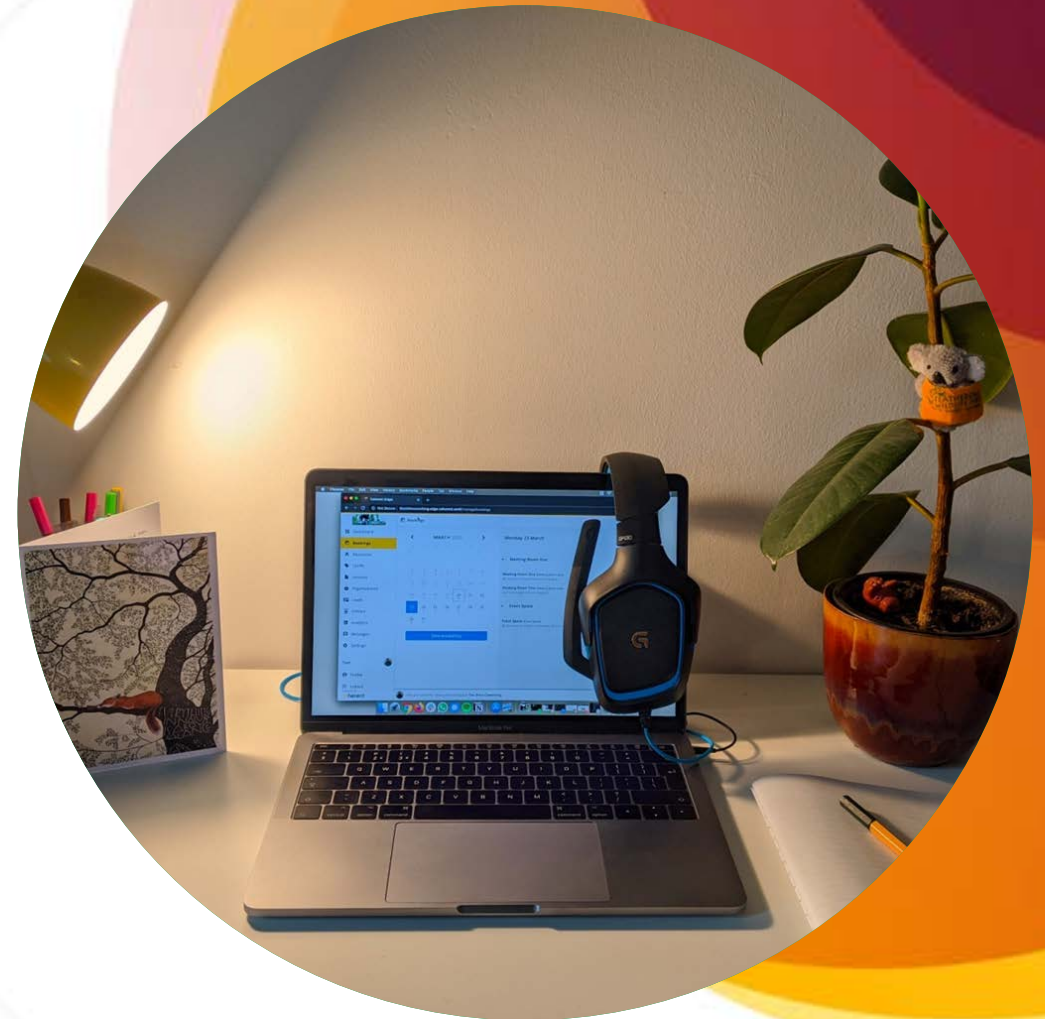
Why: to help you learn more about some of the most used tools and solutions for distant work, online communication and collaboration

Webinar #1 on 10/04: How to transfer your team to remote work: main principles and steps, good practices and tools for communication

Webinar #2 on 17/04: online project management solutions (MS To Do, Trello, Asana and others)

Webinar #3 on 24/04: digital solutions for online meetings and webinars

Webinar #4 in early May: other goodies and addressing your requests and questions



Has it already happened to you?

According to [Leesman](#), 45% of the American workers surveyed have **no home-working experience**.

Covid-19 will impact every business differently. That also means **there's no cut'n'paste response plan** that worked last time because there hasn't been a last time like this time.

Source:

<https://www.leesmanindex.com/>

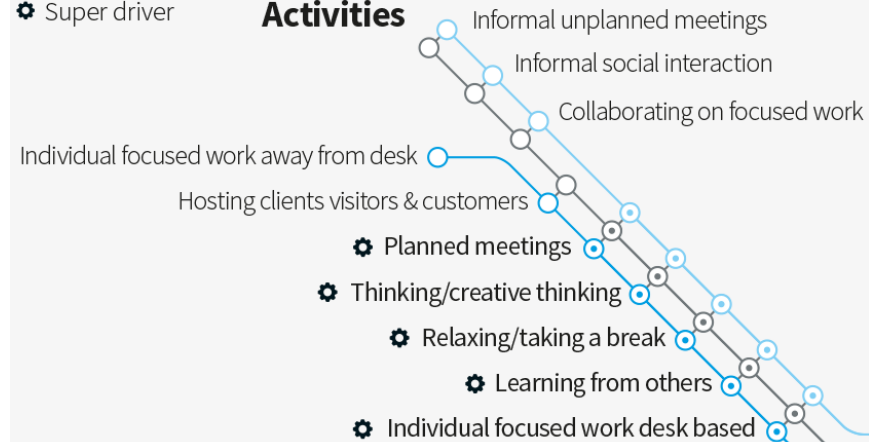


each of these experience elements.

Employee Experience Journey

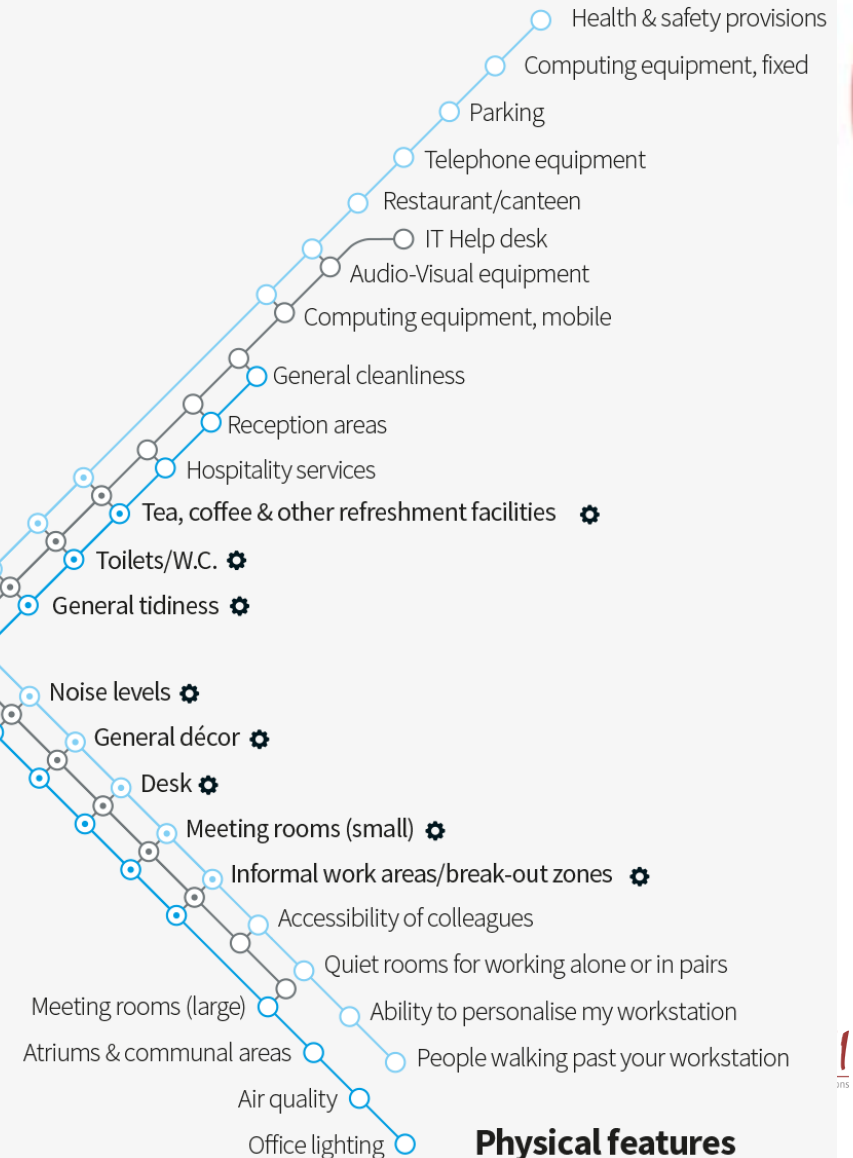
- Doing
- Seeing
- Feeling
- ⚙ Super driver

Activities



Workplace Impact

Service features



Physical features

Check the activities super drivers!

Leesman's Employee Workplace Experience research:

<https://www.leesmanindex.com/memo-to-group-head-of-property/>

Webinar #1

Managers' Living Nightmares

Common myths and fears

Remote work: What others replied

In theory it sounds good, but remote people can't come to meetings and they never have all the information

How do you know people aren't slacking off?

Yeah, we tried that, but it didn't really work and the remote people ended up getting fired

That could never work with our system!

What this means in fact

Such statements indicate either **wrong assumptions or process failures**. In fact there are easily identifiable behaviors and policies that are causing the problems.

Effective remote work starts at the top!

When company management corrects non-remote friendly behaviors and puts inclusive processes in place, remote work becomes successful experience for everyone.

Remember: working from home is not equal to remote work!

Source: [Trello](#)



Four myths of remote work

Remote workers are slackers

- Planning and monitoring processes: managers do not properly communicate expectations and deadlines

Remote workers must constantly prove they are working

- Company policies: managers and in-office colleagues believe that remote workers are “other” or somehow different than other colleagues

Remote work means organisation culture suffers

- Formal company culture: Interactions in the kitchen or hallway “stop and chats” do not build organisation culture

Remote workers are available all times of day

- Company policies & culture: normalising long hours in the office results in to 24/7 remote work. Saying ‘no’ is ok!

If we – managers – fail...

... it will be the result.



“The biggest grievances cited by team leaders were falling standards in teamwork, collaboration and communication”

Samuel Lee Percival,
Leesman

Webinar #1

How Do They Do That?

What we can learn from IT companies

Did you hear that before?

Kanban

Scrum

Agile

Sprint

What it means in practice

- **Agile** is a set of ideals and principles, a way of working, derived from Agile Manifesto. It is as a 'north star for a team.'
- **Kanban** and **Scrum** are frameworks that help teams adhere to the Agile principles and get stuff done.
- **Kanban board** is a method of visualizing the work at various stages of a process
- A **sprint** is a short, time-boxed period when a scrum team works to complete a set amount of work.

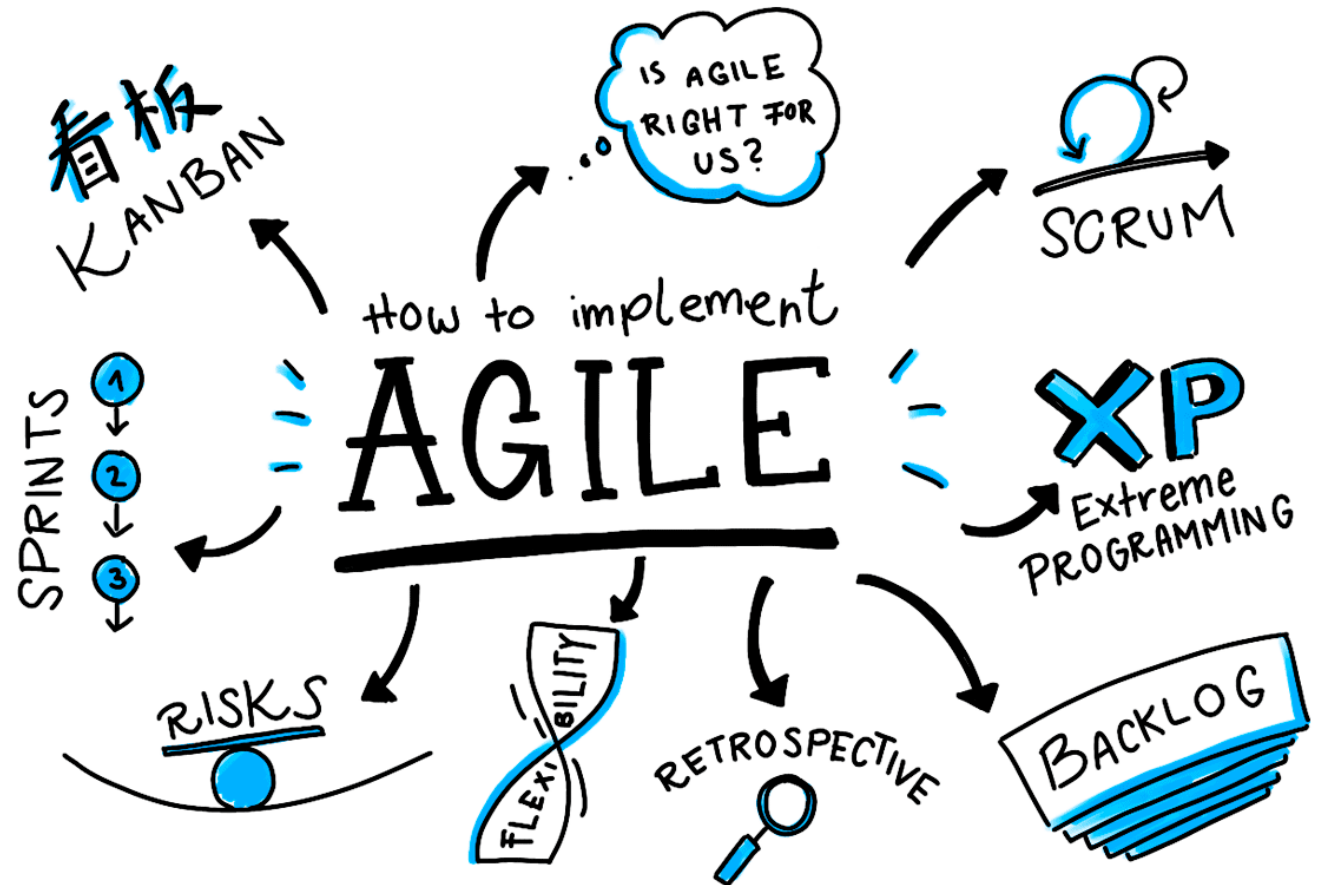


Image: <https://plan.io/>

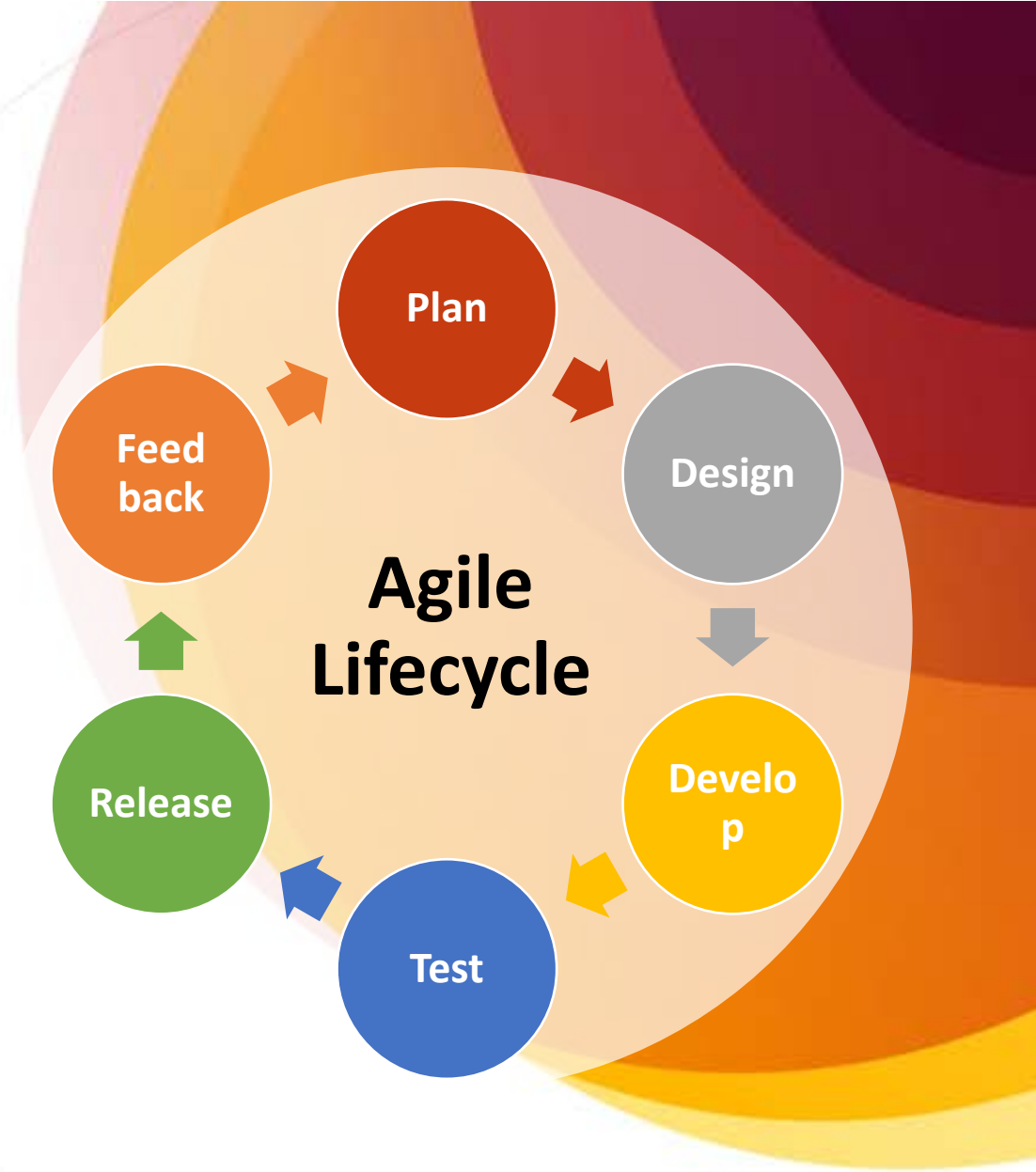
Agile in brief

Agile recognizes the volatility of product development, and provides a methodology for self-organizing teams to respond to change without going off the rails. Based on 4 values and 12 principles.

Key ideas for us:

- **Responding to change** over following a plan
- Build projects around **motivated individuals**. Give them the environment and support they need, and trust them to get the job done.
- The best architectures, requirements, and designs emerge from **self-organizing teams**.
- At regular intervals, **the team reflects on how to become more effective**, then tunes and adjusts its behavior accordingly.

For more read <https://agilemanifesto.org/>



Agile goodies

When a program transitions from traditional project management to agile, the team and the stakeholders must embrace **two important concepts**:

1. The product owner's focus is to optimize the value of the team's output. The team relies on the product owner prioritizing the most important work first.
2. The team can only accept work as it has capacity for it. The product owner doesn't push work to the team or commit them to arbitrary deadlines. The team pulls work from the program's backlog as it can accept new work.

01

Product owner

Member of the Team responsible for carrying the product vision (conceptual and technical integrity) and what needs to be done in addition to managing user feedback

02

Roadmaps

A roadmap outlines how a product or solution develops over time.

03

Backlog

It sets the priorities for the agile program. The team includes all work items in the backlog; the product owner prioritizes the work on the backlog; the team then uses the prioritized backlog as its single source of truth for what work needs to be done

04

Initiatives, epics, tasks and subtasks

A task consists of several specific subtasks. Epics are large bodies of work that can be broken down into a number of smaller tasks. Initiatives are several epics that drive toward a common goal.

05

Agile metrics

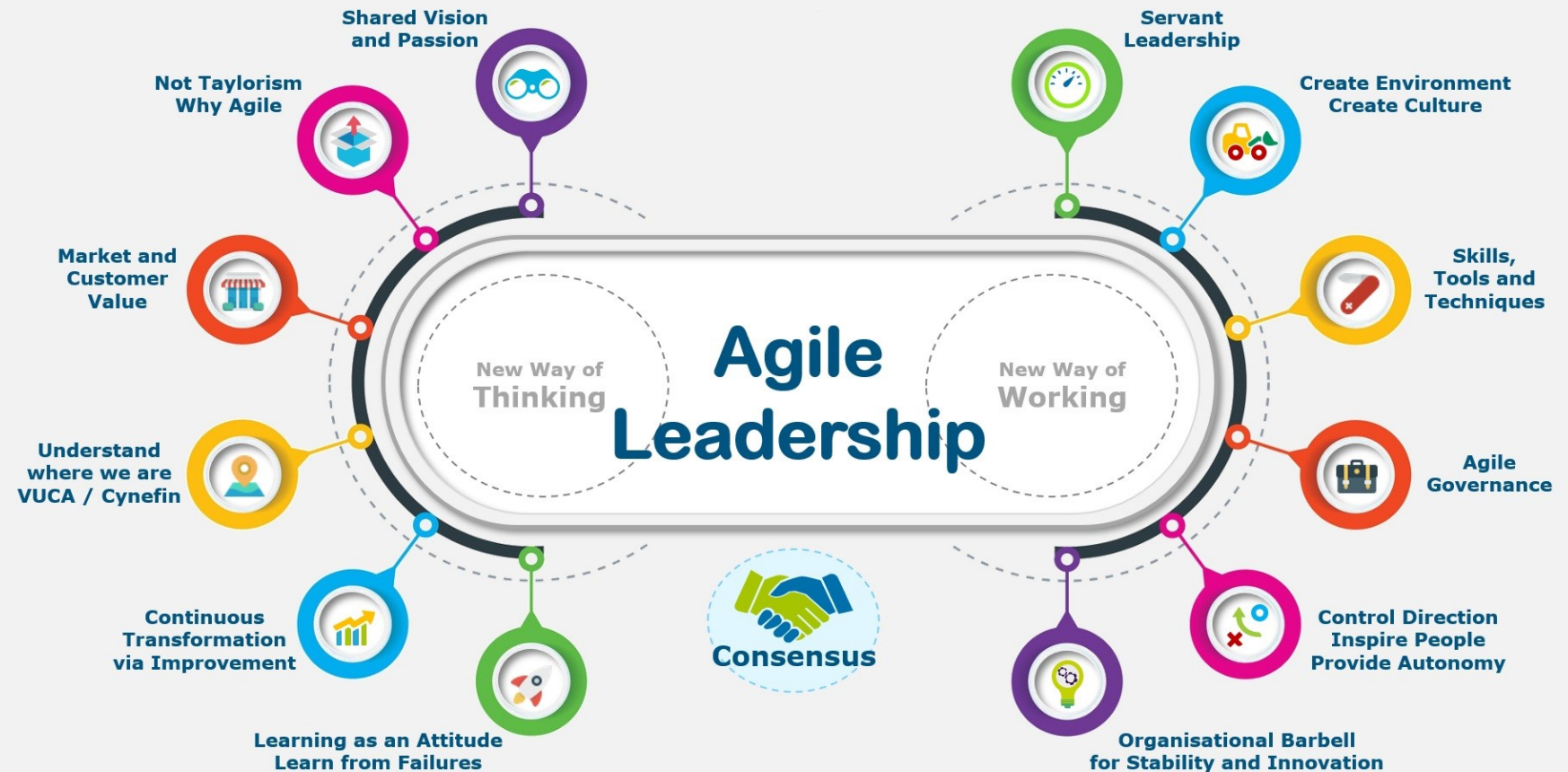
Tracking statistic data stats, and visualizing that in charts, to understand if the team is on track

Agile Leadership Explained

If you consider going Agile in your organisation, read

The 12 Dimensions of Agile Leadership

<https://www.linkedin.com/pulse/12-dimensions-agile-leadership-jonathan-kessel-fell/>



Scrum in brief

Scrum is a framework for developing and sustaining complex products.

The essence of Scrum is a small team of people.

Scrum teams commit to ship working software through set intervals called sprints. The goal is to create learning loops to quickly gather and integrate feedback.

Scrum teams adopt specific roles, create special artifacts, and hold regular ceremonies to keep things moving forward.

For more read <https://www.scrumguides.org/>



Scrum Explained

Image:

<https://www.neonrain.com/agile-scrum-web-development/>

The Agile Scrum Framework at a glance

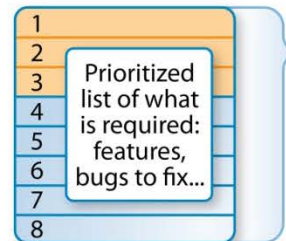
Inputs from
Customers, Team,
Managers, Execs



Product Owner



The Team



Product
Backlog

Team selects
starting at top
as much as it
can commit
to deliver by
end of Sprint

Sprint
Planning
Meeting



Sprint
Backlog



Scrum goodies

Three pillars:

1. **Transparency:** The team must work in an environment where everyone is aware of what issues other team members are running into.
2. **Inspection:** Frequent inspection points built into the framework to allow the team an opportunity to reflect on how the process is working. These inspection points include the Daily Scrum meeting and the Sprint Review Meeting.
3. **Adaptation:** The team constantly investigates how things are going and revises those items that do not seem to make sense.

01

Scrum master

Member of the team responsible for promoting and supporting Scrum, by helping everyone understand Scrum theory, practices, rules, and values. SM is a servant-leader for the Scrum team.

02

Sprint

A time-box of one month or less during which a "Done", useable, and potentially releasable product Increment is created.

03

Sprint planning

Putting together the work to be performed in the Sprint. This plan is created by the collaborative work of the entire Scrum team

04

Daily Scrum

15-minute time-boxed meeting for the team held every day of the Sprint where the team reports on work done in the previous 24 hours, plans work for the next 24 hours and voices problems

05

Sprint Retrospective

When Scrum team inspects itself and creates a plan for improvements to be enacted during the next Sprint

Kanban Explained

Team Kanban Board

QUICK FILTERS: Critical partners Only my partners Recently updated

1 To do

+ TIS-28

↑ Research options to travel to Pluto

4 In progress

+ TIS-25

↑ Engage Jupiter Express for travel

+ TIS-25

↑ Add Deimos Tours as a travel partner

+ TIS-20

↑ Engage Saturn Lines for group tours

+ TIS-24

↑ Sign Contract for SunSpot Tours

3 Code review Max 2

+ TIS-27

↑ Engage Saturn Resort as PTP

+ TIS-27

↑ Engage Speedy SpaceCraft

+ TIS-26

↑ Reach out to the Red Titan Hotel

1 Done Release

+ TIS-23

↑ Engage JetShuttle SpaceWays for travel

Kanban in brief/goodies

The kanban methodology relies upon full transparency of work and real-time communication of capacity.

Work items are represented visually on a kanban board, allowing team members to see the state of every piece of work at any time.

Thus, the kanban board should be seen as the single source of truth for the team's work.

FYI: first implemented by Toyota in the 1940s.

For more read:

<https://www.atlassian.com/agile/kanban>

01

Kanban Board

A tool used to visualize work and optimize the flow of the work among the team. Can be physical or digital. Traditional three columns ('To-do', 'In progress', 'Done') can be easily adjusted

02

Cards

One card = one work item. It features critical information about that particular work item, like who is responsible for that item of work, a brief description of the job being done, how long that piece of work is estimated to take, and so on.

03

Columns

Each column represents a specific activity that together compose a "workflow". Cards flow through the workflow until completion. Can be simple ('To-do', 'In progress', 'Done') or much more complex

04

Swimlanes

Provide a good overview of the project workflow by categorizing tasks and deliverables and laying them out horizontally

05

Work In Progress (WIP) limits

Capping the number of cards that can be in any one column at one time / maximum amount of work that can exist in each status of a workflow.

Key takeaways

1. Not every organisation / team / project is ready and needs to go fully agile. Choose the agile features that make sense for you.
2. Different projects require different frameworks: Scrum is better for long projects with repetitive activities, Kanban – for shorter one-time actions.
3. Mix-and-match: most teams use a hybrid model influenced by both scrum and agile.
4. One person can combine several roles (product owner + scrum master).
5. Embrace the role of servant-leader.
6. Technologies are secondary! It's about approach and framework, not tools.
7. Clear communication and trust in your team is a must.

“

Consideration:
*If you want to go fast, go alone;
if you want to go far, go together*

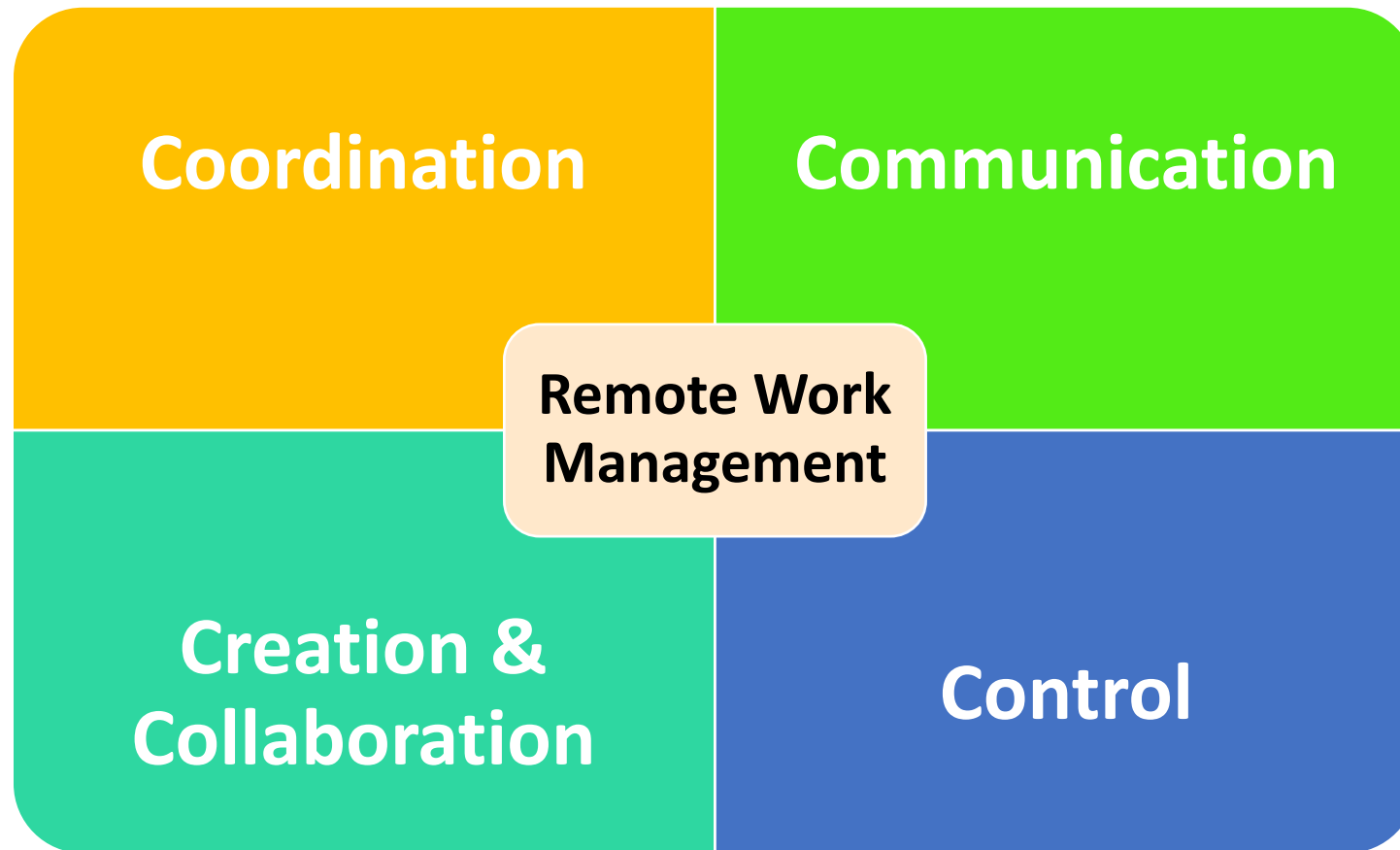
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Webinar #1

Digital Solutions for Remote Team Work

Your essentials

Elements of remote work for managers



Ready-to-use packages: Google Suite

Cloud based subscription services from Google:

<https://gsuite.google.com/>

1. **Communication:** Gmail, Hangouts Chat & Meet, Currents, Voice
2. **Coordination:** Calendar, Sheets
3. **Creation & Collaboration:** Drive, Docs, Sheets, Slides, Forms, Sites, Keep, Jamboard
4. **Control:** Sheets, Admin, Vault, Endpoint, Work Insights (depending on the plan)

Pricing:

- free Google accounts (to try)
- from USD 6 user/month (basic account, with your organisation's email domain)
- Free basic account for nonprofits (need to request)

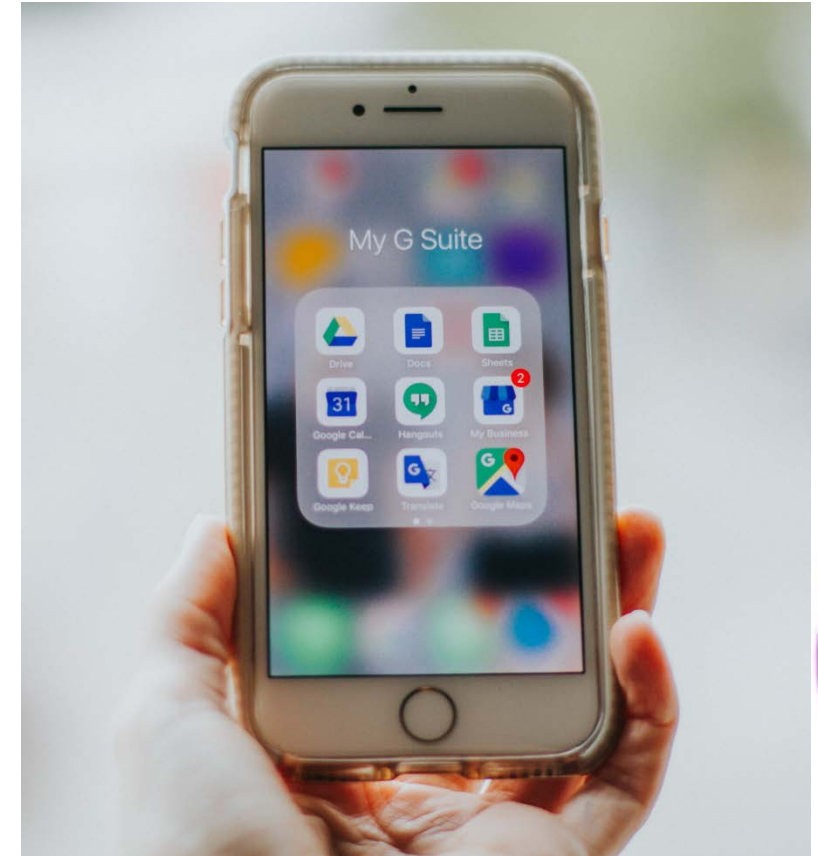


Image: <https://unsplash.com/>

Ready-to-use packages: Microsoft Office 365

Cloud based subscription services from Microsoft:
<https://products.office.com/>

1. **Communication:** Outlook / Exchange, Skype, Teams, Yammer
2. **Coordination:** Outlook Calendar / Exchange, To Do, Planner, Flow (Power Automate), MS Project (sold separate)
3. **Creation & Collaboration:** OneDrive, SharePoint, Word, Excel, PowerPoint, OneNote, Sway
4. **Control:** To Do, Planner, Flow, MS Project

Pricing:

- Some products are free with an account
- from USD 5 user/month (basic account, with your organisation's domain)
- Discounts for nonprofits – local TechSoup chapter

Image: <https://pixabay.com/>



Communication: Slack (demo)

Instant messaging platform: <https://slack.com/>

Main features:

- **Workplace** is a virtual office. Joined via URL or invitation sent by a team admin or owner.
- **Team:** users invited to the workplace. Can have smaller teams inside, like tech team.
- **Channel** is a single chat-room for a team to share messages, tools, and files, often organised by topics. Can be for everyone, or selected users.
- **Direct messages:** one-to-one conversation between two team members
- Multiplatform: desktop, mobile (iOS and Android) and web
- Integration with other apps like Google Drive, Office 365 and many more.

Pricing:

- Basic account is free for small teams
- Paid starts from USD 6.67 user/month (standard)
- Discounts for nonprofits

Image: <https://unsplash.com/>



Communication: MS Teams (demo)

Unified communication and collaboration platform:

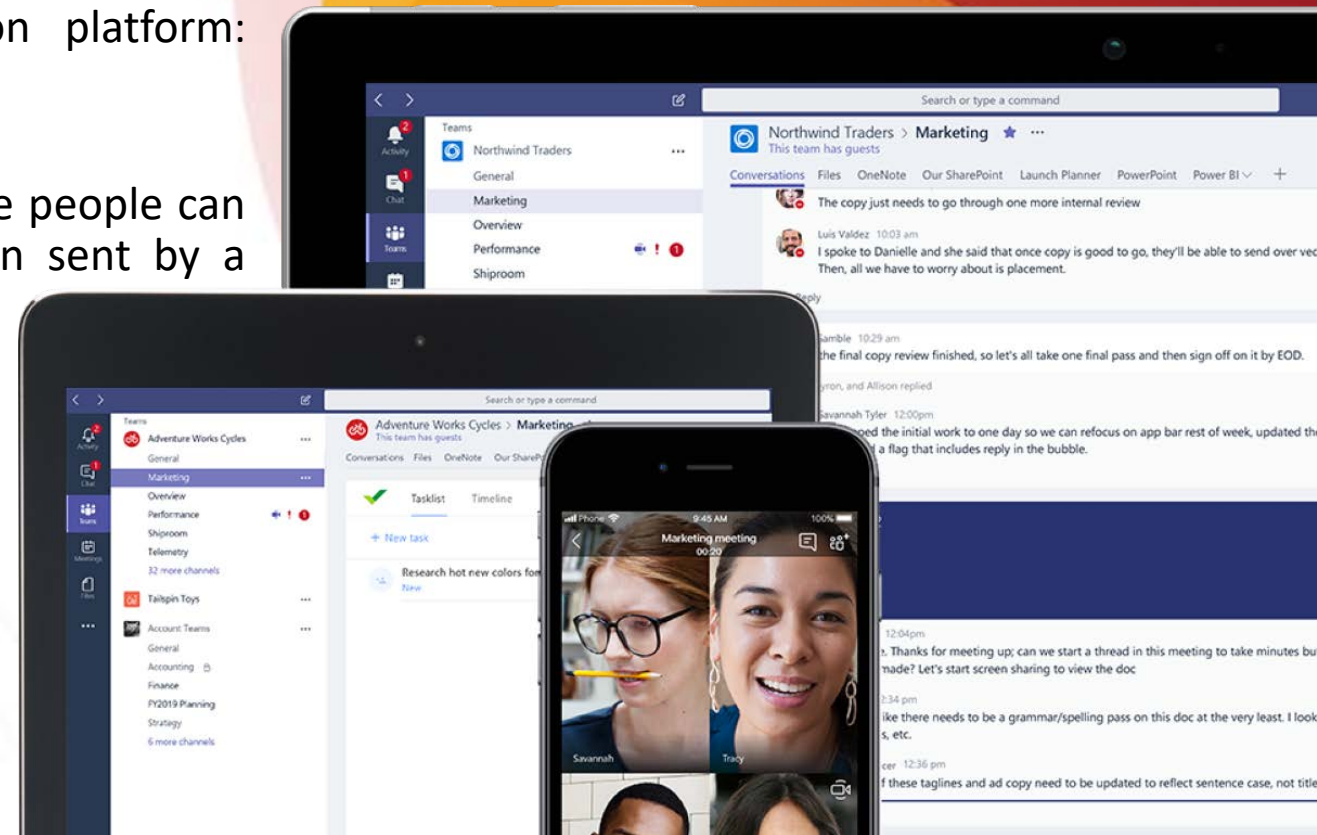
<https://teams.microsoft.com/>

Main features:

- **Team** (=workspace) is a virtual workspace people can join through a specific URL or invitation sent by a team administrator or owner.
- **Channels and direct messages**
- **Video calls and meetings**
- **Meeting scheduling** (only paid version)
- Integration with other apps
- Multiplatform: desktop, mobile (iOS and Android) and web
- Substituted Skype for Business

Pricing:

- Free for basic account
- Paid starts from USD 5 user/month
- Discounts for nonprofits (TechSoup)



Webinar #1

Tips & Recommendations

Very personal experience

Running an organisation (or company) remotely

The most “mobile” are sales departments and software developers

- **Software Developers**
 - already use the right tools for communication and work planning
- **Sales Departments**
 - if sales departments use a modern cloud-based CRM system and IP-telephony, organizing their effective work is also quite simple

When working remotely, requirements to the quality of management increase

With a proper management culture, **marketers, logisticians, employees of R&D departments, secretaries, HR, analysts, designers**, and other move home without any problems.

Servers (office-based vs datacenter-based or cloud)

- system administrator

Running an organisation (or company) remotely

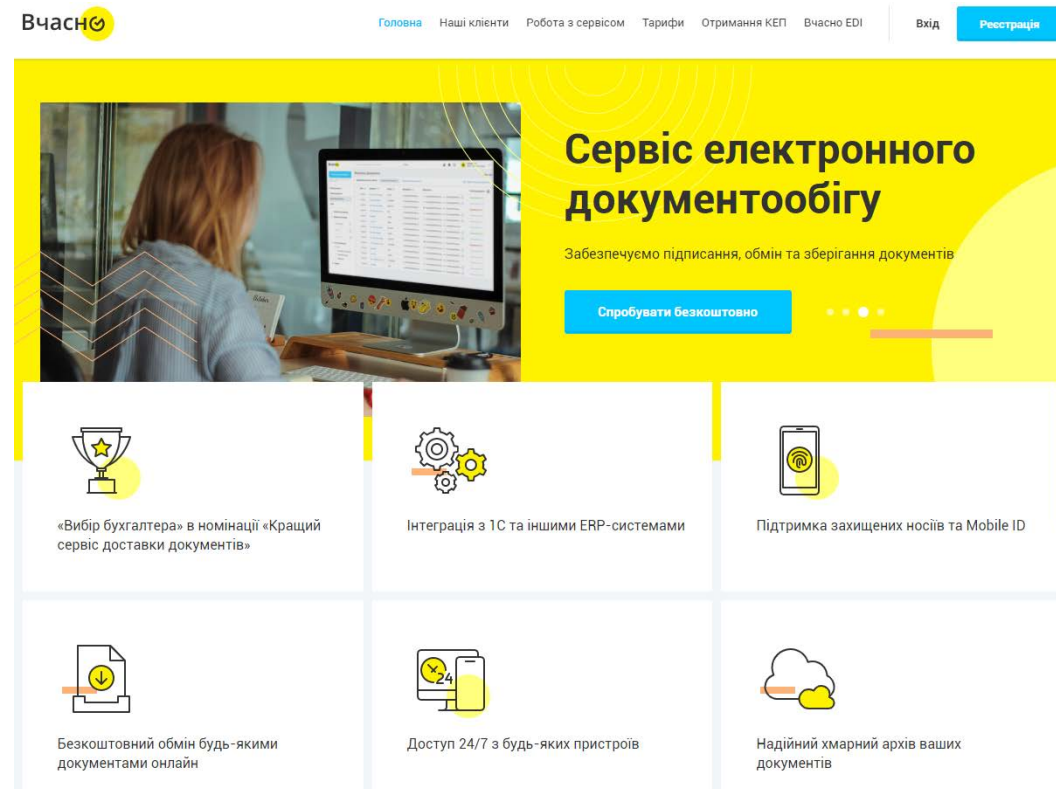
Accounting

- **Online accounting software** or online access to server with accounting software
- **Services that allow the exchange of documents in electronic form + electronic digital signature**

Vchasno - an electronic document management service with which you can:

- Private individuals and legal entities can quickly, conveniently and free of charge receive signed electronic digital signature primary accounting documents (invoices and acts of completed work).
- Submit a refund request.
- To draw up a contract.

Official site: www.vchasno.ua.



Running an organisation (or company) remotely

Organization of the Internet channel

- high-quality work from home implies that an employee has broadband (wired, not mobile) Internet
- It is highly desirable (at least for key employees) to provide channel redundancy

Tip: ask your colleagues to send screenshots of the speedtest service on home computers to the responsible employee, and instruct them to organize a wider channel for those with home Internet speeds below 10 Mbps.



Running an organisation (or company) remotely

Equipment

Computers

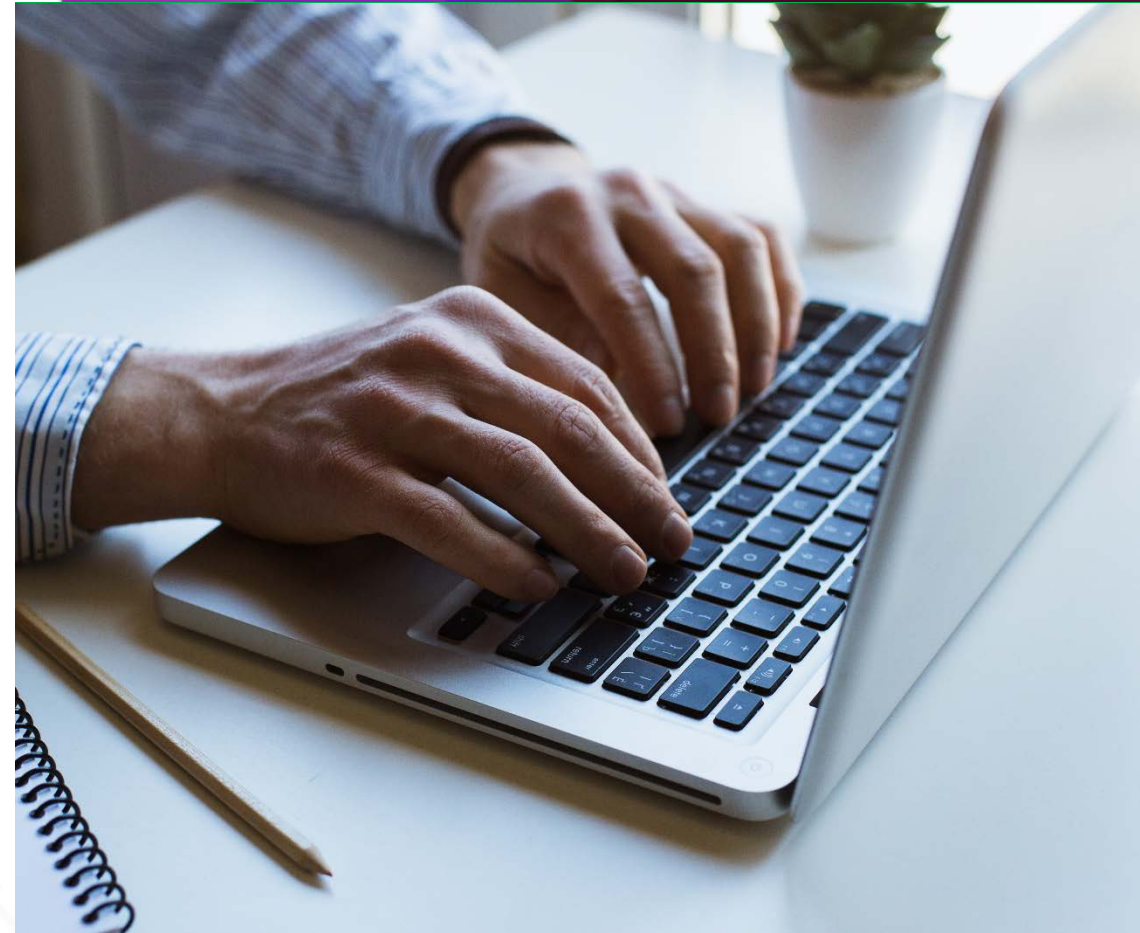
- home computers of employees
- purchase of inexpensive laptops
- transportation of office computers home (the most preferred option for the employer)

Communication

Remote work means quality communication

- webcams (except laptop owners)
- headsets

Ideally - a replacement fund - on a laptop for every 5 people in the company - in case of equipment failure



Running an organisation (or company) remotely

Organization of work, processes and software

Remote work is an increased discipline (including self-discipline), an increase in the burden on management (double control and a more precise statement of tasks)

Necessary tools (in addition to specialized software):

- shared file storage
- means of communication
- task setting environment
- password storage system
- CRM for the sales department,
- calendar

You may need a remote connection to work computers, time tracking systems and electronic document management.

- legal aspects (development of relevant orders)
- psychological aspects of working at home office



Moving your team to remote work

01

Check that all **team members are ready** for transition: computers/laptops with software needed and accesses, internet access at home, VPNs, physical place to work

02

Calculate the **costs** (software, equipment, IT support,..)

03

Working moms / dads = different time zones

04

Set up **clear policies and procedures** and provide training to team members

05

Revise **payment policies**: working hours/days tracking (online or offline), paid-by-deliveries, etc

06

Make all organisation's activities **transparent and understandable** for each team member involved. Find the right tools to keep everyone on track

Moving your team to remote work (II)

07

All meetings must be **scheduled in advance** and **have agendas** - stop useless talks

08

Plan and estimate time for each activity **together with the team members** responsible. And then add 10-20% of the estimated time on the top

09

Embrace the role of a secretary first – and **put everything in writing**

10

Prevent conflicts: messages in chats are misleading as they lack non-verbal communication

11

“Soft” control: missed deadlines often mean unclear tasks, especially when it comes to creative tasks

12

Develop **digital organisation culture:** move team-building and informal communication online

Remember: If you know you can jump, your horse will jump

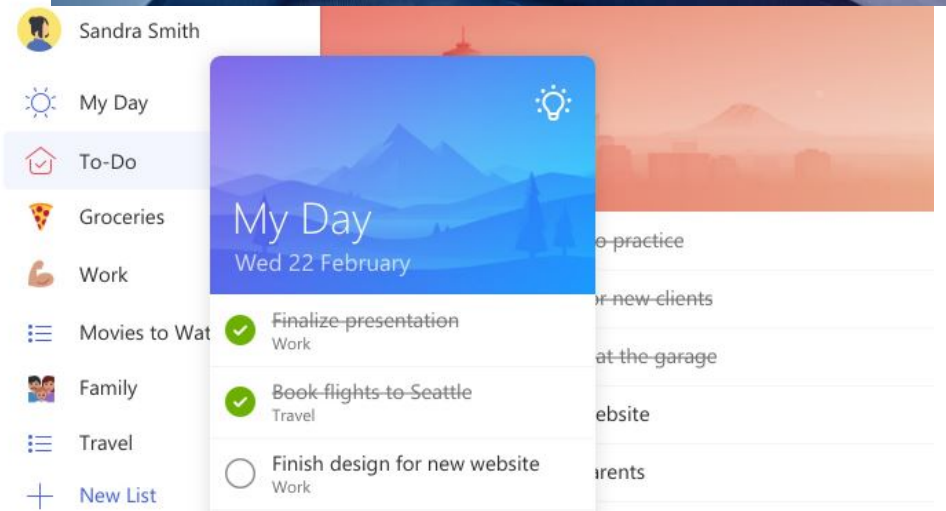
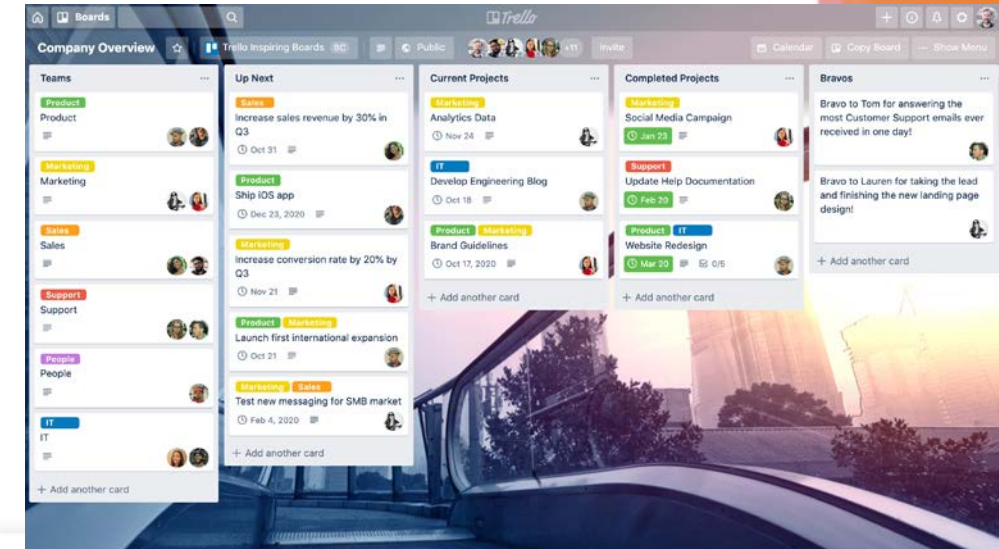
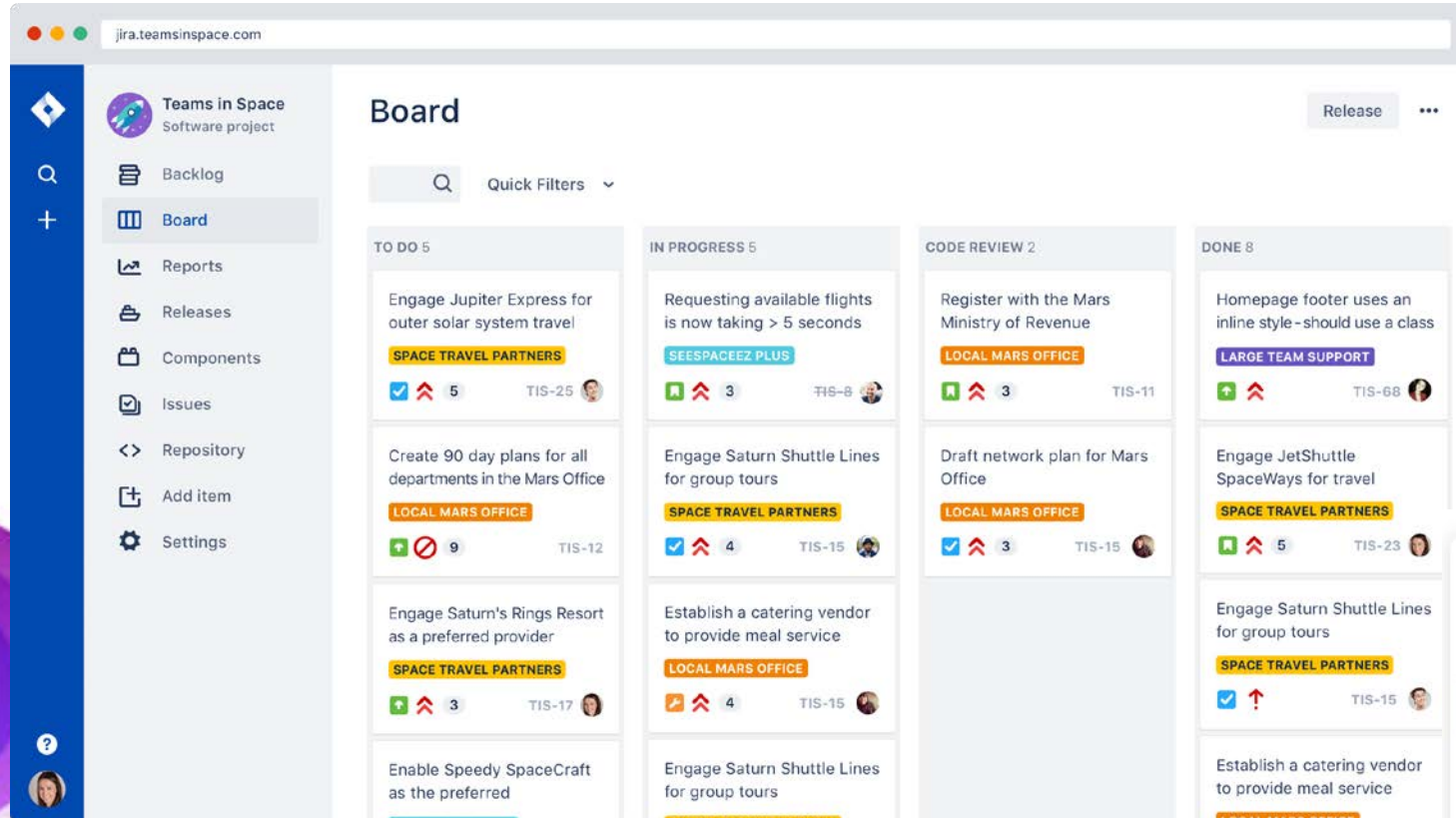


Webinar #1

What's Next?


Spoilers from Webinar #2


Online Project Management Solutions



Thank you for your attention!

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Naturally, your questions are welcome 😊