HanoverJackson
>>People leading change in a changing world

>> Making a success of Home Working

More than just extra toilet paper & coffee

Sue Ells
28 June 2020
V2.0

Our programme for this evening

>> 1730 Welcome

>> What does homeworking mean to you?

>> Homeworking : the good, the bad and the ugly - breakout

>> 1815 Comfort break/refresh your drinks (10 mins)

>> What difference does difference make?

>> How do you make the switch easier?

>> How do you make the change stick?

>> Top tips

>> Help desk

>> 1900 Close

? Does this look about right to you?

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Introduction & welcome

>> **What's it all about?**

- Home working overview + pointers, with some practical take-aways you can use/share, for individuals and leaders.

>> **Sue's skills?**

- Sold and delivered this for a living since the 90's as a psychologist/change manager/management consultant.

>> **Sue's experience?**

- Designed/delivered PWC Embankment Place London 'Right Space' programme, for flexible working
- BT consultant to wide number of clients bringing psychology and tech together for successful flexible working
- Now like many of you, running my own business.

Worshipful Company of Management Consultants

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Welcome poll :
Why are you here this evening?

To get us warmed up….

1. Find out more about the benefits/pitfalls for homeworking ☐

2. Make it easier to work at home myself ☐

3. Understand how to lead a team of home workers ☐

4. Help clients to make home working more effective for them ☐

5. Have joined this Zoom to avoid washing up/making dinner/walking dog ☐
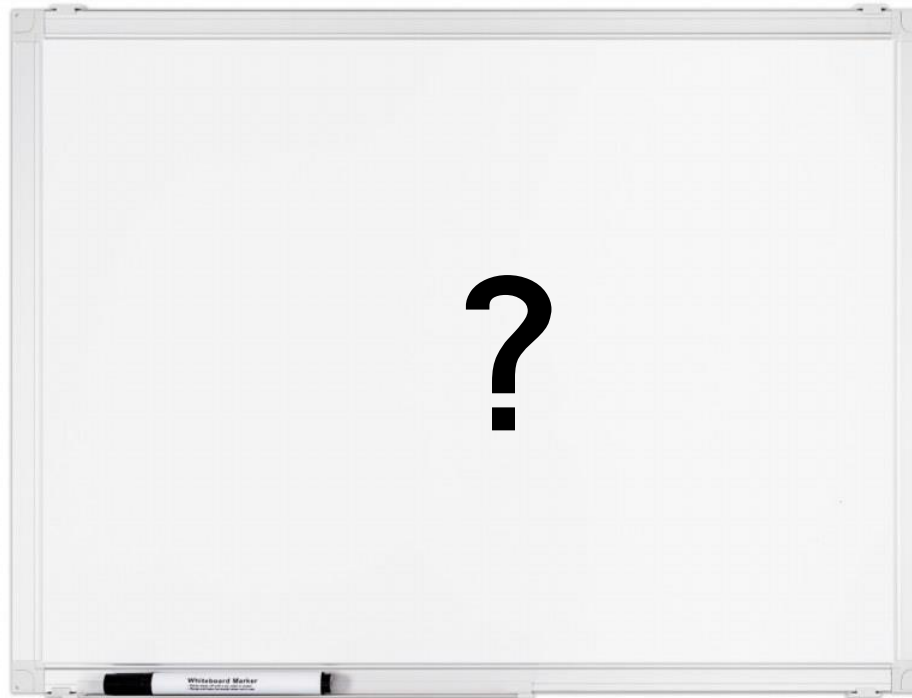
Tick as many as you agree with
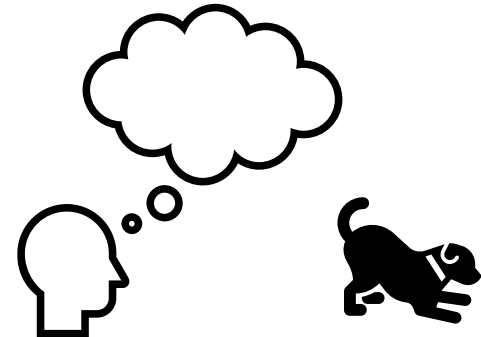
What's homeworking all about <u>for you</u>?

» Using the Zoom whiteboard.....

» What are the words or phrases that spring to mind when you think about 'Home working'?
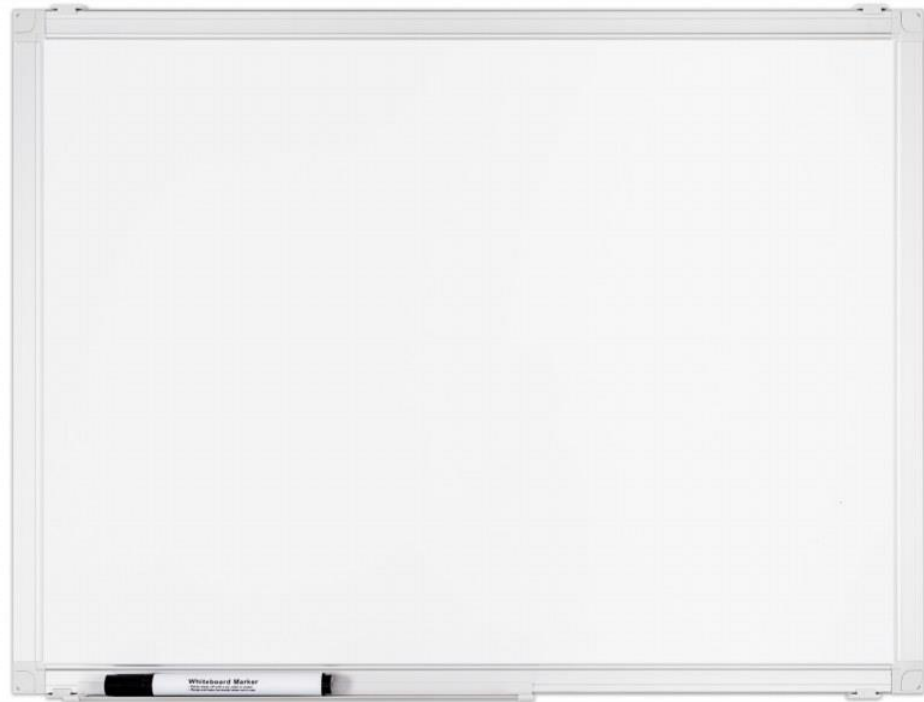
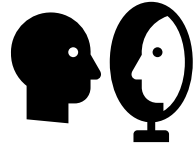# What did we learn from the whiteboard?
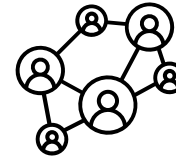
If we had a whole day....

Communications

IT Systems	Security	Health & Safety	Wellbeing
Ergonomics	Psychology	Sociology	Accountancy
Processes	Performance	Events	Environment

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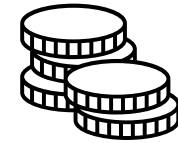
...so we'll touch on these this time

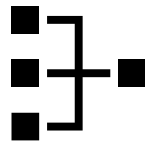**Communications** ↕

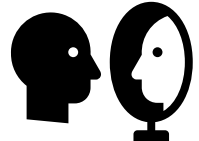IT Systems ✓

Security

Health & Safety ✓
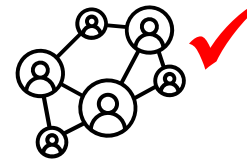
Wellbeing ✓

Ergonomics ✓

Psychology ✓

Sociology ✓

Accountancy
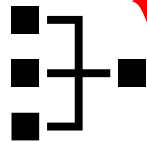
Processes ✓

Performance ✓

Events ✓

Environment

Breakout rooms

≫ In your breakout room ....7 minutes to :
- Pick a spokesperson for the group
- Discuss your allocated point of argument and note your 5 main points

Room 1	Room 2
Room 3	Room 4

≫ Back to plenary, ready to share

10 Minute break

Plenary feedback from breakouts

>> Homeworking : The good, the bad and the ugly

>> Why is homeworking a **bad** idea?

>> Why is homeworking a **great** idea?

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What did we learn from the breakout ?
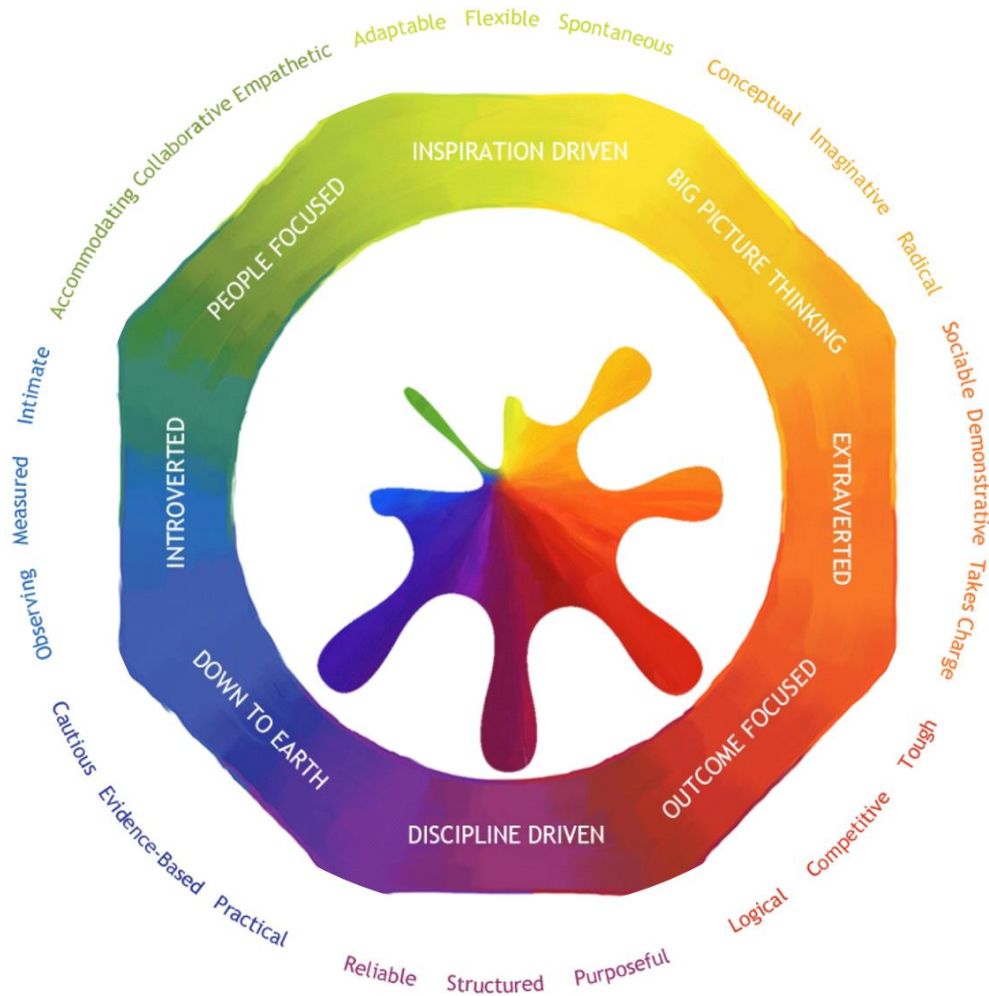
>> **Is homeworking relevant?** Doubly so! Why?

- Cost control has always made this important
- Environmental/green agenda has become a hot issue
- Now COVID 19 makes it a burning issue
- The experience is very much a personal one
- No longer a 'nice to do', it's now a 'must do'....but plenty of pitfalls to avoid

What difference does 'difference' make ?

- INSPIRATION DRIVEN
- PEOPLE FOCUSED
- BIG PICTURE THINKING
- INTROVERTED
- EXTRAVERTED
- DOWN TO EARTH
- DISCIPLINE DRIVEN
- OUTCOME FOCUSED

Adaptable, Flexible, Spontaneous, Conceptual, Imaginative, Radical, Sociable, Demonstrative, Takes Charge, Tough, Competitive, Logical, Purposeful, Structured, Reliable, Practical, Evidence-Based, Cautious, Observing, Measured, Intimate, Accommodating, Collaborative, Empathetic

>> What sort of people work best when it comes to homeworking?

>> How does individual difference affect how you tailor homeworking for yourself/others?

>> How might differences impact performance?

>> Try it for yourself – download the free Splash app for your smartphone and try out the basic version of the Spark psychometric https://splash.luminalearning.com/

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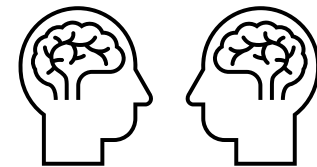
How do you make the switch easier?
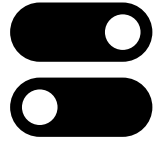
>> Management consultants – more flexible than most people?

>> Maintain consistency where you can – what can you keep the same?

>> Increase sense of control where you can (especially given the COVID factor)

>> Get the right kit – from headsets to staplers

>> New routines can be a bit stressful – be sure to relax. Here's a super-speedy (1m12s) one to try https://www.youtube.com/watch?v=bq2EPNM8wjw

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How do you make the change stick?

>> Keep asking people what they like, what they want more of, and what they want to change – make the homeworking environment personal, not remote/disconnected from the business

>> Train people for the new world – and that includes yourself! And keep training/reminding/co-creating and evolving

>> 'Brand' and market your homeworking model – don't let 'vanilla' homeworking mean that your team might just as well work for someone else!

>> Reward people regularly (yourself too)

7 Top Tips for home working

1. **Create a working environment which works** for you. Take advantage of the new situation – what is your perfect set-up?

2. **Make sure you're sitting comfortably** and you have the right kit for the job

3. **Set up some 'office' routines** which fit with the individual differences you've identified, for yourself and others

4. **Co-create for a sense of control** when you're leading a team or working with others

5. **Walk to and from 'work'** and manage pressure where you can

6. **Work to build trust** and don't fall in to the trap of substituting Zoom/Teams/skype etc for all day office-style visual contact

7. **Don't overwork –** decide on your hours and stick to them 90% of the time
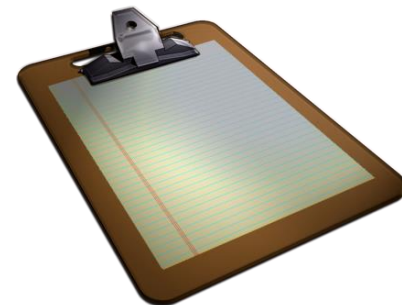
Help desk questions?

Happy to try and help with any questions
Hands up?

Thank you