



Tips and Tricks for Working Remotely

PART 1: Productivity, Fun and Team Dynamics

May 28, 2020

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MADDAUS
WATER
MANAGEMENT INC.

WEF Young Professionals Team



Megan Livak
Moderator



Kathryn Yoshimura
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Daniel Koge



Brittany Obando



Speakers: Maddaus Water Management Inc.

www.maddauswater.com



Lisa Maddaus, P.E.



Michelle Maddaus, P.E.



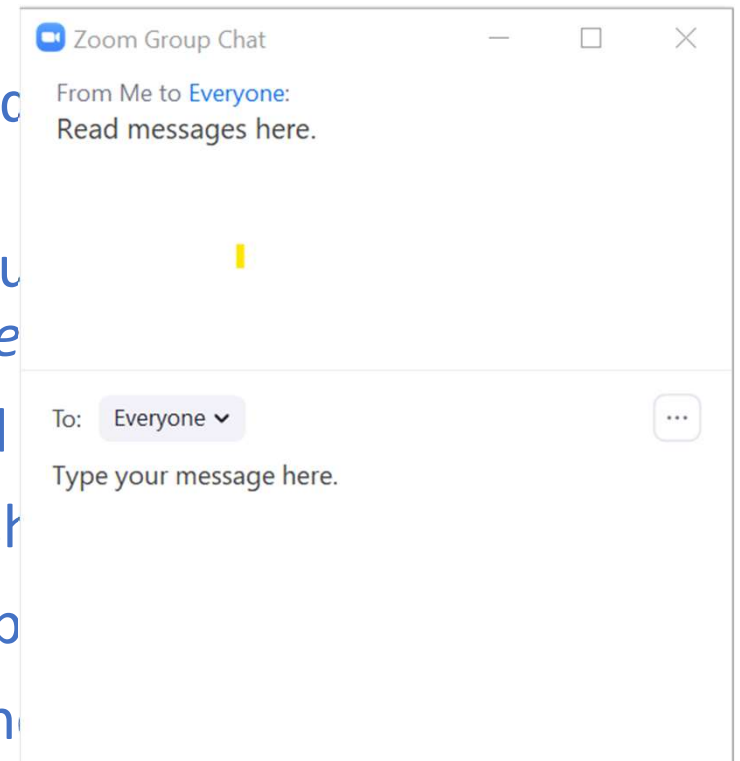
Annikki Chamberlain

Special thanks to the Alliance for Water Efficiency and the California Water Efficiency Partnership for past webinars and some slide content: <https://calwep.org/remote/>



Welcome!

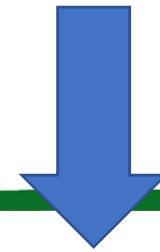
- This webinar will be 90 minutes, including questions
- For audio, call in with your phone OR use your computer microphone & speakers (*just don't use both*)
- The webinar phone line will be muted
- Use the chat box to ask questions or share feedback
- We will also use polling to get your input
- Let's walk through how you can use the chat box



AUDIO/VISUAL



CHAT BOX



Agenda



Welcome and Introduction



Icebreaker



Wrangling Distractions



Communication Styles



Team Dynamics



Fun at Work: Virtual Style



Home Ergonomics



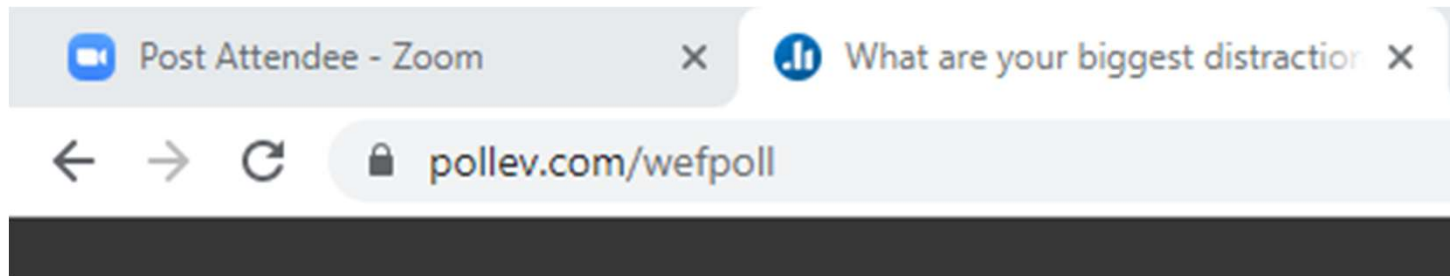
Wrap Up and Questions



Poll Everywhere Instructions

1. Open a second browser
2. Type this URL into browser's address bar:

pollev.com/wefpoll



3. Answer questions when prompted
4. Leave tab open for polls throughout presentation



Wrangling Distractions to Maximize Personal Productivity



Take a Fresh Look at your Remote Work Routine

- Set boundaries: “work times” and “non-work times”
- Decide on a routine: features for starting your day
 - Shower, drink some coffee/tea
 - Get dressed to go to work like you normally would
- Make a realistic list of what you think can be accomplished each day (and week) and communicate it with your supervisor
- Envision a schedule
 - EXERCISE
 - Take a lunch break: cook a meal and/or go outside, if possible
 - End your day: clean your desk and relax

Managing Distractions



Tips and Tricks

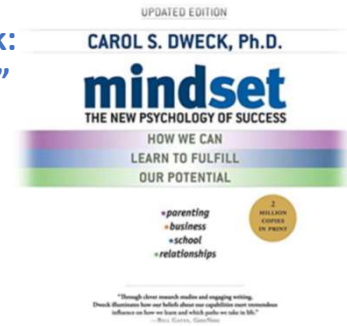
Tips

- Make decisions about non-work distractions (e.g., personal calls, texts, chores)
- Expect some trial and error and be flexible
- Exercise is vital – early morning before turning on computer is best
- Pre-plan meals and healthy snacks – don't skip/indulge

Tricks

- Build in FUN, like “Fun Friday”
 - Early morning coffee chat
 - Virtual lunch/TED Talk discussions
 - Water cooler/happy hour chats
- Consider doing “walk and talks” for meetings, if no visual needed
- Make a comfortable, enjoyable part of your workspace – quieter with music/plants/less stress
- Distance learning ideas/routine

Great TED Talk:
“Power of Yet”



The Four Quadrants

	Urgent	Not Urgent								
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Helpful productivity tools and articles: <https://resources.franklincovey.com/>



The Four Quadrants (cont.)

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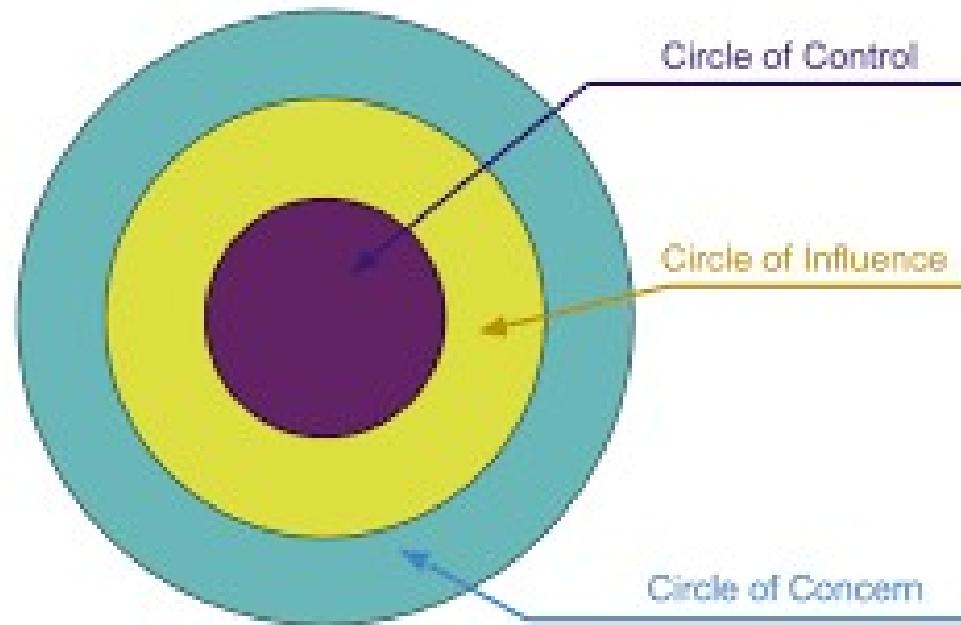
Helpful productivity tools and articles: <https://resources.franklincovey.com/>



Brainstorm Break: What tasks are “Not Urgent but Important” right now?



Focus on Our Circle of Influence



7 Habits of Highly Effective People video (<4 mins)

<https://youtu.be/uj8dmSgQa1c>

Tools COVID-19 Support Pack

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



Virtual Communication Styles



Baseline Needs and Platforms for Communications

- **Why** – Meet Internal vs. External Needs
 - Inner team manager and staff
 - Community customer/client
- **How** – Online Meeting Platforms
 - Zoom
 - Microsoft Teams 365
 - GoToMeeting
- **How/What** – Program Management Software
 - Monday.com
 - Basecamp
 - Trello
 - Asana



TED Talk: Simon Sinek – *How Great Leaders Inspire Action*
https://www.ted.com/talks/simon_sinek_how_great_leaders_inspire_action



Navigating Communication Styles



Upfront Communication is Critical

Set team norms. Experiment to find a good fit.



- Focus on organization and forms of communication
- Streamline communication tools, so not too many
- Ask your team members: Which type of communication do you prefer?



- When is it best for you to email?
- When is it best for you to call?
- Does someone prefer text messages?
- Excuse background noise if family, homeschooling, pets, etc.



- Seek to use online meetings, as needed
 - Power team meetings (who needs what/when)
 - One-on-one meetings
 - Project/task-oriented meetings (with clear priorities)



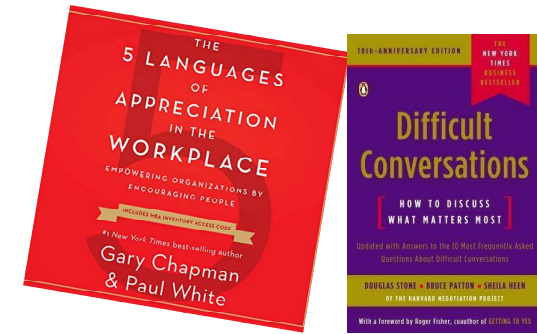
Tips and Tricks

Tips

- Heighten need for respect and appreciation – body language is missing (80% of communication)
- Power team meetings
 - Weekly, 30-45 mins
 - Only info full team needs
 - Everyone has opportunity to participate
 - Focus on any needs from other teammates
- Don't be shy about picking up the phone
- Call to discuss if not meeting expectations or timing needs

Tricks

- Chance to infuse positive energy
- Take the 5 Types of Language of Appreciation (handout/online quiz)
- One-on-one meetings – frequency tied to leadership style and individual teammate
- Seek the Third Story (difficult conversations)
- Video chat or phone call for personalized feedback on work performance related to team needs (better than email or text messages, use the power of the word “Yet”)



Trust is earned in the
smallest of moments.



www.brenebrown.com

Team Engagement Virtually



Tips and Tricks – Virtual Team Calls



Tips

- Team dynamics 100% supported
- How to engage the team (buy-in)
 - Voice, video/webcam, screen sharing, hand-raising, chat
 - Add structure, build in two-way communication, pre-think leading questions, take pauses
 - Agenda
 - Live call summary notes
- Online Meetings/Software
 - Learn from short video trainings:
 - <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

Tricks

- Different types of primary accounts to switch back and forth (if stuck or absence, use a master sign-in list)
- Currently having bandwidth issues with log-on and call-in (i.e., dropped calls)
- Most employees can benefit from screen sharing
- Consider free hosting accounts for occasional “meet now” options, when primary accounts are booked
 - **Fewer features**
 - **Shorter times**



Tips and Tricks – Managing Team Calls

Tips

- Online meeting options
 - Common
 - Zoom
 - GoToMeetings
 - Microsoft 365 Teams
 - Skype
 - Less common
 - BlueJeans
 - Google Meet
 - Webex

Tricks

- Call in early, if you are host, to work out any technology issues
- Have enough capacity available for number of attendees
- Have a backup if web meeting is not working (due to bandwidth overload), such as email attachments
- Be sure to check in frequently and take turns so all team members feel “seen” and “heard”



Tips and Tricks – Managing Team Action Items



Tips

- Program management software options
 - Custom
 - Monday.com
 - Microsoft Teams
 - Basecamp
 - Asana
 - Wrike
 - Slack
- Prioritized “To Do List” helps encourage productivity for multiple days at a time

Tricks

- Need for written/verbal/visual instructions, maybe all of the above (different uptake/learning styles)?
- Organize calls with short breaks
- Maximize Outlook features or other calendar/email software
- Block time for tasks and put on *Do Not Disturb* for an hour or so, if possible



Team Dynamics/Work Flow



Team Productivity Tricks

- Essential virtual file sharing (preserving your files and work)
 - Less email – issues with large file sizes
 - Dropbox, Box, OneDrive, Google Drive, SharePoint
 - FTP sites
 - Servers with organized protocols
 - VPN access (not always stable)
 - Save down to your desktop
 - Electronic document trail (date and initials, draft and then “Final” or “Submitted”)
 - “Old” folder for back-ups in each folder



Team Productivity Tricks

- Importance of polling for input/feedback via online tools
 - Zoom polling: <https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings>
 - SurveyMonkey or Google Docs/Forms/Sheets
- Enhanced calendar sharing
 - Respecting the shared work environments (work times/non-work times vs. door closed)
 - Settings in Outlook (busy/not busy vs. walking by an office)
 - Color coding (breaks, free vs. busy vs. out of office)
 - Private
 - Routine breaks (i.e., schedule into your routine)



Team Building: Personality Test



Personality Types

Articles & Surveys

Community

Premium



Log In

Take the Test

ANALYSTS

Intuitive (N) and Thinking (T) personality types, known for their rationality, impartiality, and intellectual excellence.

Architect Logician Commander Debater

DIPLOMATS

Intuitive (N) and Feeling (F) personality types, known for their empathy, diplomatic skills, and passionate idealism.

Advocate Mediator Protagonist Campaigner

SENTINELS

Observant (S) and Judging (J) personality types, known for their practicality and focus on order, security, and stability.

Logistician Defender Executive Consul

EXPLORERS

Observant (S) and Prospecting (P) personality types, known for their spontaneity, ingenuity, and ability to live in the moment.

Virtuoso Adventurer Entrepreneur Entertainer

Personality Test

Type Explorer®

Fast & Easy

Takes less than 12 minutes.

Be Yourself

Answer honestly, even if you don't like the answer.

Complete It All

Try not to leave any "neutral" answers.

<https://www.16personalities.com/free-personality-test>

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

<https://www.appreciationatwork.com/work-personality-test/>



Managing “Zoom Fatigue”

Cause

- Increased temptation to multitask
- More difficult to recover from distractions – even more distractions at home!
- Increased screen time with decreased human time
- “Constant gaze” can be uncomfortable



Managing “Zoom Fatigue”

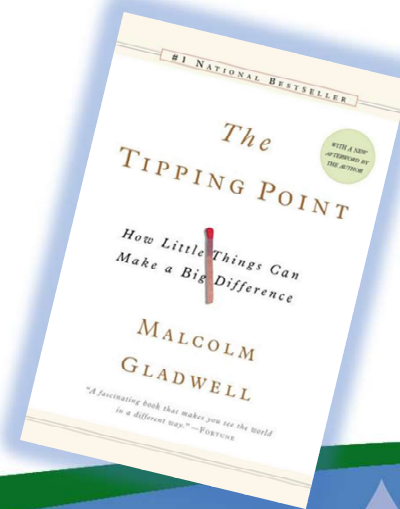
Possible Solutions

- Avoid multitasking
- Build in breaks
- Reduce onscreen stimuli
- Make virtual social events opt-in
- Alternate between video, phone, and email



Fun at Work: Virtual Team Building

- Take a SurveyMonkey for ideas or use Google Forms
- Virtual coffee/lunch
 - Mavens presents on a 5-10-15 min topic (volunteers email host for invitation, any PC topic)
 - Favorite 5 photos (family, pets, trips, sports, etc.)
 - Virtual birthdays
 - Bring a joke (favorite memes)
- Team fun list (input in program management software)
 - Free workouts
 - Books
 - Movies
 - Podcasts/TED Talks
 - Remote Learning



TED Talk: Choice, Happiness and Spaghetti Sauce



Team Fun: Picture Lunch

Grab your lunch and share your favorite pictures



Team Fun: Weekend Warriors!

Share pictures about weekend adventures



Local adventures...



Home improvement projects...



Team Fun: Games

Water Jeopardy				
DEFINITIONS	CA FACTS	TECH	MECHANICAL	OPERATIONAL
100	100	100	100	100
200	200	200	200	200
300	300	300	300	300
400	400	400	400	400
500	500	500	500	500



Team Lists – Fun, Appreciation, Innovation

Cool Websites

	Person	Notes or Links
Museum Virtual Tours		https://www.travelandleisure.com/attractions/...
Experience Art - Google Doc links to lessons etc even Broadway Plays (playbill.c...		http://bit.ly/VirtualArtsLearning
+ Add		

Groovy Workouts / Meditation

- Instagram workouts live
- Free workouts for two weeks - Beach body
- Chopra Center - Oprah and Depaak - Finding Hope in Uncertain Times
- inspiring 12-minute meditation by Sonia Ricotti
- Peloton Live for Free
- 24 Hr Fitness
- You Tube Kick Boxing Video

Positive between our Team Members

	Person
Thank you Annikki for sharing the ergonomics information!!!	
Thank you Hannah for your repeated help testing functionality on Monday.com	
Thanks Annikki for sharing your experience and input on CRM software during our call ...	
Thanks to Andrea for awesome help on the resumes and bio!	
Thank you for working to get materials posted for CII Quarterly Webinar	

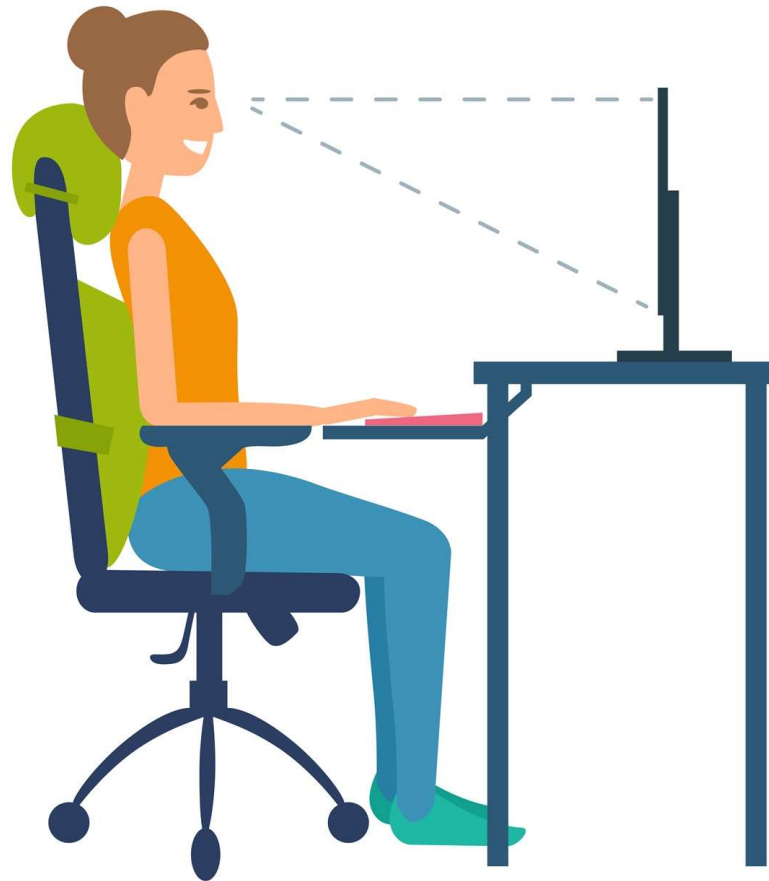
Virtual Training

	Person	Files	Notes
Video Library			
Training Resources			
The 4 Disciplines of Execution - How to withstand the "Whirlwind"			https://www.youtub...
+ Add			

Ergonomics

	Person	Files	Notes
OSHA Checklist			https://www.osha.g...
Ergonomic Mouse			
Ergonomic Keyboard			
Standing Desk			
Mini Stair Stepper			

Home Ergonomics



Your Physical Workspace



- Experiment to find your productive workspace style
- Designated space for work (declutter as much as possible)
- Flexible for more than one person (coordinate timings)
- Quieter space (or noise canceling headphones)
- Poorly set up workspaces lead to fatigue and possible injury
- Design to feel in a productive mindset (i.e., dress for the day)



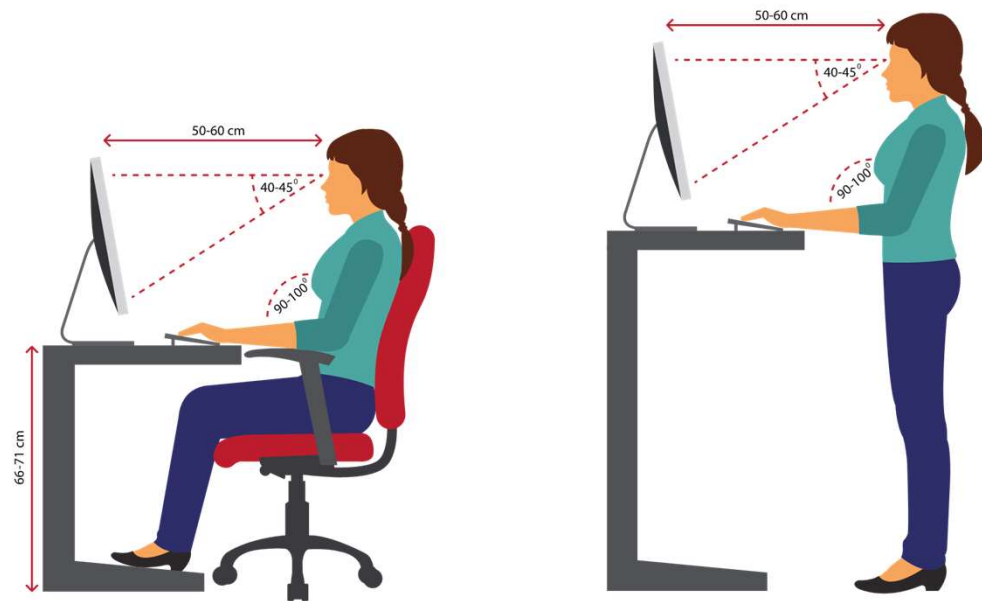
Ergonomics...Seriously!

Review **OSHA Work Station Checklist:**

https://www.osha.gov/SLTC/etools/computerworkstations/checklist_evaluation.html

- General Concepts
- Work Station
- Seating
- Keyboard/Input Device
- Monitor
- Mobile Devices
- Accessories

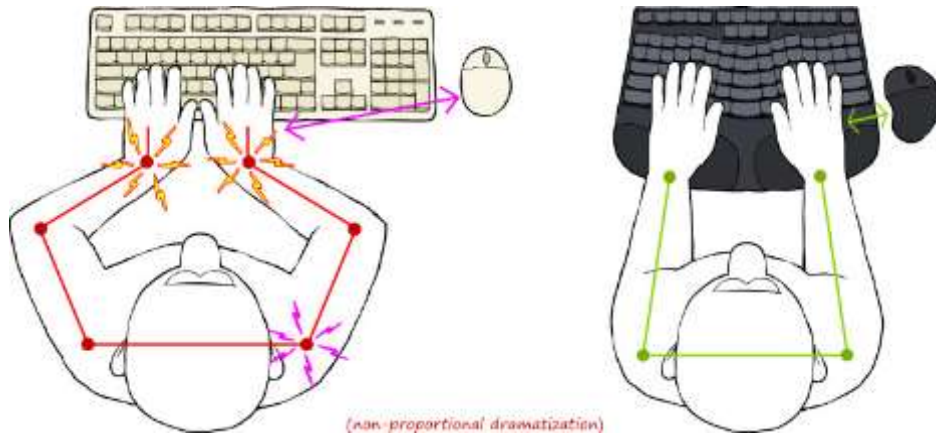
Take breaks to look up from screens, stand up, walk around, and stretch throughout the day – set reminders or alarms on phone!



Ergonomics...Seriously!

If it hurts, take action to fix it!

- Hand, wrist, or shoulder pain
- Reaching for mouse
- Hand position on keyboard

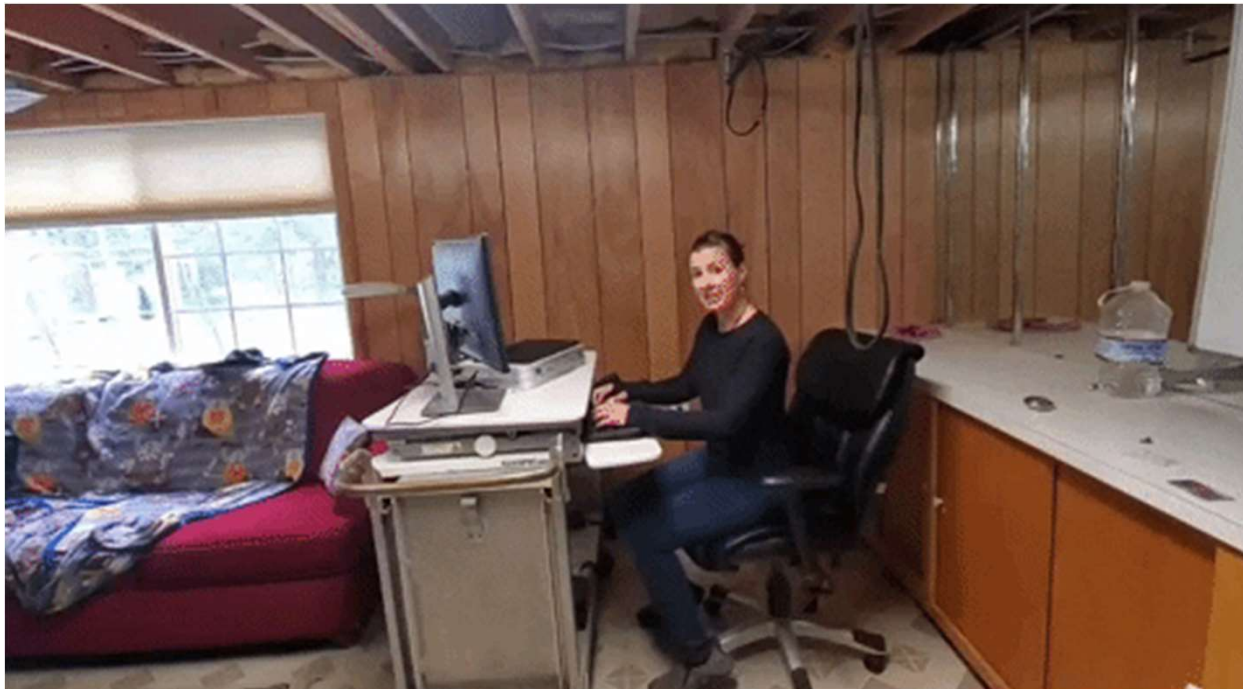


<https://sites.tufts.edu/lifeguardno5/2018/03/09/blog-4-quick-introduction-to-ergonomic-keyboard/>



Real-life Home Office Example

Alternate between sitting and standing

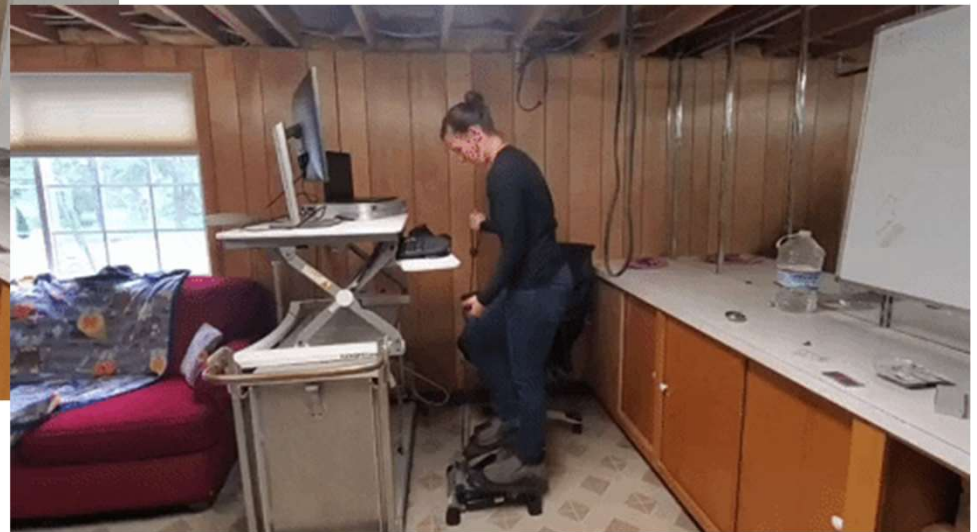


Incorporate Movement

Move around. Take a second to stretch. Drink water. Rotate your joints. Get your heart rate up...etc.



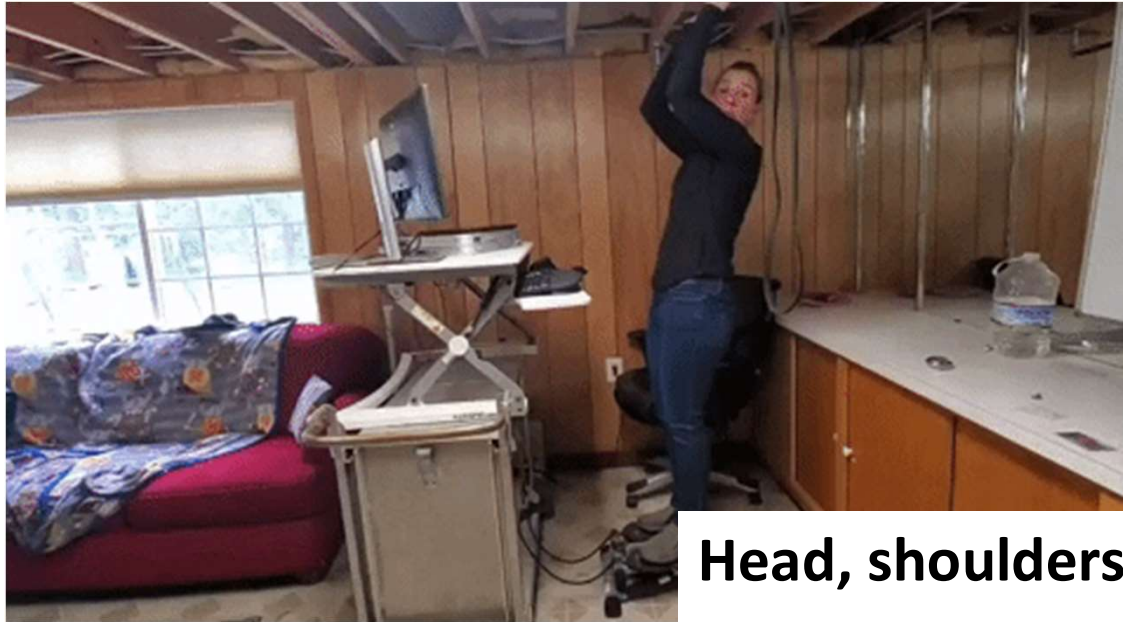
Consider steady movement...
(mini-stair stepper = \$40 or used)



Or intervals of movement...



Set Goals and Try New Things



Head, shoulders, knees, and toes!

Explore FREE apps for:

- Stretching
- Drinking water
- Body weight exercises



Find Your Perfect Spot...Everyday



Go mobile!

Enjoy the freedom!



Enjoy the weather!



DIY Standing Desk Ideas

Racket ball + Olympic weight = \$10 balance board



DIY Standing Desk Ideas

Practical and cheap



<https://www.engadget.com/2014-08-18-irl-homemade-standing-desk.html>

Very natural



<https://www.instructables.com/id/Standing-Tree-Desk/>



Sneak Peek for Next Week

Virtual Presentations/Training – Tips and Tricks

Tips

- Keep their attention
 - Way more visual
 - Photos and interesting graphics
- Plan for engagement
 - Think through participation needs
 - Quizzes
 - Polling
 - Pausing
- Maintaining attendance
 - Change up speakers
 - Provide breaks

Tricks

- IT support
- **Recording (ask permission/notify)**
- Extra attendance
- Log in and out with Plan B
- Understand mute function
- Have support to manage chat box
- Watch for videos (easily can fail due to bandwidth issues)
- Slow down verbally and visually due to lag in video sharing



Checking In...PART 2

Growth Mindset.
Work Hard. Play Hard.
Be Generous.

We want to hear from you.



Special Thanks to the WEF YP Team!



Megan Livak
Moderator
MLivak@wef.org



Kathryn Yoshimura
Moderator



Daniel Koge



Brittany Obando



Contact Information



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Annikki Chamberlain
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A special thank you to:

