

Remote work

Best practices



IRELAND
PORTUGAL
Business Network

Remote work

- Why remote work works?
- Processes, Tools and Rules
- Remote work best practices
- Conclusions
- Q&A

15 minutes

+

Q&A



Mário Gago

MSc. Software Engineering

- CEO & Software developer @ [Pink Room](#)
- Business dev. manager @ [Nest Collective](#)
- Board Member @ [IPBN](#)

~20% of remote time / year



Why remote work works

- Flexibility
- No commute
- Less interruptions
- Freedom

The background features a stylized world map in shades of blue. Overlaid on the map is a network of white dashed lines connecting various icons. These icons include circular portraits of diverse people, gears, a target, a clock, dollar signs, speech bubbles, and envelope symbols. In the foreground, a man with brown hair, wearing a light blue shirt and a dark tie, is seated at a desk. He is looking towards the viewer with a slight smile. On his desk are a computer monitor, a keyboard, and a white mug with steam rising from it. The overall theme is global connectivity and business operations.

**New business opportunity
with distributed teams**

Travel

- Conferences
- Business trip
- Emergency during vacations
- ...





Pandemic virus requires everyone to stay at home



3 key concepts

Processes

Tools

Rules

Well-oiled processes

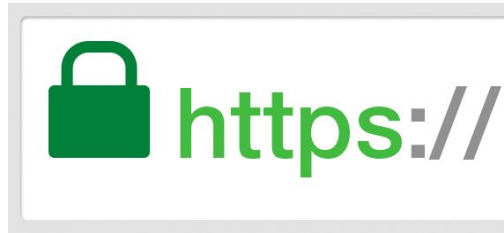
- Have a plan, execute, iterate
- ~~Ad hoc~~ => Waterfall, Agile, Lean, KPI driven, ...
- Meetings
 - What meetings? (Daily standup, retrospective, 1o1, ...)
 - When should it take place?
 - Who should attend?
 - Timeboxed
- Tools
- Rules

Choose your tools wisely

- Hardware
 - Computer + webcam
 - Headset/headphones + mic
 - Good internet connection

Choose your tools wisely

- Software
 - **Security** (Anti-virus, [encryption](#), [passwords](#), backups, VPN, [network monitoring](#), ...)



Choose your tools wisely

- Software
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 - Calendar

August 2018

M	T	W	T	F	S	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Add a coworker's calendar +

My calendars ^

- Briggita Werner
- Adam Smith
- Contacts
- Mike Chang
- Reminders
- Tasks
- Team Vacation

Other calendars ^

- Holidays in United States

	Mon 20	Tue 21	Wed 22	Thu 23	Fri 24
GMT07					
8am	Work out, 8am	Work out, 8am	Work out, 8am	Work out, 8am	Work out, 8am
9am					
10am	Finance Team Standup 10am - 12pm	Finance Team Standup 10am - 12pm	Finance Team Standup 10am - 12pm	Finance Team Standup 10am - 12pm	Finance Team Standup 10am - 12pm
11am				Weekly Check-in 10 - 11am	
12pm					
1pm	Sales Weekly Kick 1 - 2pm	Sales Weekly Kick 1 - 2pm	Sales Weekly Kick 1 - 2pm	Sales Weekly Kick 1 - 2pm	Sales Weekly Kick 1 - 2pm
2pm					
3pm	Budget Planning 3 - 4pm	Marketing Strategy 2:30 - 3:30pm	Project Everest Review 3 - 4pm	Marketing Strategy 2:30 - 3:30pm	
4pm	Team Performance Review 4 - 5pm			Project Zimbabwe 4 - 5pm	
5pm	Reinforcement Learning 5 - 6pm	Reinforcement Learning 5 - 6pm	Team Kevlar Sync 5:30 - 6:30pm	Reinforcement Learning 5 - 6pm	Team Kevlar Sync 5:30 - 6:30pm
6pm	Team Kevlar Sync 5:30 - 6:30pm	Team Kevlar Sync 5:30 - 6:30pm	Team Kevlar Sync 5:30 - 6:30pm	Team Kevlar Sync 5:30 - 6:30pm	Team Kevlar Sync 5:30 - 6:30pm
7pm					
8pm					
9pm					



Choose your tools wisely

- Software
 - **Security** (Anti-virus, encryption, [passwords](#), backups, VPN, [network monitoring](#), ...)
 - Calendar
 - Communication
 - Email
 - [Slack](#), [Teams](#), [Twist](#), [Discord](#), ...
 - [Zoom](#), [Webex](#), [Whereby](#), [Jitsi](#), [Hangouts](#), ...
 - ~~WhatsApp, Messenger, ...~~ ❌
 - File storage and sync ([Drive](#), [Office 365](#), [Dropbox](#), ...)
 - Boards/management ([Asana](#), [Notion](#), [Trello](#), [Jira](#), [Graphy](#), ...)

Recruitment

Application form



Apr 1



3



Recruitment

Application form



Apr 1



3



Recruitment

Application form

  Apr 1   3



Backlog

- Recruitment**
External communication
Define goals and metrics
- Recruitment**
Channels to promote internships
- Graphic design**
Stickers
Apr 7
- Recruitment** **Graphic design**
Flyers
Apr 7 0/2
- Recruitment**
Booth Now What
Apr 22 0/13
- Recruitment**
Booth Dotworks
Apr 21 0/13
- Recruitment**
Internal Interviews
0/5

+ Add another card

To Do

- External communication**
Graphic design
Images for event promotion
RS
- Recruitment**
Internal recruitment info document
Apr 15
- Graphic design**
Poster
Apr 7
- Recruitment**
Job descriptions to be widely disseminated
Mar 10 0/2

+ Add another card

Doing

- External communication**
Graphic design
Cover images
RS
- Recruitment**
Application form
Apr 1 3
- Graphic design**
Website
internships.nestcollective.co
Mar 17 2

+ Add another card

Review

- External communication**
Blog post inicial - Launching
Mar 10
- External communication**
External communication calendarization
Mar 10 1
- External communication**
Graphic design
Quotes images
1 1/2
- External communication**
Graphic design
Projects images

+ Add another card

Done

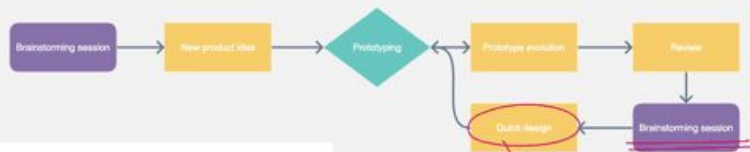
NEST COLLECTIVE

- Recruitment**
Job descriptions to be used at .works
9
Mar 10 3
4 2/2
- Graphic design**
Brand identity
Mar 10

+ Add another card

Choose your tools wisely

- Software
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 - Communication
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 - ~~WhatsApp, Messenger, ...~~ ❌
 - File storage and sync ([Drive](#), [Office 365](#), [Dropbox](#), ...)
 - Boards/management ([Asana](#), [Notion](#), [Trello](#), [Jira](#), [Graphy](#), ...)
 - Whiteboards ([Miro](#), [Draw.io](#), ...)



RealtimeBoard Helpdesk

RealtimeBoard Helpdesk is a cloud-based helpdesk solution that allows you to manage customer inquiries and support tickets from a central location. It offers a range of features including ticket management, knowledge base, and customer feedback.



Application and settings	Top-level	Additional information
Interaction with application	Subpage	Bank product
Manage the app from an iPhone	Manage account details	Bank details
Manage the app from an Android device	Transfer money	Bank's tasks
Manage accounts	View transaction history	Bank's tasks
Find application in the Marketplace	Use transactions template	Bank's tasks
Set financial goal	Take out a loan early	Bank's tasks
	Search for the nearest office	Bank's tasks
	Search for the nearest ATM	Bank's tasks
	Estimate future expenses	Bank's tasks
	Compare offers of the competitors	Bank's tasks



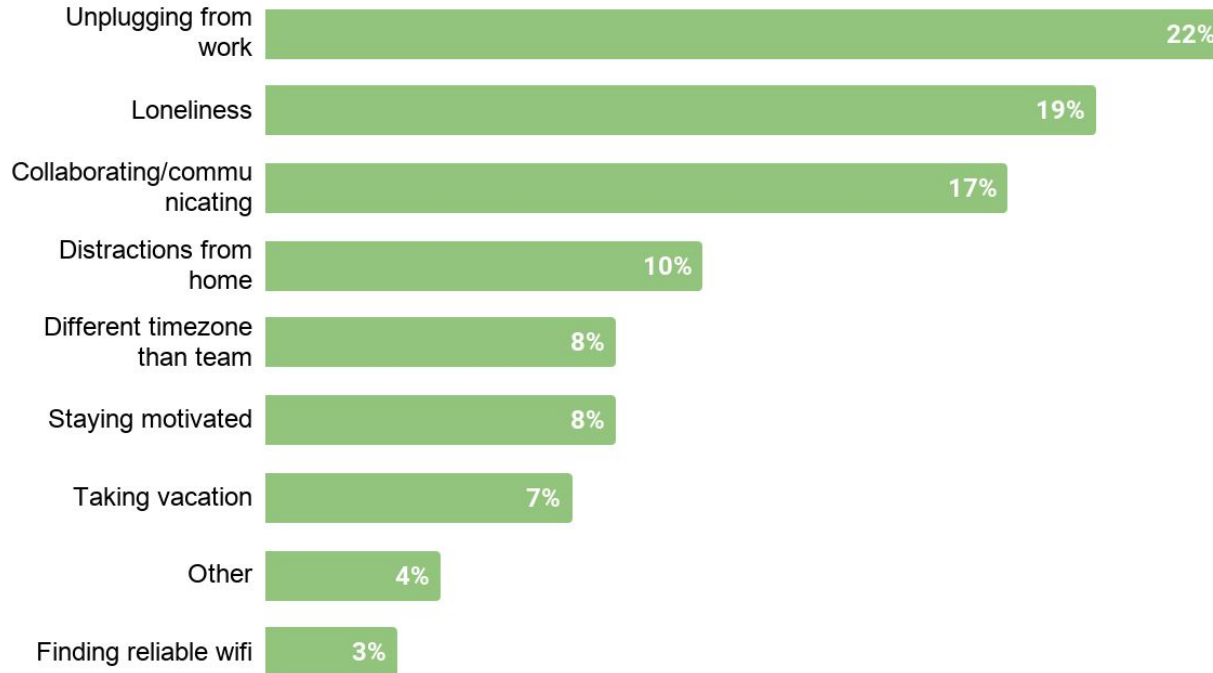
Clear and concise rules

- Use the tools properly
- Call instead of long text discussions
- Share meeting conclusions with everyone
- Regular working sessions
- Special attention to [etiquette](#)
- Decision making

A man in a dark blue suit, light blue shirt, and red tie is seated at a desk, looking directly at the camera with a serious expression. In the background, a young child in a bright yellow sweater is seated at another desk, looking down. The setting is an office with a map on the wall behind the man.

It has its challenges

Biggest struggle working remotely



Source: <https://buffer.com/state-of-remote-work-2019>

Best practices

- [Keep your routine](#)
- Create a schedule
- Have a dedicated work space
- Keep lives separate / set boundaries (home life vs work life)
- Take breaks ([pomodoro technique](#))
- Automate recurring tasks ([payments](#), [insurances](#),

Best practices

- Avoid procrastination
- Save household chores for later
- Exercise 30 minutes daily
- Make human contact
- [Configure your setup correctly](#) (back and neck pains)
- Improve the [onboarding](#) experience (handbook)

Conclusions

Conclusions

- Frame it as an opportunity
- Set a plan:
 - **Processes**
 - **Tools**
 - **Rules**
- Stay conscious about remote challenges and actively work to improve:
 - Unplug from work
 - Fight loneliness
 - Work on communication
 - Do not get distracted



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Thank you!

Any questions?

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www.pinkroom.co

References

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