National Insulation Association (NIA)

NIA Webinar: Best Practices for Working Remotely
Introductions

Joanna Pineda
CEO & Chief Troublemaker
Matrix Group International, Inc.
@mpineda
Companies hire us to solve problems:

1. **Increase** customers and generate revenue
2. **Encourage** customer engagement through compelling web, mobile and social offerings
3. **Reach** new audiences with a clear brand
4. **Increase** staff productivity with a streamlined and integrated back office
Matrix Group Services

- Strategy & Branding
- Design & Interactive
- Big Data & Analytics
- Content Management Systems
- MatrixMaxx™ AMS
- Hosting & Security
- Mobile App Development
- Marketing & Social Media
Is Working Remotely a Bad Thing?

Common misconceptions:

- Work from home isn’t as productive
- Staff are slacking off
- Managers lose control over their staff’s time and productivity
Is Working Remotely a Bad Thing?

Common misconceptions:

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To make it work, it’s important to have:

- Good tools
- Governance
- Security
Tools That Make Remote Work Possible
Connectivity
Connectivity Tools

- Internet Access
- VPN considerations
- Laptop
Communications
Communication Tools

Communications
- Phone/Cell/Soft Phone
- Email
- Slack
- Microsoft Teams
Communication Tools
Communication Tools
What is Slack?

Slack is a cloud-based set of proprietary team collaboration tools and services, founded by Stewart Butterfield.

Slack began as an internal tool used by his company, Tiny Speck. The name is an acronym for "Searchable Log of All Conversation and Knowledge".
What We Use Slack For

- Notifications
- Quick questions
- Group chat
- Organizing project and company information
- Streamlining communications
- Phone calls and screen sharing
Joanna Pineda 9:49 AM

guys, i'm working from home this morning. i have a ton to finish today and it may be a short day if i have to take the boys to kumon. maki has a launch today.

Leah 7:49 AM

ok!

Joanna Pineda 9:56 AM

for new biz meeting, can you add an agenda item to discuss creating section 508 packages? thanks

Jessica 10:06 AM

@jpineda - thank you! hopefully, we won't need maki, but i didn't want to risk not having him around and something going sideways.

Joanna Pineda 10:15 AM

@ for sure! we got your back!

Leah 11:01 AM

Kevin and I are on 77006

Joanna Pineda 11:07 AM

uploaded this image: Image from iOS
VoIP

- Phone number and extension from anywhere
- Does everyone need a phone?
- Forward extensions to cell phones
Video Conferencing & Screen Sharing Tools
Video Conferencing & Screen Sharing Platforms

- Zoom
- GoToMeeting
- Google Hangouts
- Skype
- Slack
Managing Documents in the Cloud
Managing Documents in the Cloud

- Office 365 or Drive or Box
- Central location; available anywhere
- No storage constraints
- Better security
- Better collaboration
- Better indexing
Governance and Policies for Remote Work
Governance and Policies for Remote Work

- Who Can Work Remote?
- Staff Expectations
- Manager Expectations
- Technology Needed
- Security
Matrix Group: Who Can Work Remote?

- Everyone at Matrix Group!
- Even the admins
  - They can answer phones from home
- All resources are in the cloud
- Developers work locally
- PMs and New Biz work in the cloud
Matrix Group: Staff Expectations

- Stay on Slack
- Keep your status updated
- Attend stand-up and all meetings
- Check email once an hour
- Acknowledge Slacks
- Check in with team members and manager at the start and end of the day
- You will come into the office when needed
Matrix Group: Manager Expectations

- You will participate in calls and meetings as needed
- You will have 1-2-1 meetings with your team members regularly
- You will pick up the phone regularly
Matrix Group: Technology

- G-Suite for email, meetings, document, spreadsheet, slides, calendar, document storage
- Zoom for video conferences with clients
- Intranet, Jira, Gitlab, Wiki, Slack and Secret Server, accounting and phone system are all cloud hosted
- Google authentication eliminates the need for a domain controller
Matrix Group: Security

- Multi-factor authentication for all critical systems (Duo and Google authenticator)
- Strong password policies
- Regular security training
- Secret Server for storing and sharing passwords
Tips for Thriving as a Remote Worker
Tips for Working Remotely

- Get up and get ready for your day, as if you were commuting.
- Get dressed! No pajamas.
- Sit at a desk.
- Get out of the house (with caution!) or schedule video chat dates.
- Set clear boundaries with others in your home.
- Leave the chores for later.
- Stay connected and communicate.
Strategies for Managing Your Team
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<td>3/13/2020</td>
<td>Items that are stuck/stalled (STALL)</td>
<td>Items that are done (DONE)</td>
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<td>Item 5 for continuous maintenance (CONT)</td>
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Strategies for Managing Your Team

- Consider the emotional impact of remote work
- Establish set check-in times
- Ask staff to use video whenever possible!
- Check in with people throughout the day
Cloud Makes Remote Possible
Questions?
Thank You For Participating!

Please visit NIA’s website www.insulation.org for more information on upcoming webinar topics.

You can also contact NIA by emailing webinar@insulation.org or by calling 703-464-6422.

All attendees will receive a copy of the webinar recording and PowerPoint Presentation.