

National Insulation Association (NIA)

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Association
THE VOICE OF THE INSULATION INDUSTRY™



NIA Webinar: Best Practices for Working Remotely

Introductions



Joanna Pineda

CEO & Chief Troublemaker
Matrix Group International, Inc.
@jimpineda



Companies hire us to solve problems:

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- 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



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

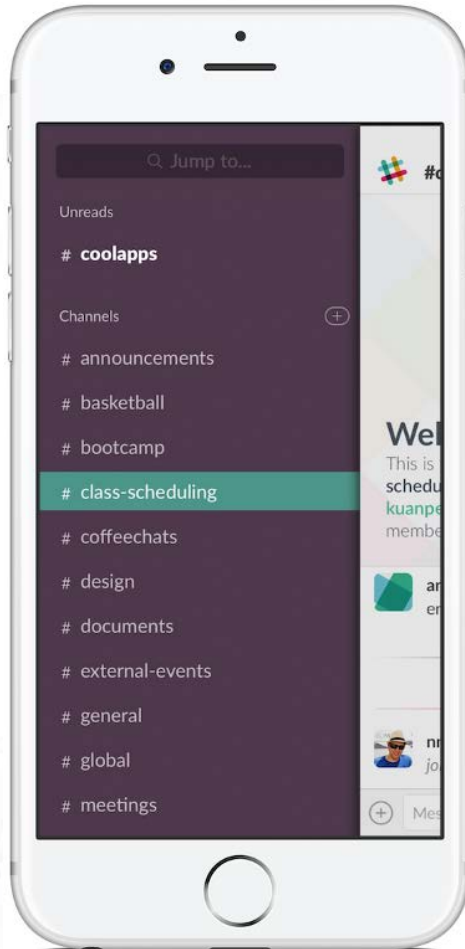
Communication Tools



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



Matrix Group In...  Leah Channels 

911

branding

classifieds

general

gsuite-googleapps

holiday-exercise

matrixrefresh

maxxmarketing

newbiz

officespace

postvacationprank

project-manager

remote


slack-issues

vpn_issues

watercooler

Direct Messages 

#newbiz

 |  13 |  0 |  Add a topic

Monday, June 18th

**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** 9:49 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

@ of course! 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](#) ▼



Message #newbiz





- 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

The Zoom logo, featuring the word "zoom" in a bold, blue, lowercase sans-serif font.The GoToMeeting logo, consisting of an orange icon with four rounded squares arranged in a cross pattern, followed by the text "GoToMeeting" in a black sans-serif font.

Google Hangouts





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



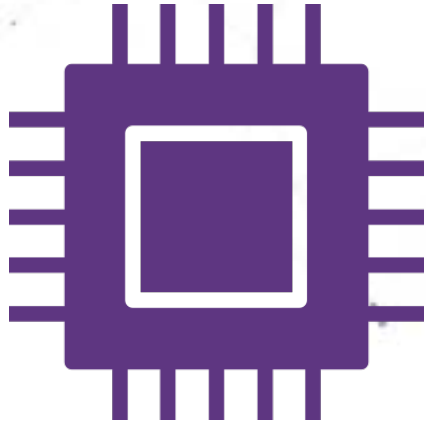
- Stay on Slack
- Keep your status updated
- Attend stand-up and all meetings
- Check email once an hour
- Acknowledge Slacks
- Check in with team members and manager at the start and end of the day
- You will come into the office when needed

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





Share

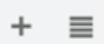


fx Maxx Redesign (IP)

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	A	B	C	D	E	F	G	H	I	J
1		3/13/2020	Items in progress (IP)	Items that are stuck/stalled (STALL)	items that are done (DONE)	items pending feedback (PF)	Item 5 for continuous items like maintenance (CONT)	Please enter what you plan to work on each day. Just the things you are working on today, not the whole week.	Please update this doc first thing each day.	You can add little "tags" to items to make them format automatically, see the left of this cell
2	Alan	Eric	Jaime Q	Joseph	Edward	Chelle	Chai	Paul	Adam	Miguel
3	Project A	Project B	Project B	Project C	Project D	Admin Time	Project A	Project C	Project F	Project A
4	Project B	Project C	Project F				Project D	Project F	Project D	Project C
5	Project F	Project J	Proejct C				Project B	Project D	Project C	Project F



DAILY

IN QUEUE

Explore



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?

Joanna M. Pineda

Matrix Group International, Inc.

2611 S Clark Street

Suite 330

Arlington, VA 22202

(703) 838-9777 x3006 direct

(703) 623-9882 cell

jpineda@matrixgroup.net

Web site: <http://www.matrixgroup.net>

Joanna's Blog: <http://www.theMatrixFiles.net>

Staff Blog: <http://www.SnackOClock.net>

Facebook: <http://www.facebook.com/matrixgroup>

Twitter: <http://twitter.com/matrixgroup>

Flickr: <http://www.flickr.com/photos/matrix-group/>

YouTube: <http://www.youtube.com/MatrixGroup>

Thank You For Participating!

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