



SMART WORKING DURING CORONAVIRUS TIPS FOR QFC EMPLOYERS

“Work is what we do, not where we are”

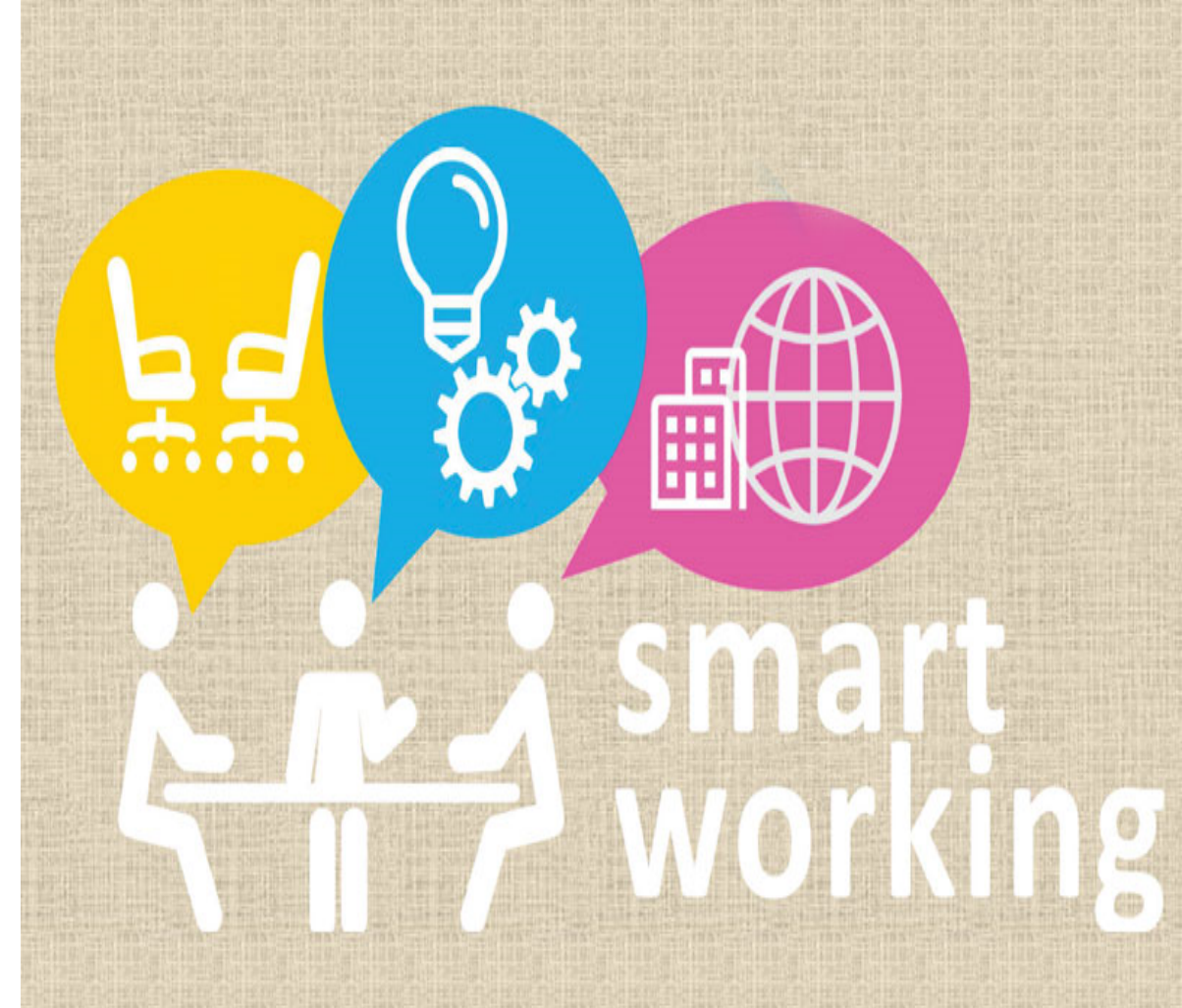


Employment Standards Office
Qatar Financial Centre

Working outside the formal office during the coronavirus outbreak is an effective tool to avoid disruptions of the business.

We have identified and adapted some good collaboration practices for employers to help you maintain team spirit and productivity at work: mutual trust and flexibility are key in transforming this experience in a new productive way of work.

Stay safe and work smart!



Employment Standards Office
Qatar Financial Centre

COMMUNICATE MORE AND SET CLEAR EXPECTATIONS

Clear communication prevents misunderstandings, mitigate inefficiency and allow everyone to perform better.

- Set up work-from-home guidelines, such as emails must be responded to within 24 hours, use text for urgent matters, and no calls between certain hours to make sure teammates are not working around the clock.
- Define your priorities and the urgency of your requests, e.g. “I need your feedback by 3pm tomorrow so that I can move forward with”.
- Describe how remote employees are expected to respond to other team members or coworkers and specify what method of communication should be used.



PROVIDE SAFE AND EFFECTIVE TOOLS FOR REMOTE DIGITAL ACCESS

- Invest in reliable tools to make collaboration possible, then develop clear processes to use such tools.
- Provide secure access to IT resources within the business and secure means to reach and interact with corporate networks, data, communication channels and applications.
- Share knowledge asset like documents, files, reports, spreadsheets with applications like Microsoft Office365 and Google G Suite, local content/document management systems, the corporate intranet, HR systems, CRM, ERP and other systems.



ENGAGE REGULARLY TO KEEP YOUR PEOPLE MOTIVATED

- Engage your remote workers on a daily basis through some kind of communication using multiple channels and plan a regular face-to-face meetings.
- Use digital communications and workforce collaboration tools such as **team chat** (Slack, Microsoft Teams, Workplace by Facebook, etc), **enterprise social networks** (Igloo, LumApps, SAP Jam, etc.), unified communications/**instant messaging** solutions, and business mainstays like e-mail, phone, and **web conferencing/meeting tools** like GoToMeeting and Zoom.



TRUST YOUR TEAM MEMBERS AND FOCUS ON GOALS, NOT ACTIVITY

- Stay focused on goals: it is all about accomplishment, not activity.
- Trust your people: productivity can be evaluated in a number of ways such as the time spent on the project, number of cases resolved, amount of client interactions and more.
- Evaluate the outcomes of the work performed remotely instead of measuring people on number of hours.



APPLY SECURITY STANDARDS

- Remote work requires security
- Secure networks, secure exchange of information, confidentiality.
- Instruct your employees on these requirements
- Communicate Data Protection standards and legislation employees have to adhere to.



ADAPT WORKPLACE LEARNING

- Continue to invest in capability building.
- Explore alternative digital- learning strategies to meet identified learning needs.
- Reinforce the link between business outcomes and longer-term capability building.
- Remind your employees the importance of on-going learning to advance long-term goals.

