Remote Work Tools & Leader Visibility

September 1, 2020
10:00 AM – 10:30 AM
Welcome!

Got a question? Post it in the Q&A
Today’s Speakers

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SVP, Chief Information & Analytics Officer

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SVP, Chief Talent Officer
Remote Work Strategy
Approach & Process

- Multi-disciplinary team formed to evaluate and make recommendations for remote work – includes IAS, Finance, HR, real estate, clinical and operational leaders
- Understand current state: what’s working, what’s not and determine if remediation efforts are required
- Evaluate what others are doing: Major Charlotte employers, healthcare organizations and industry leaders (Google, Amazon)
- Quantitative and qualitative data collection via survey to leaders and front-line teammates: Productivity Measures, Teammate Satisfaction, Barriers
- Develop recommendations: Roles that can continue remote work and those that should return and timeframe, cost implications, long-term strategy recommendations

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<th>Strategy Considerations</th>
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<td>Technology</td>
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Atrium Health
Overall Key Findings

• 80% of leaders and 88% of teammates indicated they remain as productive working remotely as they are in the office.

• 77% of leaders preferred a mixed office/remote schedule and 17% supported a full-time remote.

• Teammates were split with 48% preferring a mixed office/remote and 48% preferring full-time remote.

• Leaders and teammates spend a significant amount of time on the road commuting to and from work.
  o The average one-way commute is 19 miles and approximately 36 minutes.
Prior to the leader and teammate survey, IAS conducted informal interviews with the executives of several key areas including the major call centers. Common themes emerged and have been validated by the survey results.

- Remote work is viable as a long-term strategy
- Productivity has not been impacted – teammates are just as productive or better than when working from office
- Teammate satisfier for many groups who wanted more flexible work remote offerings pre-COVID
- Collaboration tools (Microsoft Teams, Skype) have been extremely effective to connect teammates
- Specific groups may require additional technology: Call recording, additional monitors, wireless headsets, etc.
Leadership Interviews

Charlotte Market senior leaders interviewed to gain their perspectives on remote work

Highlights:

• Some areas were early adopters already having some remote staff for years

• People seem happier and feel good about working at home

• Definitely areas where teams can work fully remote 100%

• Need mixed use spaces in the future to gather for in person group meetings and landing spots when there is a need to be in the office

• Agreeable to explore a long-term partial or full-time telecommuter strategy
Remote Worker Progress Since June

**Complete / Ongoing**

- Extend remote work for all teammates at least through the end of the year (Complete & Communicated)
- Develop options and guidelines for leaders if a combination of remote and onsite work is needed and communicate in July (Complete & Communicated)
- Continue to address technology needs (equipment, training) and remote office needs on an individual basis
- Continue to evaluate safety measures to best mitigate COVID-19 transmission

**Underway**

- Development of long-term strategy including cost, benefit and productivity considerations
- Contingency planning – remote work disruptions
- Security controls and policy reviews
- Ensure teammate experience/change management considered as part of options and guidelines, and create appropriate communication/support materials
- Finalizing Leading Virtual Teams training program
Reentry Planning

Timeline & Next Steps

Survey Conducted - Leader
- Completed

Survey Conducted - Teammate
- Completed

Recommendation Framework Developed
- Completed

Survey Results Gathered & Analyzed
- Completed

Communication to Remote Work Areas
- Completed

Long-Term Strategy Finalized
- Underway

Execute Short & Mid-Term Strategy
- Underway
Remote Worker Top 3 Technology Resources

Atrium Health Connect

PeopleConnect

Office 365 + Teams
Leading Virtual Teams
Leading Virtual Teams

The current landscape required all of us to adapt very swiftly to new working conditions. Leading virtual teams is one of them and comes with its own set of challenges. We have no doubt you can be successful! With a few changes to your routine, you can optimize your team’s productivity in a virtual environment.

Provided below are tools and resources for success. Whether at home or in the office, you can empower your team members to be engaged, productive and inspired.

Getting Started

Virtual Leadership Fundamentals

- HR Work from Home Guidelines
- Learning to Lead Virtual Teams Webinar
- Effective Leader Rounding Toolkit – Virtually or In-Person
- Leading and Working Remotely Essentials Guide (Decker Communications)
- Working Remotely Tips and Tools
- Microsoft Office 365 Learning (SharePoint, OneDrive, Teams and more)
Leading Virtual Teams Portal

- Virtual Leadership Fundamentals
- Resilience and Support
- Performance Management
- Leading Through Change
- Visibility and Engagement
- Hiring and Onboarding
- Becoming a Better Leader
Leadership Tools & Resources

Decker Communications: The Essential Guide to Leading and Working, Remotely

Virtual Rounding and Engagement

Change Acceleration Model (CAM) Portal

2020 Performance Review Job Aid

Atrium Health Teammates Site > Human Resources > Leading Virtual Teams

Available Externally
Leadership Mentoring Circles

NEW: Leading Virtual Teams

Launching September 29 | Register on Teammates Site
Questions?
Appendix
Atrium Health Connect – [https://atriumhealth.org/atrium-health-connect](https://atriumhealth.org/atrium-health-connect)

Link is in the footer of Atrium Health consumer website
• **No need to memorize the address**

Instructions for getting started
• **Teammates-Working Remotely** is tips and tricks information

Office 365 links
• **Better teammate experience when using these links**

GoRemote
• **Still required for some applications, such as PeopleConnect**

Emphasize **Atrium Health Connect** and not “GoRemote” as **THE** site to use when remote
Office 365 + Microsoft Teams

Office 365
• Access your information without GoRemote

Microsoft Teams
• Join or present meetings
• Chat or Channel posts to communicate (reduce email)
• Website, Desktop App, or Mobile App

Email & Calendar
• Outlook desktop app
• Outlook webmail
• Outlook mobile
• Teams app (calendar)

Files / Documents
• Office desktop apps (Word/Excel/PowerPoint)
• Office 365 website (SharePoint/OneDrive/Teams)
Office 365 Learning

- **Learning materials** - created by Microsoft and Atrium Health
- **Webinars** – live and recorded classes
- **Tutorials** – step by step instructions
- **Quick Start Guides** – printable guides for all Office applications
- **Office Hours** – one-on-one sessions with IAS Office 365 experts