

CHOSEN OR FORCED: HOW TO MANAGE WORKING FROM HOME

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Associate Director, Biostatistics

Technical

- IT and computer setup
- Equipment
- Home Office

Management

- Recruitment
- Getting to know your team
- Trust in team
- HR and performance management

Day to Day

- Communication
- Team building
- Balancing home with work

Adapting to forced home working

- Home environment
- Experience

Laptop setup

Helpdesk support

Technical
Challenges

Other contact
methods

Connection speed

Home Office set up

Away from rest of house

- Good lighting
- Temperature control

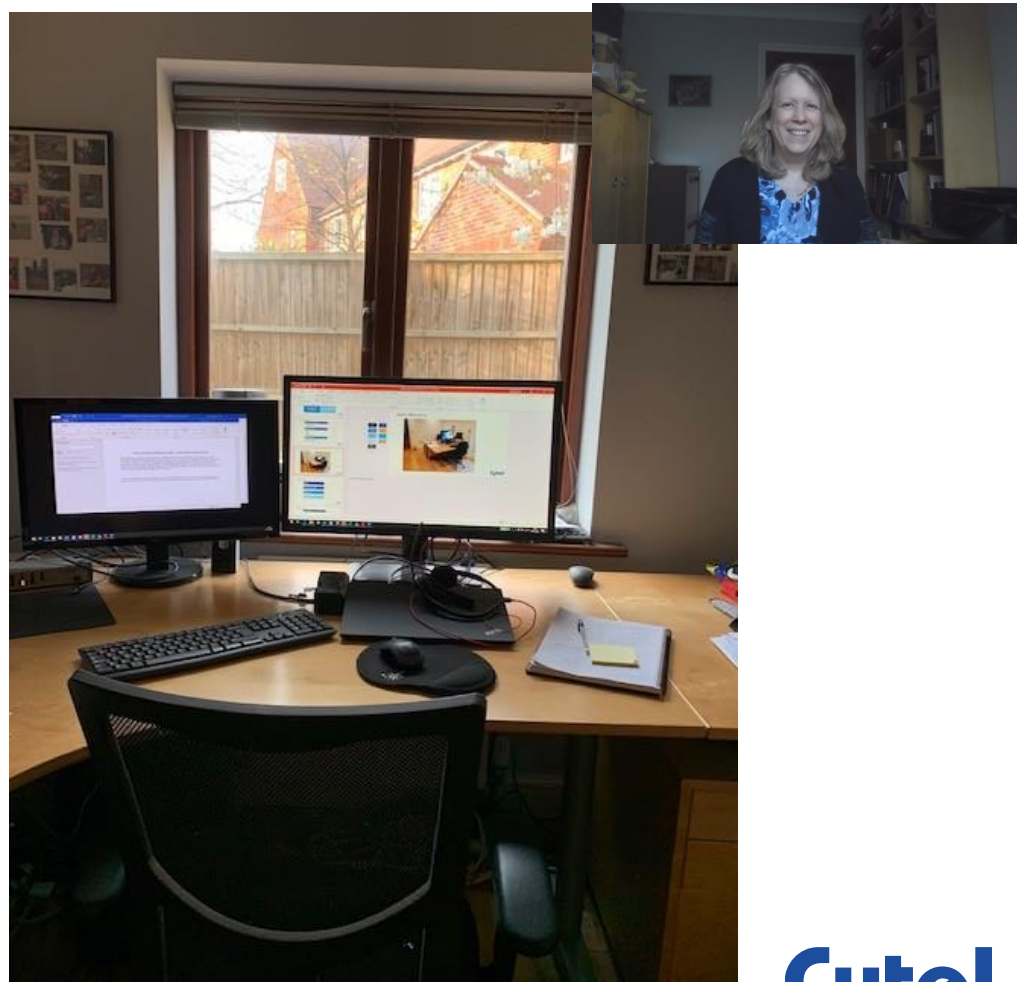
Adequate space

- Desk and chair
- Laptop, docking station, keyboard and mouse.
- Screen
- Printer/Scanner

May also need

- External webcam
- External / speakers / headset

Home Office set up



Security

- Reboot regularly – its tempting to not shutdown when at home
- Follow company security procedures(lock your laptop when away).
- If using laptop webcam use care with the settings 'do nothing' when closing laptop lid.

Recruitment and Management

Characteristics for 100% remote

At least Senior

Good
communication
skills

Remote
locations

Self sufficient

Previous remote
working

Childcare
organised

Recruitment

Assess expectation on home working

- Hours of work
- Reasons for being home-based

Home Office Set-up

- Connection speed and office location

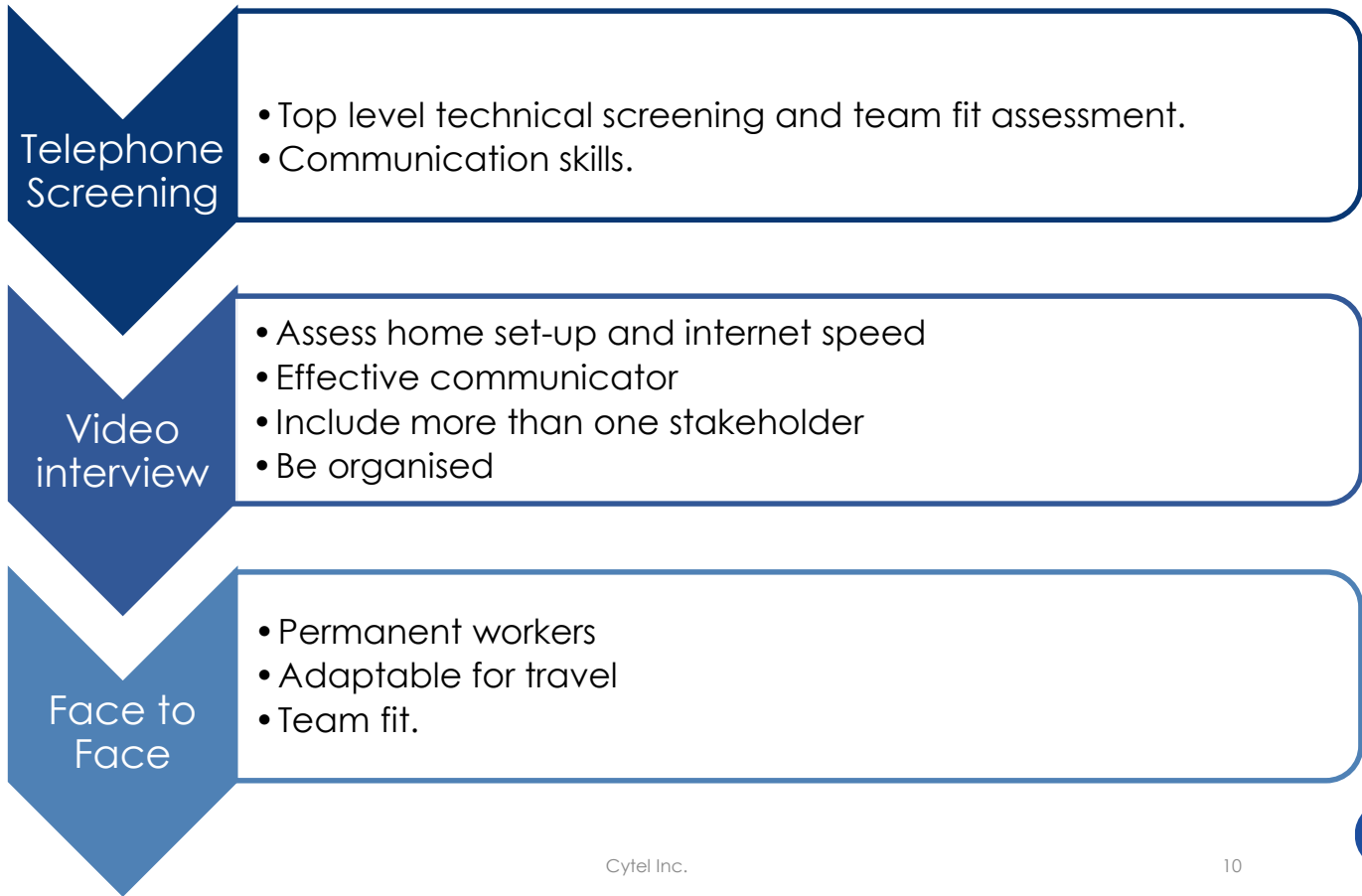
Skills and Experience

- Technical
- Home working
- Communication skills in remote environment

Understanding the challenges

- Ask advantages and disadvantages
- Discuss strategies

Recruitment Process



Start of Employment



In office first week

- Mandatory for permanent employees
- Speak with HR
- Meet senior managers
- Meet colleagues
- Company culture

First 1-2 weeks at home

- Speak daily first 1-2 weeks
- Pre-defined meeting and ad-hoc
- Assign some virtual training with colleagues

Follow-on

- Start to reduce 1: frequency as appropriate
- Start to introduce project work

Building Trust

Start Positive

- Motivated and wants to do well
- Understand motivators

Build a relationship

- Use video
- Be Friendly and open
- Ask about the weekend/interests/family and share yours
- Be honest.

Know their work

- Clear Expectations
- Work together if possible
- Discuss projects in 1:1's
- Gather and give timely feedback – Celebrate achievements.

HR and Performance Management

- Policies and procedures
- Wet ink signatures?
- Annual appraisal face to face
- Discuss issues straight away
- Provide effective feedback
- Follow-up

Day to Day

Hours of work

- Agreed during recruitment process
- Flexibility of hours
- Project needs priority
- Make your availability clear

Face to Face

Project need

- Local office or client site
- Project kick off meetings
- Audits or inspections

Local team meeting

- 'Regular' basis
 - Once per month
 - Once per quarter
- Social is important

Technical team meeting

- Annual whole group meeting
- Overnight stay
- Topics relevant to team

Platforms

Communicating

- Yammer
- Skype, Zoom, BlueJeans, Google Hangout, WebEx
- Email
- Microsoft Teams

Information sharing

- OneNote
- Google Drive
- SharePoint
- Microsoft Teams

Introduction - OneNote Jackie Moynihan

File Home Insert Draw History Review View

Notebooks: Project xxx, Biostats team, Jackie @ Cytel, Projects

General | Team | Project Training | Upcoming timelines | Team Meetings | DMC1

Search (Ctrl+E)

Introduction

19 April 2020 13:58

A Phase 3, multicenter, randomized, double-blind, placebo-controlled study investigating the efficacy and safety of XXXXX in subjects with XXXXX.

Protocol Number	
Timesheet Code	
Protocol link	
Study Area	

Key Contacts

Name	Function	Location	Email

Key external Contacts

Name	Function	Location	Email

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Introduction



Communication

Email

- Detailed information
- Documenting agreement
- Quick response not needed

IM

- Needing a quick response
- Response is short

Call/Meeting

- For detailed discussion or resolving a problem.
- Video, Screen sharing or just voice.

Shared Documents

- Tracking status and sharing important information

Email Etiquette

Considerations

- Can cause miss-understandings
- Know when to move to a call/IM
- When to “reply to all” and who to CC

Clear subject line

- Update it if the subject being discussed changes
- Can add URGENT to the subject line, but don't over use.

Content

- Concise and polite/friendly
- Appropriate detail with reasons.
- Follow-on emails can be shorter.
- .Consider global cultural differences
- DON'T SHOUT
- Use of @ if you need an action.

Etiquette

Instant Messaging

- Can be intrusive
- Use status – are they in a meeting?
- Start by asking if they are available to IM, or just say hi and wait for a response.
- email and IM to ask them to read it.
- Check your typing before hitting send.

Voice/video/meetings

- Don't multitask
- Use care with IM in the background, it can be difficult to talk and read IM at the same time
- If calling directly, consider whether to IM first – “are you free for a call?”
- Using Mute

Team Building

Team Meetings

- Add a social item to regular group meetings
- Run an occasional quiz e.g. Kahoot

Virtual Coffee or Lunch

- Informal, social
- Small groups.
- Use video

Team sharing

- Add a photo to email/meetings platforms.
- Share photos, biographies, Recipes
- Team challenge (e.g. step challenge, photo competition)

Jackie Moynihan



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19 April 2020 14:21

Work History:

Over 30 years and a Biostatistician
PPD, Synergy, Covance, Searle and Freelance work.

Current Studies:

Oncology Phase III

Expertise:

CDISC
Survival Analysis

Outside interests:

Running around after my 4 children
Walking my 2 dogs. A Crazy Patterdale cross and an elderly Caviller King Charles Spaniel
Catching up with Friends



Jackie

Balancing Home and Work

Routine

- Get ready for work
- Take a break at lunchtime
 - Go for a walk
 - Have a social meeting with colleagues

Boundaries

- Separate office
- Respect working hours
- Communicate availability

Adapting to forced home working

Adapting to Forced home Working

Home Environment

- Balancing family - Flexible working
- Try to set boundaries (physical or time)
- Equipment availability (e.g. access to a printer)

Experience

- Be supportive
- Regular contact
- Build/maintain support network.

Adjusting

- Take time to adjust
- Keep social contact going (Virtual Coffee)
- Virtual lunch, quiz after work

Adapting to Forced home Working

Communicating

- Use video
- Be open
- Share availability
 - email calendar
 - IM status
 - Other tracker

Positives

- More use of video in meetings
- More use of social calling

Conclusions

Positive Impact

Enhance remote projects

Efficient team

Engaged

Occasional high workload

Company expansion

Adaptions

More Management Support

Keep Networks going

More flexibility

More Video



Effective communication

- Remote people feel part of team
- Clear expectations
- Still need face to face
- Good work life balance
- Motivated team

References

Cytel Blog

<https://www.cytel.com/blog/remote-working-arrangement-how-to-get-it-right>

Phuse Paper:

https://www.phusewiki.org/docs/2019%20Amsterdam/Papers_presentations/PM/PM%20Final%20Papers/PM05.pdf

Effective Statistician Podcast:

<https://theeffectivestatistician.com/working-from-home-is-this-for-you/>



Questions?