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# Creating *Collaborative Culture* through Remote Work

Group on Information Resources, *Webinar*

Panel Presenters: Jessica Chen, Ralph Zottola,  
Nicolette Franck, & Darwin VanDyke



Association of  
American Medical Colleges

# Introductions, History, & Status of *Telecommuting*

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Michigan Medicine

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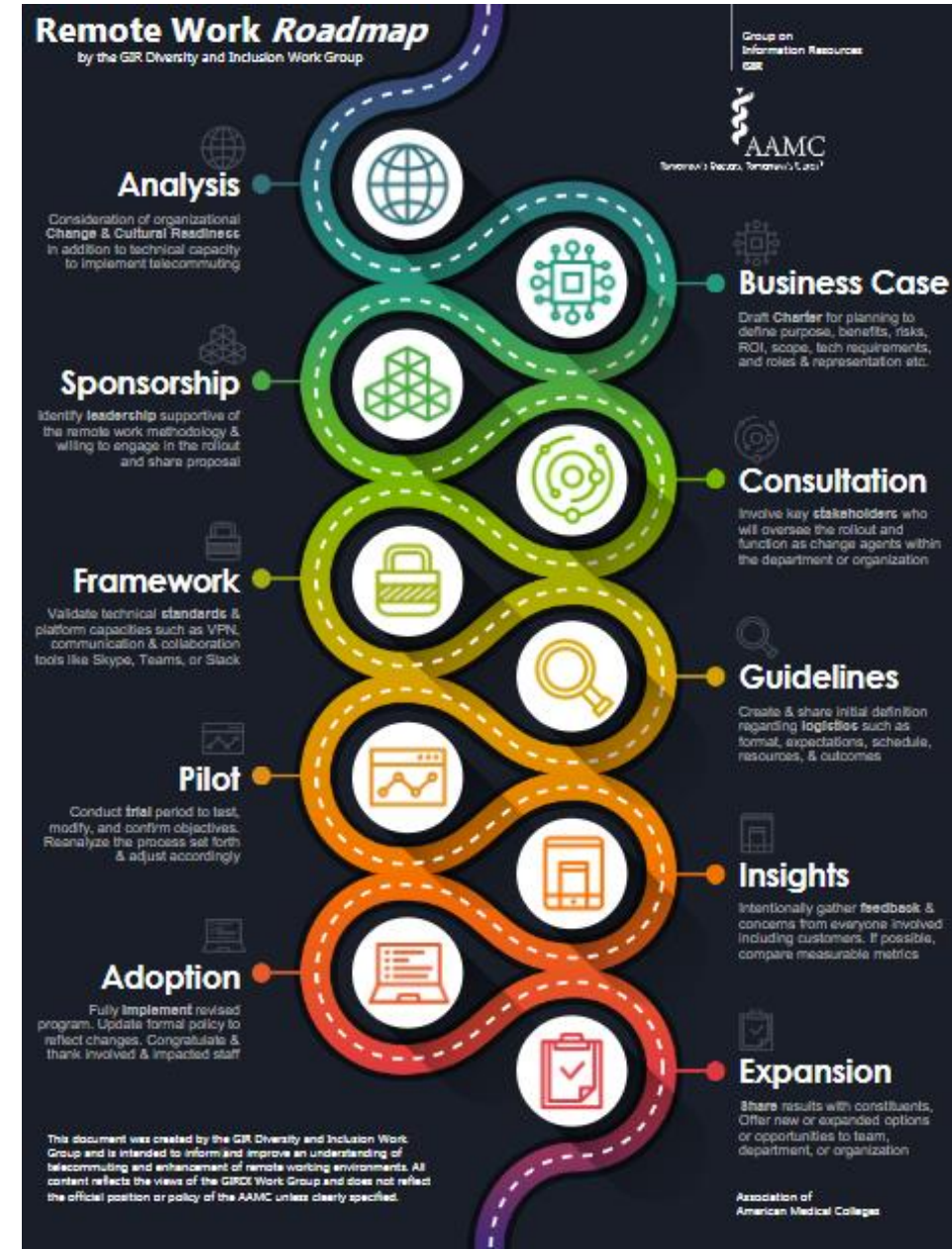
# Remote Work Roadmap – UTMB.US/411

Download Guide at [UTMB.US/411](https://UTMB.US/411)

In September-2019, Gartner said: By 2024, due to remote work only 25% of meetings will take place in person, down from 60% today.

Source: Zoom.us/Gartner

## March Monopoly©



# Analysis, Business Case, Sponsorship, Consultation

Despite these steps **previously** taking *months & years*...

This pandemic has proven organizations

**can** conduct these essential steps *very rapidly*

**Normalization** vs. *Special Circumstances (Stigma or Preconceptions)*

+Attire, dogs, kids +Crisis connected humanity *virtually* +Shared Commonality

Emphasized the need for IT to support Accessibility & Inclusivity

*Rapid* Rollout created a “*go-with-what-you-know*” philosophy

which has now already been enhanced, improved, and optimized

## Steps to Building a Remote Team

1. Clear Communication

2. Encourage & Enable Collaboration

3. Define Clear Goals

4. Build a Community

5. Touch Base In-person (when possible)

6. Ask for Feedback

Source: [utmb.us/436](https://utmb.us/436)



**Trust is**  
the *stacking & layering* of  
*small moments & reciprocal vulnerability*  
over time.

**Trust & vulnerability** *grow* together,  
& to betray one is to destroy *both*.

-Brene Brown, [DaretoLead.BreneBrown.com](https://DaretoLead.BreneBrown.com)

# Framework Poll – Remote Connectivity?

**When rapidly converting to remote, did your organization *primarily..?***





- A) Utilize *existing* toolsets
- B) Use *existing* toolsets & supplement *new* applications
- C) Adopt & implement *new* toolsets

**Throughout the pandemic event, did your organization *primarily..?***

- A) *Standardize* to a specific set of applications by purpose
- B) Use a wide *variety* of similar platforms
- C) *Prioritize* preferred platforms by function or department accordingly



# Framework – Meeting Solutions Matrix *Example*

Application				
Vendor	Microsoft <b>Skype for Business</b>	Microsoft <b>Teams</b>	<b>Zoom</b>	Cisco <b>Webex</b>
Benefit	<b>Organizational Standard</b>	<b>Comprehensive Solution</b>	<b>Ease of Use</b>	<b>Industry Leader</b>
Purpose	IM, Meetings, Presenting	Chat, Meetings, Conversations, File Repository, O365 integration	Open Video Meetings, Presenting, Learning	Meetings, Presenting
Insight	Legacy (converting to Teams)	Recommended for <b>Staff</b>	Recommended for <b>Students</b>	Limited usage organizationally
Licensing	Enterprise License	Enterprise License	Limited Enterprise License	<i>Temporary</i> Enterprise License
Pros	+Whiteboard, +Pop-out, +Polls, +Phone #	+Persistent Chat, +Whiteboard, +Offline Messaging, +Mobile	+Breakout Rooms, +Hand Raise, +Gallery View, +Mobile	+Industry Standard, +Unlimited time free
Cons	-Archived History, -Mobile, -Offline Messaging	-Pop-out, -Breakout Rooms, -Hand Raise, -Quad	-Security (Zoom Bombing), -40 min free, -Persistent Chat	-Licensing
Metrics	300 participants	250 participants, 41 attendees	100 participants	100 participants (Free)
Training & Documentation		Quick start Guide: <a href="https://utmb.us/3WF">utmb.us/3WF</a> Video Overviews: <a href="https://utmb.us/3Y3">utmb.us/3Y3</a>		
Resources		Introduction: <a href="https://utmb.us/3WM">utmb.us/3WM</a> New Teams to <a href="mailto:ISHelp@utmb.edu">ISHelp@utmb.edu</a> Online Courses: <a href="https://utmb.us/3Y4">utmb.us/3Y4</a>		
Information	<a href="https://Skype.com/Business">Skype.com/Business</a>	<a href="https://Teams.Microsoft.com">Teams.Microsoft.com</a>	<a href="https://Zoom.us">Zoom.us</a>	<a href="https://Webex.com">Webex.com</a>

SAMPLE DRAFT

Additional info: [utmb.us/42P](https://utmb.us/42P)

# Framework

## Critical Components

### 1. Internet Access

Public Wi-Fi parking lots statewide across all of Alabama  
ISP & personal equipment dependencies

### 2. Virtual Private Network (VPN)

### 3. Communication Platform (Email)

Skype, Zoom, Webex, Teams, Google, BlueJeans, etc.

### 4. Collaboration Platform

Slack & Microsoft Teams & Google Cloud Platform etc.

### 5. Systems & Applications

Leveraging primary systems for effort & objectives, etc.

Figure 1. Magic Quadrant for Meeting Solutions





# Framework Assessment

## Prepare for Life Post-COVID

Do you have **metrics** to assess what *works* and what does *not* in your org

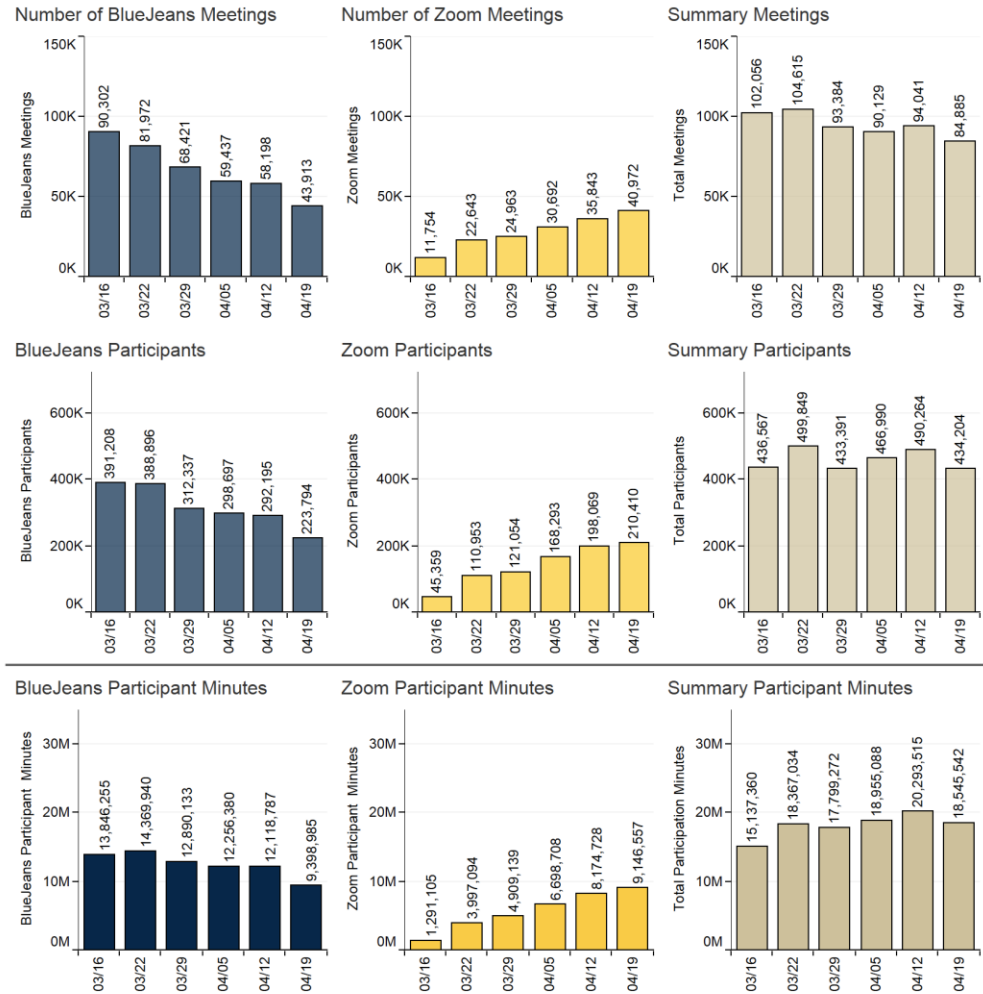
How can you convert your *experience* to a **strategy**?

And **change** how IT (and your organization??) *works* forever more?

Remote work is here to stay.

**BlueJeans and Zoom Performance Dashboard**  
By Week 03/16/20 Through 04/25/20 Inclusive

Cumulative Total Meetings <b>569,110</b>	Cumulative Total Participants <b>2,761,265</b>	Cumulative Total Participants Minutes <b>109,097,811 (207.6 Years)</b>
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# Guidelines & Pilot

Defining "Normal" and "Acceptable"

Expectations: Management, Customer, Colleague

(R)Evaluating & defining success - What is a Pilot?

**Tips: Profile Pictures, Video!, Social Channel**

- Training Curriculum for Working Remote
- Documentation & Knowledge Transfer is now essential

**Communication is key throughout but critical here**

Share clear, concisely, succinctly, and consistently in various format

# Insights & Adoption



## Additional Resources:

**WorkLife podcast** by Adam Grant (Audio): [utmb.us/42q](https://utmb.us/42q)

**Radical Transparency TED Talk** by Ray Dalio (Video): [utmb.us/42r](https://utmb.us/42r)

**Principles Excerpt Summary** by Ray Dalio (PDF): [utmb.us/42s](https://utmb.us/42s)

# Insights Poll

Increase? Decrease? Same?

How has **productivity** been affected?

How has **capacity** been affected?

How has **engagement** been affected?

How has your **job satisfaction** been affected?

# Insights & Adoption

**Emphasis on IT** but *not everyone* is ready for remote...

**Maintain a *variety* of application options** App Rationalization as needed

**Speed of Adoption!?** Push the limit, but monitor for stress & burnout

**Prioritize & Plan!** Just like always

**Adaptability, Agility & Flexibility** Change efficiently, Communicate often

**Collective Community Forums** *Channel* based crowd-sourced feedback

**Leadership *Leading Precedent of Remote*** Be transparent, set the tone

**Policy!** Formal definition of Processes, Practices, & Procedures (FAQ's)

**Celebrate Success** Show appreciation sincerely & compliment contributions

# Expansion & *Future Strategy*

## What is the ROI for *staying majority remote*?

How are you measuring this (experiment) to justify the ongoing Business Case?

Are you assessing office **space reductions** or other cost saving changes? (Facilities)

## Is your organization planning to *return to the office*? *When & why*?

Do you have valid *reason* to return, and if so, have you defined the Guidelines?

Have you considered the impact **recruitment** & benefit of **retention**? (Human Resources)

## Have you gathered feedback on WFH?

How could you conduct qualitative Analysis & quantitative Insights on perceptions of remote?

Conduct **Survey** to validate eligibility & perception; Requires Sponsorship & necessitates Consultation

## How are you sustaining meaningful connection & communications?

Has your team collaboration & morale changed? How are your customer relationships?

## What action item will you commit to today?

We've attempted to give you a variety of different concepts & tactics, so we hope you can utilize them



# Questions? & Comments?

# Additional Resources

Remote Work Roadmap – [utmb.us/411](https://utmb.us/411)

TED – Why Working from Home is Good for Business – [utmb.us/3UK](https://utmb.us/3UK)

Farewell, Office. -

<https://www.nytimes.com/2020/05/17/opinion/coronavirus-office-telecommuting.html>

Telecommuting will be radically different & that's a very good thing -  
<https://www.computerworld.com/article/3541512/telecommuting-in-a-post-covid-u-s-will-be-radically-different-and-thats-a-very-good-thing.html>

# ***Bonus Resources***

A Conference Call in Real Life - [youtu.be/DYu\\_bGbZiiQ](https://youtu.be/DYu_bGbZiiQ)

A Video Conference Call in Real Life - [youtu.be/JMOOG7rWTPg](https://youtu.be/JMOOG7rWTPg)

Quarantine Stereotypes by Dude Perfect - [youtu.be/eZUKSxE2UZg](https://youtu.be/eZUKSxE2UZg)

Ode to Zoom – Parody Medley - [youtu.be/gEbLloJV3rw](https://youtu.be/gEbLloJV3rw)

**THANK YOU for attending!**