

Work from Home Best Practices - Tech

[Official Document: Working from home - How to make it work? \(WIP\)](#)

Disclaimer

WFH stands for Work From Home. We expect you to work out of your home to minimize contact with other individuals and avoid spreading the coronavirus. Please abstain from working at coworking spaces or cafes for that matter.

We understand that the home setup is not ideal for everyone which is why you can find some guidance and tips below to make it work the best way we can.

WFH Setup

- Explicitly set expectations upfront with family and friends that while at home you are still working and should not be disturbed.
- Setup your workspace as comfortably and efficiently as possible. You can take your computer, charger, monitor, external keyboard and mouse from the office.
- Agree on core working hours with your team and be available for collaboration and conversation during those hours.
- Make sure your phone number is updated in Bamboo HR and you are reachable for urgent matters during working hours.
- Keep team routines and rituals such as standups, planning meetings, intact and make sure a Zoom is set up for all of them.
- Set up Google Calendar / [Slack integration](#), so people can see when you're busy and when reachable.
- While we are working from home it is important to remain local and are able to return to the office at short notice should the policy change. We also have travel restrictions in place and these should take priority. Working from other cities should be signed off by your manager.

Meeting and communication etiquette

- Over-communicate. Provide context for decisions, questions, etc. Good, shared documentation is helpful.

- Be aware that text communication does not transport body language, facial expressions and tone of voice. Take extra care to avoid misunderstandings and favor a quick phone/zoom call over a lengthy discussion in Slack.
- To have good remote meetings, we recommend that you have an agenda, turn on the video, are present and pay attention, don't work on other things, write notes and share them. Dialing into a phone line for audio greatly improves the audio quality. Use data connection for video only.
- For the ones in a meeting room, please ensure you're speaking clearly in the microphone and try to speak one at a time.
- Use the [hand-raising feature](#) in Zoom to indicate you are speaking next and moderate a remote discussion
- Collaborate with virtual whiteboards and sticky notes using tools like [Zoom Whiteboard](#), [Miro](#), [Jamboard](#) or [Figma](#). For retrospectives, check out [FunRetro](#).
- Document more than normal: be sure to leave meetings with documented, concrete next steps and review to-dos if necessary. Clarity is critical when you and your team are remote.
- Indicate to peers whether you need immediate feedback because you are blocked or if they can follow up asynchronously and share your objective quickly when starting a new conversation.
- Share how you feel: set up regular retros to capture quickly what is and what isn't working well in the team. Personal communication needs extra effort in remote setups.
- Use headphones and mute yourself when not speaking. If you are not using headphones your laptop is going to pick up background noise and communication will be unclear.

Suggestions to make WFH even better

- Schedule some social time with your team like a 15 minutes virtual coffee break together to share personal things.
- Dress up for work: When you focus on your appearance and make a point of "dressing for work," it signals to your mind that it's time to concentrate on your daily tasks versus downtime.
- Inject some fun into the channels. You can never have too many animated gifs in slack channels.
- Leave the house! In the morning most people commute, mimicking this with a 10 minute walk around the block works wonders. Stay off public transport though!

External resources:

<https://about.gitlab.com/company/culture/all-remote/tips/#tips-for-employees>

<https://about.gitlab.com/company/culture/all-remote/management/>

https://www.vice.com/en_us/article/k7expe/how-to-work-remotely-coronavirus

https://docs.google.com/document/d/1GA6_epc4eGQLmjtdQCLDet_QT3f2CtJtnjt6lXBISAY/