

# Your Guide to Conquering The Virtual Work World



# Workshop Guidelines

- Please be courteous and respectful to the host and other participants
- This is an interactive session - we welcome you to ask questions at any time (unmute your microphone or send questions via chat)
- The workshop presentation and other materials will be sent to all participants who provided an email address
- Follow up with your nearest Oakland County Michigan Works! service center for additional assistance



# Working From Home (Pre-Pandemic)

- Also known as Telecommuting
- Work from home assignments were considered favors
- Carried a negative stigma
  - Information security
  - Firewall issues
  - Worker productivity



# Then Came 2020



# When Life Hands You Lemons... Make Lemonade!



# Working From Home- Now

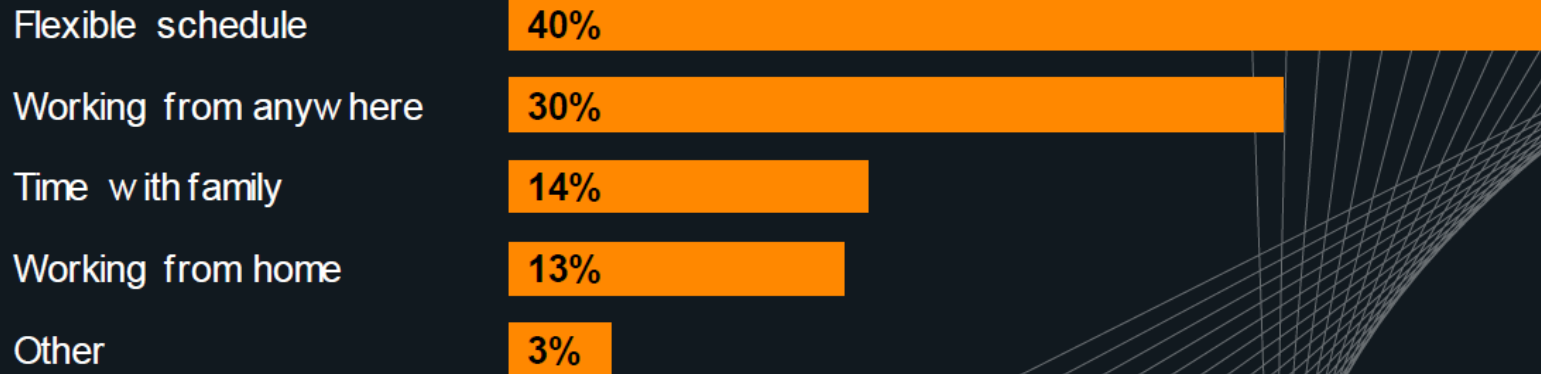
- Benefits the employer
- Benefits the worker
- Increased productivity
- Best thing since sliced bread!!!



# The numbers as of December 2020

As presented in the webinar series Downside of Working 100% Remote

## Benefits of working remotely



\*Source: Buffer survey

# Benefits Of Working From Home



- Self-Care (Walk, 5-min yoga, meditate)
- Flexibility
- Learn new applications and functions to improve your work
  - On-Line training - LearnFree via [edu.gcfglobal.org](http://edu.gcfglobal.org), Udemy



# The Change In Remote Workforce



*Flexjobs, 2019 Upwork, 2020*

OBERLO

## How Many People Work Remotely?



Currently,

**4.7  
MILLION**

people in the U.S. work remotely, up from 3.9 million in 2015.

(Flexjobs, 2019)

OBERLO

## The Future of Remote Work



Managers expect

**26.7%**

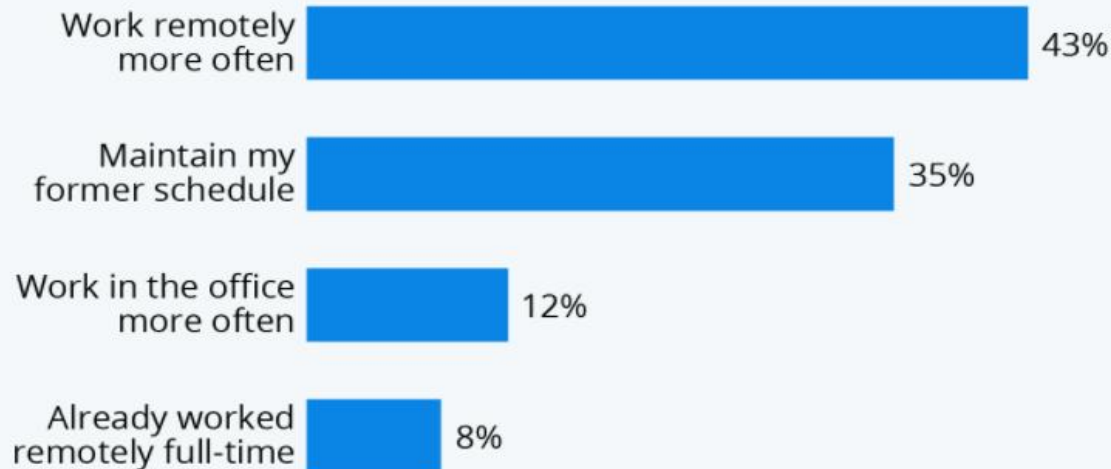
of US employees to be fully remote in 2021.

(Upwork, 2020)

# Is it the Wave Of The Future?

## Is Working From Home Here to Stay?

% of respondents who would like to change their work schedule after COVID-19 has been contained



Based on a survey of 1,200 full-time employees in the U.S. conducted April 16-17, 2020

Source: getAbstract

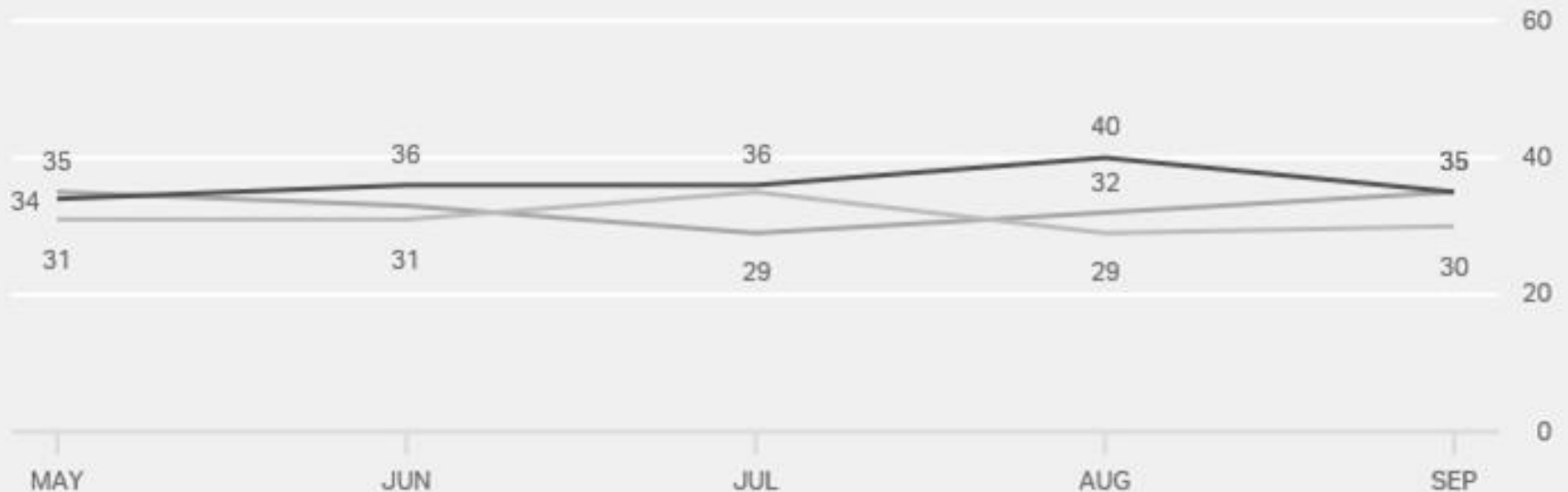


# Worker's View Of Working Remotely

## Remote Workers' Preference for Work Post-COVID-19

Once restrictions on businesses and school closures are lifted, if your employer left it up to you, would you prefer to return to working at your office or workplace as much as you previously did or work remotely as much as possible? IF WORK REMOTELY: Which of the following is the main reason you would prefer to work remotely -- you prefer working from home or you are concerned about the coronavirus?

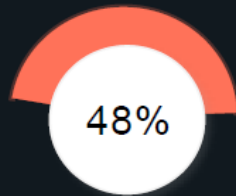
■ Return to working in office ■ Work remotely, prefer to ■ Work remotely, concern about COVID-19




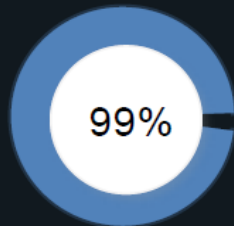
GALLUP, 2020


# Beyond Theories...

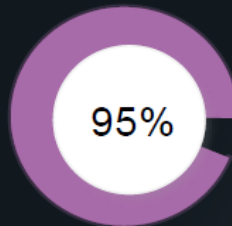
## Remote Work Trends in 2020:




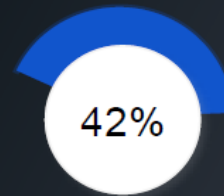
  
Nearly half of employees will work remotely at least some of the time.




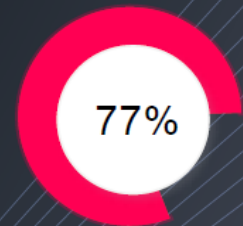
  
admitted to the fact that if they could, they would work remotely for the rest of their careers



  
would influence and encourage friends and family to work remotely



  
of remote workers intend to operate remotely more frequently in the future



  
of remote workers claim to be more productive when they work from their homes

# Work From Home Experiences



# It's a New Day, New App

## S'moresUp

- Chore assigning application
- Has tokens assigned that you can monetize
- Takes friction out of managing chores

[The Wall Street Journal](#) | [Page A011](#) | Wednesday, 3 March 2021

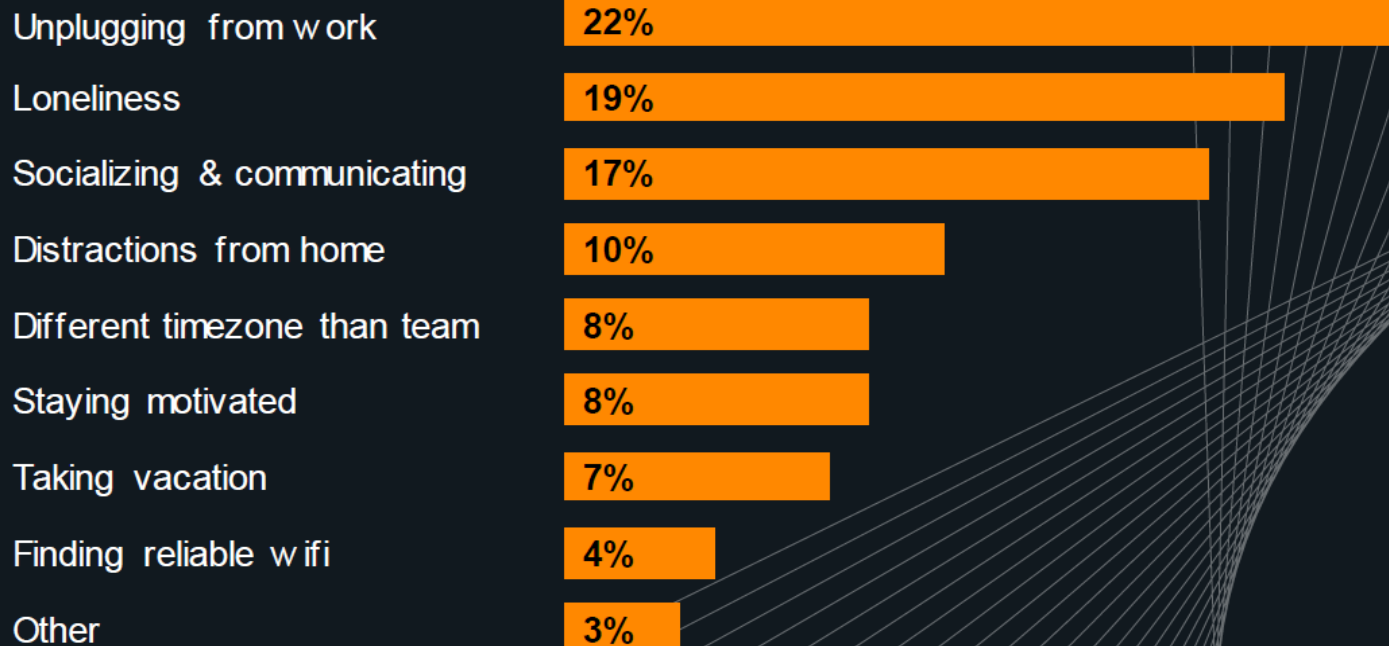
<https://wallstreetjournal-ny-app.newsmemory.com/?publink=1ad437a3b>



# Reported from December 2020

As presented in the webinar series Downside of Working 100% Remote

## Struggles working remotely



\*Source: Buffer survey

# Work From Home Stressors

- Feeling like you must do more to prove you are working
- Daycare/Child supervision
- Pets
- Deliveries (Amazon, Door-Dash, etc.)
- Work-life balance questionable
- Internet issues/connectivity
- Using new applications with knowledge/expertise





# Knowing is Half the Battle!



# Working From Home Challenges

- Understanding what is expected of you and when
- Knowing where to get information; having access to that information
- Relaying performance/productivity
- Employee, employer relationship



# Things You Need To Know Before You Start Work From Home

- Ask about software and hardware requirements
- Equipment specifications (routers, how many, etc.)
- Who to contact with questions? (IT, Management hierarchy)
- Learn how to do quick trouble-shooting
- Learn how to use your equipment/platform



# Things You Will Need To Know (cont'd)

- ✓ Remote access
- ✓ Team member contact information (phone/email)
- ✓ Call-in procedure
- ✓ How to keep company and customer data secure
- ✓ Production and reporting requirements



# Data Security

- Avoid public Wi-Fi; if necessary, use personal hotspots or some way to encrypt your web connection. For many remote access applications, you should use a VPN
- Keep work data on work computers; do not share on personal devices!
- Never leave your work mobile devices or laptop unattended!
- Never share passwords!



# Platforms Used



# Support.BlueJeans.com

## Best Practices

Good Internet Connection



Spotty Wi-Fi signal?  
Move closer to your Wi-Fi access point, or connect via LAN cable.

Use a Headset



A noise cancelling USB headset is best — especially at a noisy desk!

Mute & Mute On Entry



Always mute when you're not speaking.  
Have a speaker? Mute All just in case.

If you can go wired, via LAN cable,  
that's your best bet, but in

BlueJeans

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ans BlueJeans Meetings Tutorials > **Quick Start: Getting Started**

your Blue, **Notes**

Personalize your profile, schedule a Meeting, and join from the [BlueJeans Desktop App](#).

# Teams

**Feed** ▾

Activity

Chat

Teams

Calendar

Calls

Files

...

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## Training

### Welcome to Teams

We're glad you're here! Watch this video for an overview of the areas of Teams. Then check out the other videos for more.

▶ Watch the video 2:42

#### Quick Start: Just the basics

- ▶ What is Microsoft Teams? 0:54
- ▶ Chat and share files (3 min read)
- ▶ Activity feed and search (2 min read)

#### Set up and customize your team

- ▶ Get your team up and running 2:11
- ▶ Go-to guide for team owners 2:41
- ▶ Organize your teams list 0:44

#### Teams and channels

- ▶ Overview of teams and channels 0:44
- ▶ Create and use private chat 0:44
- ▶ Show and hide channels 0:44



# Most Widely used Platform

REQUEST A DEMO 1.888.799.9666 RESOURCES ▾ SUPPORT



SOLUTIONS ▾ PLANS & PRICING CONTACT SALES

SCHEDULE A MEETING JOIN A MEETING HOST A MEETING ▾



< Zoom Meetings Zoom Phone Zoom Video Webinar Zoom Rooms Zoom United >

## BASIC

Personal Meeting

# Free

Current Plan

- Host up to 100 participants
- Group meetings for up to 40 minutes
- Unlimited one-on-one Meetings

## PRO

Great for Small Teams

# \$14.99

 /month/license

Upgrade To Pro

- Host up to 100 participants
- Increase participants up to 1,000 with **Large Meetings** add-on
- Group meetings for up to 30 hours

## BUSINESS

Small & Med Businesses

# \$19.99

 /month/license

Upgrade

- Host up to 300 participants
- Increase participants up to 1,000 with **Large Meetings** add-on
- Single Sign-On

## ZOOM UNITED BUSINESS

SAVE 15%

Meetings. Phone. Chat

# \$30

 /month/license

Buy Now

### Phone

- Includes all the phone features of Zoom United Pro
- Included calling plan, unlimited calling in up to 18 other countries

### Meetings

The thing to remember is that there's a time limit and forced on group meetings but only on group meetings so let me describe exactly how this works. So that it makes sense.



# Profile

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## Elyse W. S.



Elyse W. S.

Department Training

Account No. 164722

Phone Not set [Add Phone Number](#)

Personal Meeting ID \*\*\* \*\* \*339 [Show](#) [Edit](#)

[https://livetraining.zoom.us/j/\\*\\*\\*\\*\\*339?pwd=\\*\\*\\*\\*\\*](https://livetraining.zoom.us/j/*****339?pwd=*****) [Show](#)

✓ Use this ID for instant meetings

Sign-In Email ely\*\*\*@gmail.com [Show](#) [Edit](#)

Linked accounts:

But when you turn off your camera and a zoom meeting this picture will show, instead of just a blank space and it just makes it a little bit more personal, I would say, I've got my name, if I wanted to go buy a nickname or something, just click edit that



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# It's Automatic



## Getting Started with Zoom Meetings

Video Conferencing, Web Conferencing, Meeting and Webinar Best Practices, Download Center - Zoom, Desktop Client - Zoom - InWindows, Zoom Video Conferencing Plugins, Meeting Information - Zoom, Google Calendar - Week of March 29, 2021, Inbox - elyse.zoomtraining@oaklandcountymichigan.gov

Calendar Today Mar - Apr 2021 Week

GMT-04

SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	31	1	2	3

8 AM  
9 AM  
10 AM  
11 AM  
12 PM  
1 PM  
2 PM  
3 PM  
4 PM

My ZfG Meeting  
1:30pm, <https://www.zoom.us/j/91911111111>

My New Meeting, 3:3

My New Meeting, 4p

And then it's also been sent out as an email invitation to everybody's email that I put in there. Now if you don't really like calendars, that's okay, I've got another option for you.



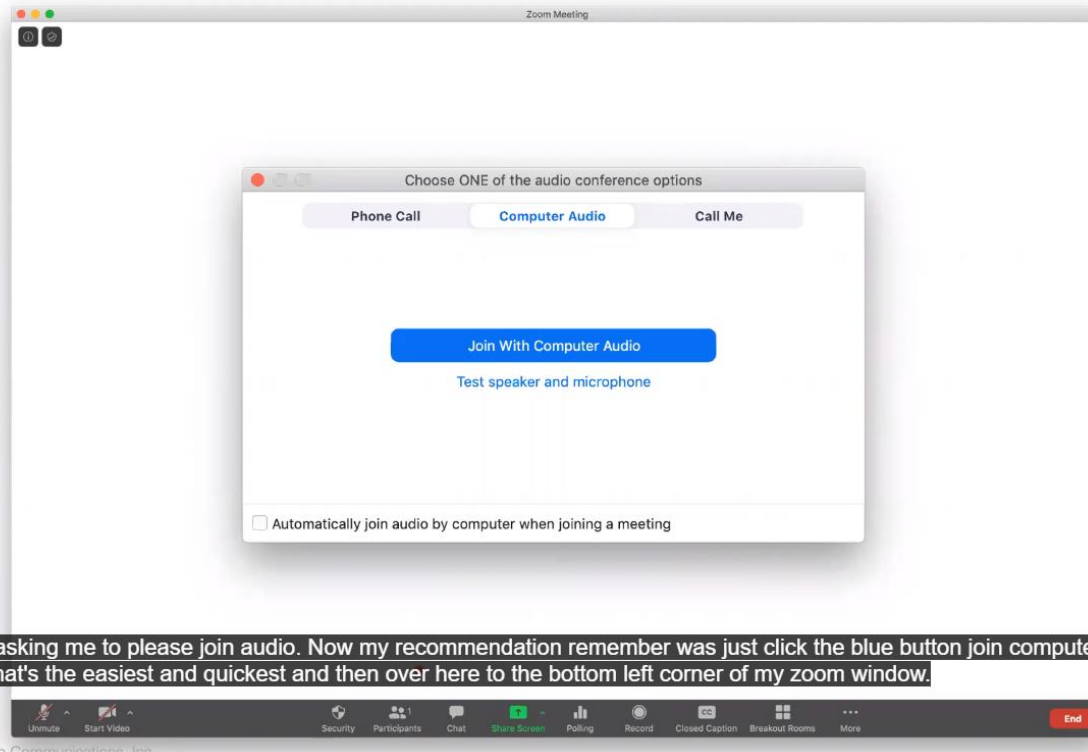
# Joining Meetings

zoom

Getting Started with Zoom Meetings

Zoom Meetings

Join Audio



prompt on the screen is asking me to please join audio. Now my recommendation remember was just click the blue button join computer audio that's the easiest and quickest and then over here to the bottom left corner of my zoom window.

zoom

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# Sharing your Screen

## Zoom Meetings

### Share Screen

The screenshot shows the Zoom 'Share Screen' dialog box. At the top, there are tabs for 'Basic', 'Advanced', and 'Files'. Under the 'Basic' tab, there are eight sharing options arranged in a 2x4 grid: 'Desktop 1' (highlighted with a blue border), 'Desktop 2', 'Desktop 3', 'Whiteboard', 'iPhone/iPad via AirPlay', 'iPhone/iPad via Cable', 'Google Chrome - ZoomMeetings\_v...', and 'Microsoft PowerPoint - MeetingsA...'. Below the grid, there are two checkboxes: 'Share computer sound' and 'Optimize Screen Share for Video Clip'. A blue 'Share' button is located at the bottom right of the dialog. At the bottom of the Zoom window, there is a toolbar with icons for Mute, Stop Video, Security, Participants, Chat, Share Screen (highlighted), Polling, Record, Closed Caption, Breakout Rooms, Reactions, More, and End.

Sound Video

If you want to click play on a video clip, let's say you're going to open YouTube. Don't forget, optimizing, and that will make sure they can hear the video, it will reduce the frame rate of the video as well.

# How To Avoid Work From Home Stressors

- Have a dedicated work area
- Personalize it to make it comfortable, productive, etc.
- If possible, take your “show” on the road!
- Work from a vacation area
- Set goals and limits
- Schedule breaks



# What The Experts Say...

- Maintain physical and social boundaries
- Understand and maintain Employee/Employer relationship
- Prioritize between important vs. “busy” work

"Managing People" article by Laura M. Giurge and Vanessa K. Bohns from April 3, 2020; Harvard Business Review



# Helpful Tips!!

## Draw a line in the sand

“It is beyond important to separate your work and home life to the extent that you are able. While commuting to work has its challenges, that commute provided you with a built-in opportunity for separation; transition from work life to home life; and decompression.

Even though you are working from home you still need separation; transition; and decompression.”

*Tammela Gilbert, Global Program and Portfolio Management; T-Systems International GmbH*





# Helpful Tips Cont'd.

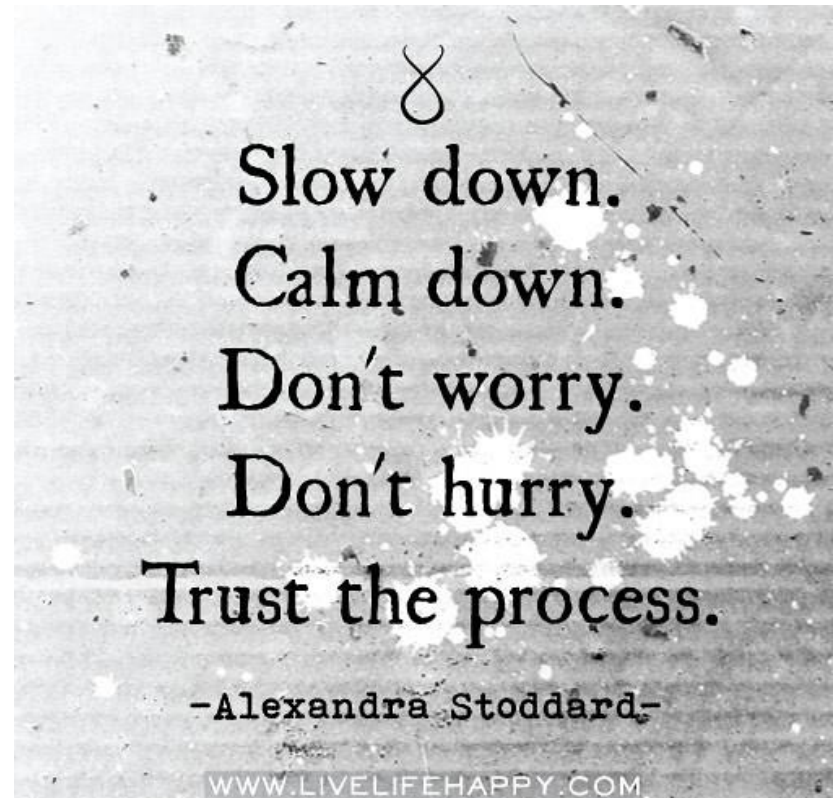
**Get dressed!!** Act like you are going into the office or at least going somewhere!

**Get out of that house!!** Take a ride or a walk!

**Socialize!!** Stay connected virtually with co-workers

**Move...move...move!!** Step away from your computer

**Be kind to yourself!!** This is new process for many





Thank you for your participation today. We look forward to assisting you in achieving your career goals.

# At Your Service

*Monday-Friday, except state holidays*

**Telephone and Virtual Appointments Only**

## **NOVI**

31186 Beck Road  
Novi, MI 48377

(248) 926-1820

## **OAK PARK**

22180 Parklawn Street  
Oak Park, MI 48237

(248) 691-8437

## **PONTIAC**

1850 N. Perry Street  
Pontiac, MI 48340

(248) 276-1777

## **SOUTHFIELD**

21415 Civic Center Drive, Suite 116  
Southfield, MI 48076

(248) 796-4580

## **TROY**

550 Stephenson Highway, Suite 400  
Troy, MI 48083

(248) 823-5101

## **WATERFORD**

7500 Highland Road  
Waterford, MI 48327

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