7 KEYS TO SUCCESSFUL TELECOMMUTING

HOW TO ADD VALUE AND BE PRODUCTIVE

BE PRODUCTIVE!

- Trust self and others
- Adapt work schedule to family needs
- Choose time slots when you perform at your best
- Divide up your work into 60- or 90-minute blocks, with breaks in between

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PARTICIPATE IN CREATING A HARMONIOUS CLIMATE OF TRUST!

- Assess your level of autonomy
- Take your emotional temperature every day to optimize your use of energy
- Share and pool expertise to promote team spirit and strengthen ties with colleagues
- Be empathetic and understanding

ADD VALUE!

- Offer assistance to team members or act as a moderator or other role (technical assistance required)
- Avoid being arrogant, but do make periodic progress reports to management
- Show solidarity
- Be inspiring; demonstrate leadership, creativity, and initiative

Regardless of role or company, when it comes to working remotely, the best practices are needed to be efficient.

PROJECT A PROFESSIONAL IMAGE!

- On the phone, avoid using the speakerphone and limit ambient noise that might disrupt communication
- On screen, think about what people see in the background; frame the screen so that people see you, not the ceiling fan!
- Use a calm tone and simple vocabulary
- Make sure people understand your message ask open-ended questions

ASSESS THE TYPE OF COMMUNICATION ADVOCATED BY THE LEADER

- Take the right approach by identifying your leader's personal style
- Conciliator/animator style: communicates easily, avoids conflicts, is patient, conciliatory, a team-player, more comfortable in a coaching role
- Analytical/direct style: may have trouble delegating, communicates effectively, but may seem cold, analytical, action-centric, quick decision-maker, focused on the facts

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03

BE CLEAR AND CONCISE!

- Make sure you present the subject and context correctly
- Set a fairly short time for meetings, as attention spans are naturally more limited in a virtual setting
- Be humble and listen to others
- Give a summary at all times. This does not mean being abrupt, however

By taking these steps, we can work efficiently and productively in a harmonious work environment in this new way of working.

Thanks to Isabelle Lord, President, Lord Managerial Communication for writing this content.



This video explores the 7 Keys in greater detail : **crha.li/savoir-teletravailler**



CURB FOLLOW-UP TRAFFIC!

- Make sure the parameters of the mandate are understood
- Validate expected results from the outset
- When presenting a document, make sure it is clear and page-numbered before sharing it on screen
- Use a technology platform that allows note-taking and note-sharing

