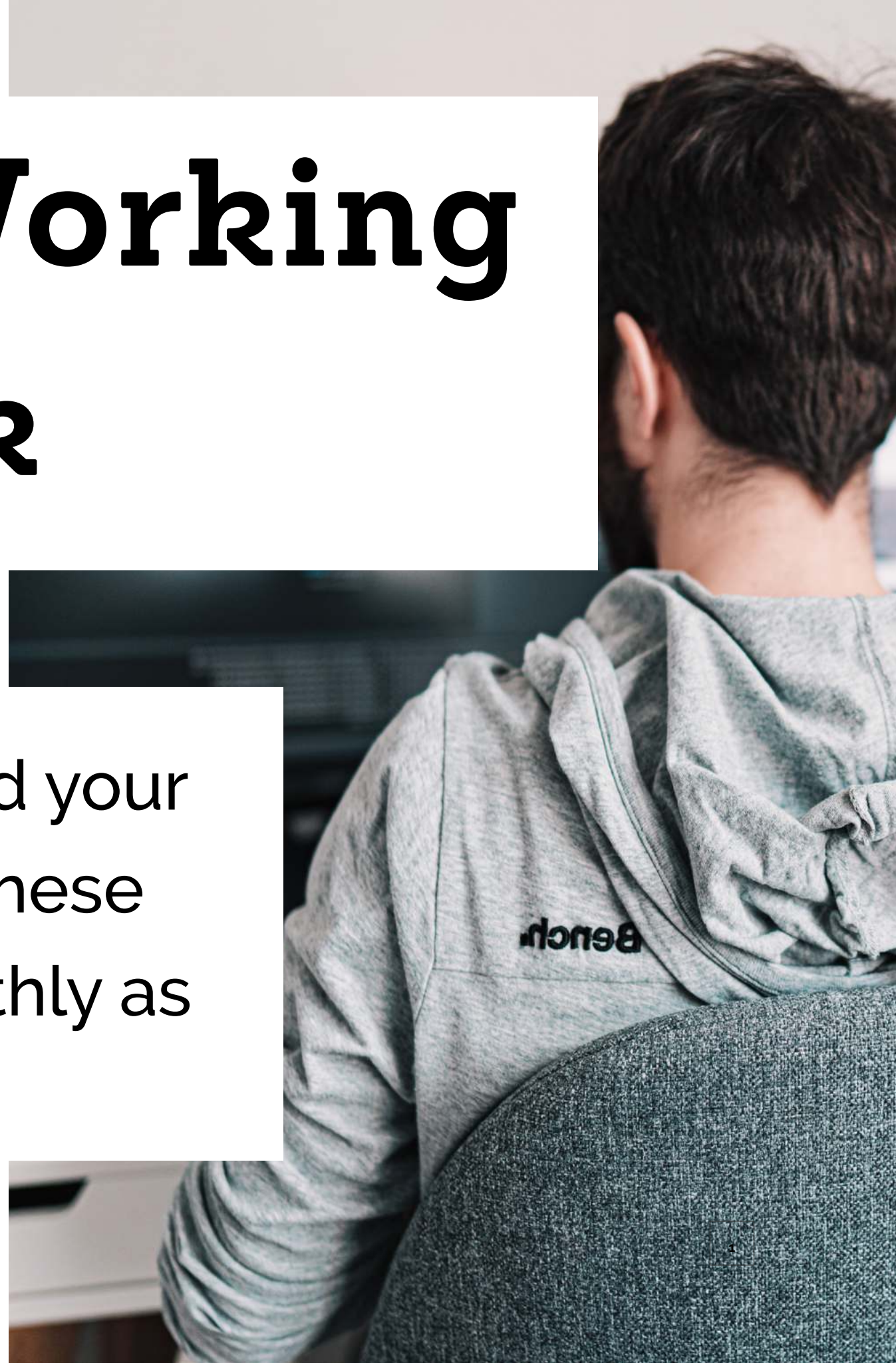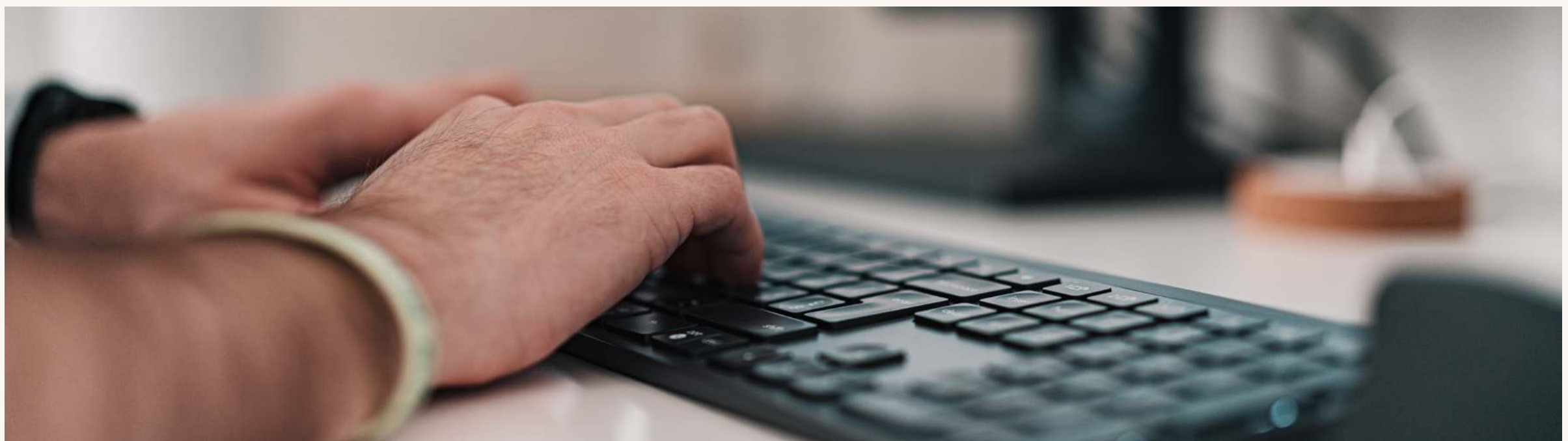# Remote Working Handbook

A guide to help you and your business get through these difficult times as smoothly as possible.

Chapters on...

- Remote work tech tools

- Adapting tips for remote life

- Productive home-work environment

- A better way of sending & signing

Long-term solutions for your business

"They won't just save you now, but will also keep you on top of things when you eventually return to normal business."

With the current disruptions to travel and work, it's likely you've run into a few remote work roadblocks.

For many, it will be the first time they've worked from home for any stretch of time, something that is a big change and can be a big challenge to get used to.

But don't panic just yet! There's a number of ideas and solutions that can solve these issues. They won't just save you now, but will also keep you on top of things when you eventually return to normal business.

We'll cover the benefits of working from home, how to get your work environment right, tools you can use and how to keep business processes going with everything happening in the world right now.

Tools for remote work

Now is the time to take the plunge and adapt not only to the current situation, but also make a change for the future of your company.
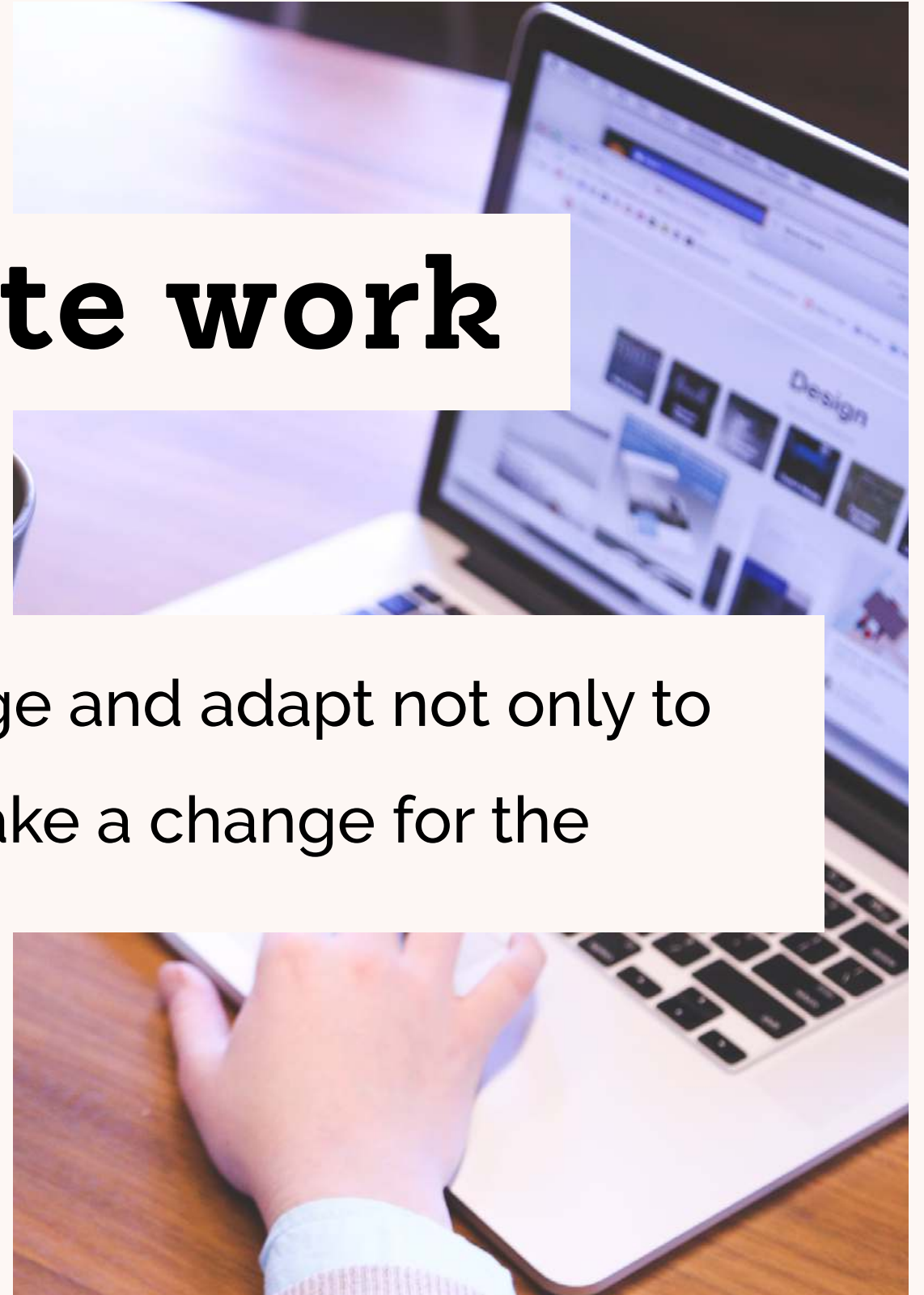
Instant messaging for customer support

Now more than ever it's essential for your customers to be able to communicate with you. Enabling a live chat messaging on your site saves valuable minutes for both parties while keeping transparency across your team.

With instant messaging installed on your site (we recommend Intercom or Live Chat), visitors to your site will be able to click the small icon at the corner of the webpage to open up an instant messaging conversation with one of your customer success team. Your team will then receive a notification with the user's message and can reply in real-time.

By offering customers a variety of channels you'll be sure none of them slip through the cracks whilst they're waiting for questions to be answered. And as a result, you'll see an increase in sales as well as positive feedback.
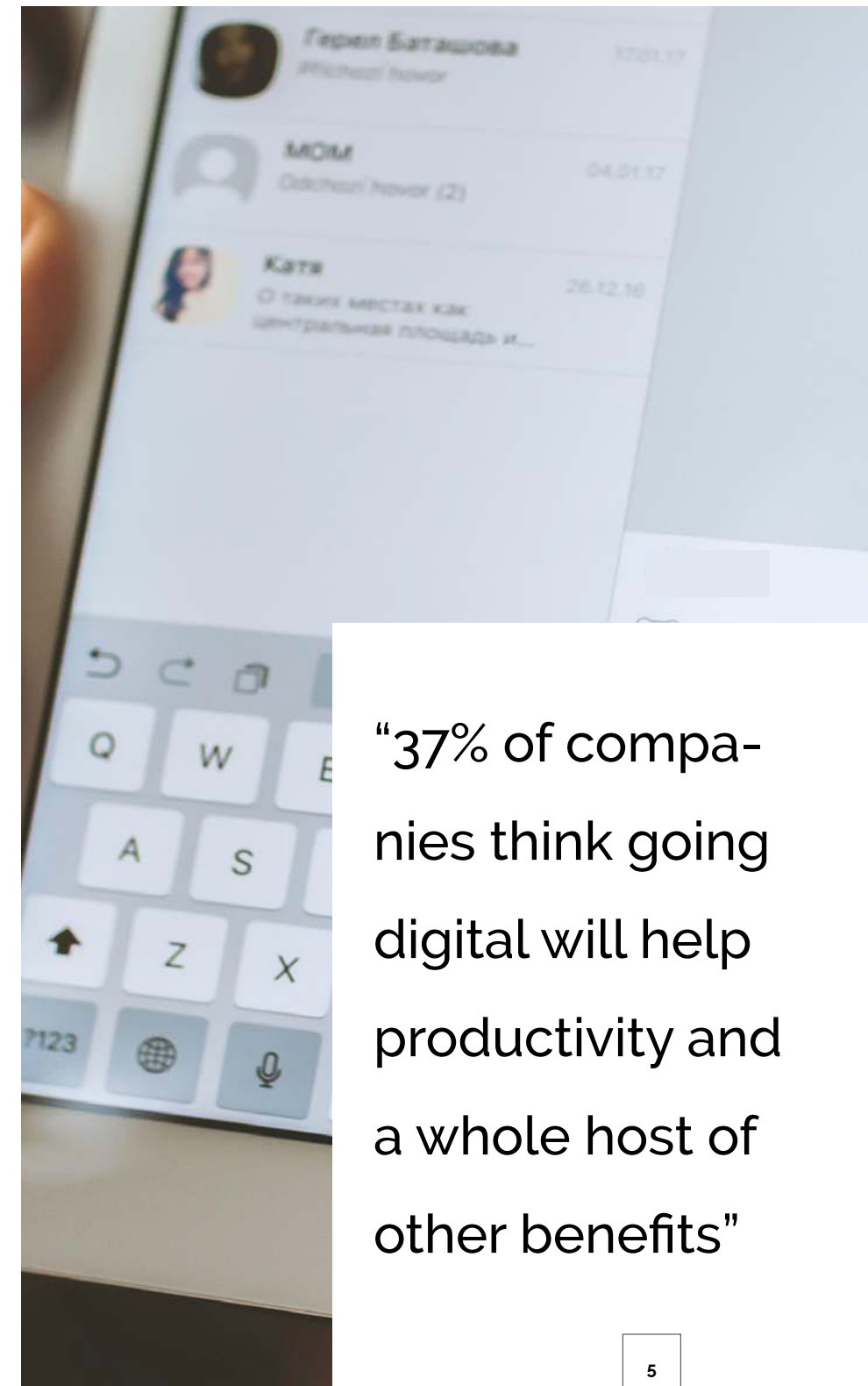
"37% of companies think going digital will help productivity and a whole host of other benefits"

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Team collaboration outside the office

You've probably been on one of those infamous team calls, whether it's on Google Meet or Zoom. Everyone inevitably speaks over each other and it's a bit chaotic

Easily cut through the faff with a project collaboration tool like Trello.

What is Trello? It's essentially a software tool that helps you make lists on boards dedicated to various teams or projects. For example, you can create boards specific to each department or project and within them have sections of lists for work that's planned.

These lists have individual cards with tasks, and these can be assigned to team members as needed. Within these teams can have conversations specific to that task, or add comments & updates.

By having work planned out in a shareable and interactive way helps organise what each team is working on. It also helps team members collaborate and gives a transparent view of everyone's work schedules.
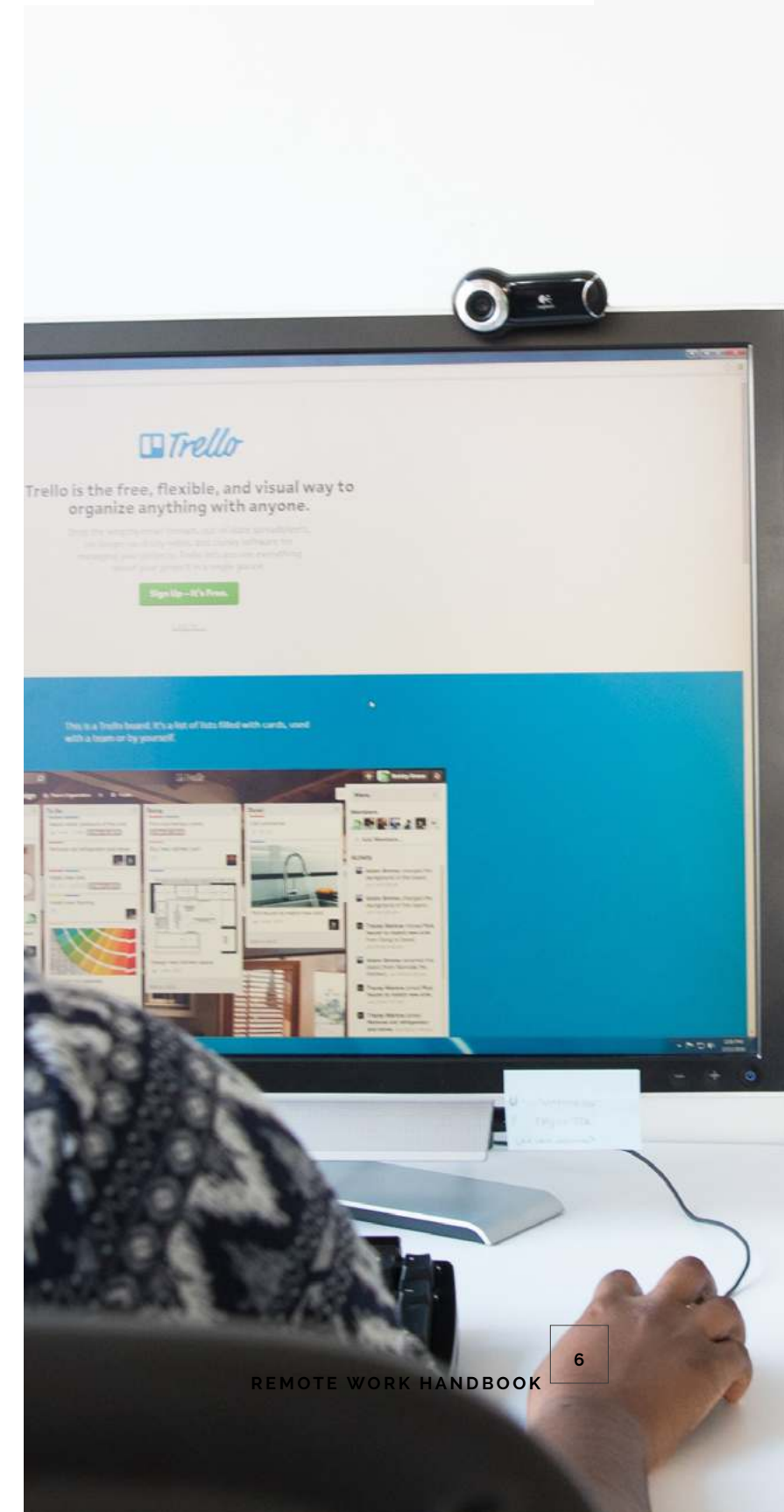
Slack

Slack. It's literally a life-saver when you're stuck at home for most of the day. Slack (if you've not been hit over the head with it yet), is an internal communication tool, kind of like a workplace whatsapp.

With it you can create groups for each team and even for specific events and projects. We recommend you have one main chat with everyone from the company in, so it's easy to speak to everyone at once. But, the options are truly endless!

Slack is brilliant for getting distributed teams collaborating naturally. Plus, you're creating a culture where communication is completely open, meaning when you get back to the office, you'll be stronger than when you left.

Having one central point for all your company-wide information also means that you keep everything searchable and written down. The mute feature is also essential if you like to allow your team space to get their head down – so, they get to prioritise their work over being distracted.

As a result, you'll be relying a lot less on internal email, which means cutting individuals out is kept to a minimum. Plus you can send gifs to boost morale with the '/giphy[wordhere]' command.

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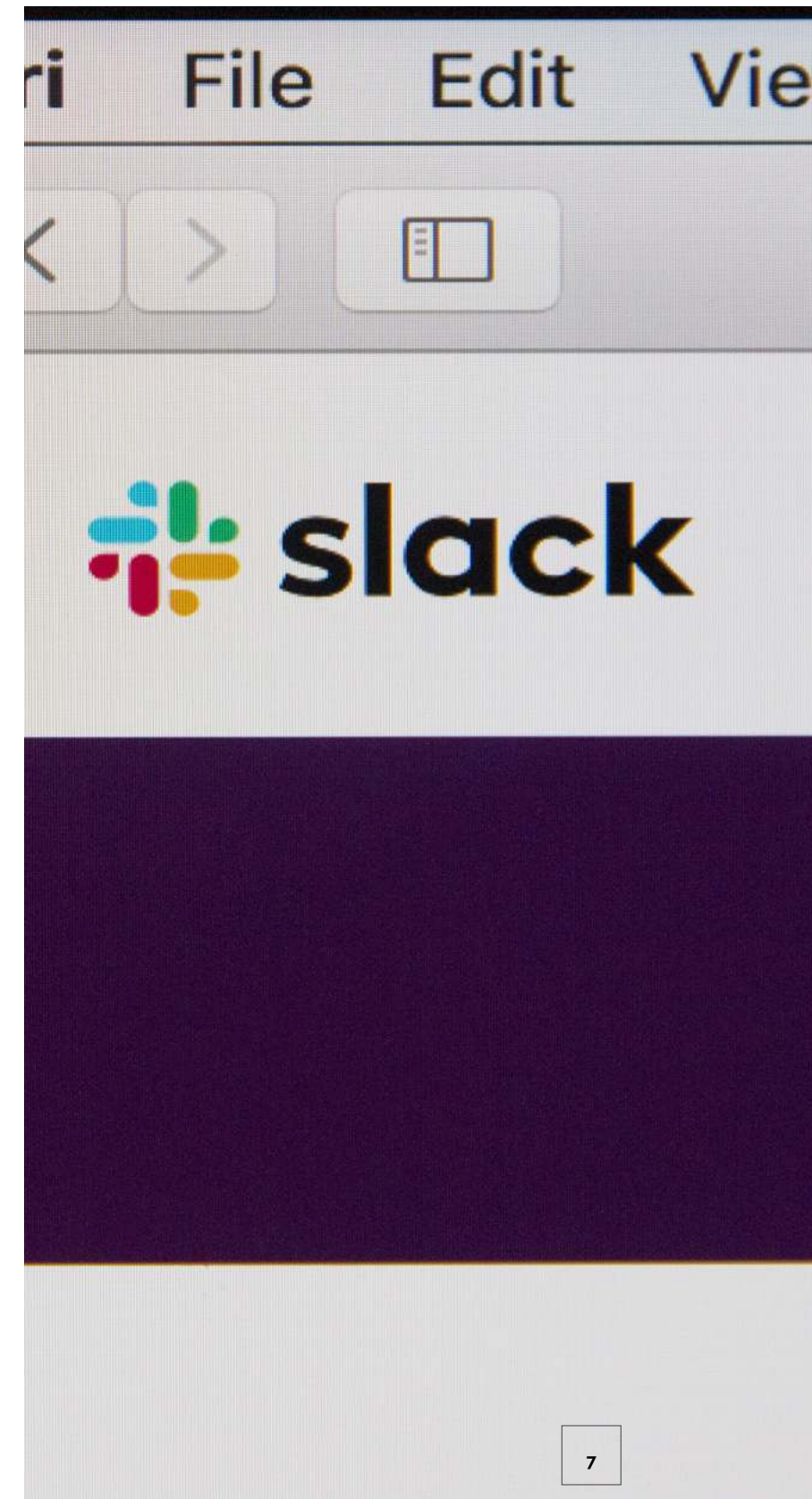
Keep on top of your finances

If your business has always been fairly small and easy to control, you may have been able to stay on top of all the accounting issues yourself. But with funds, grants and furloads to deal with this becomes increasingly difficult and it can do you wonders to invest in accounting software like FreshBooks.

There's a number of straight-forward and highly effective software packages that allow you to produce invoices, track time and create reports out there. They give your business a highly professional edge and allow you to organise everything related to your accounts in one, single place.

Giving you the time to plan and budget for the future.
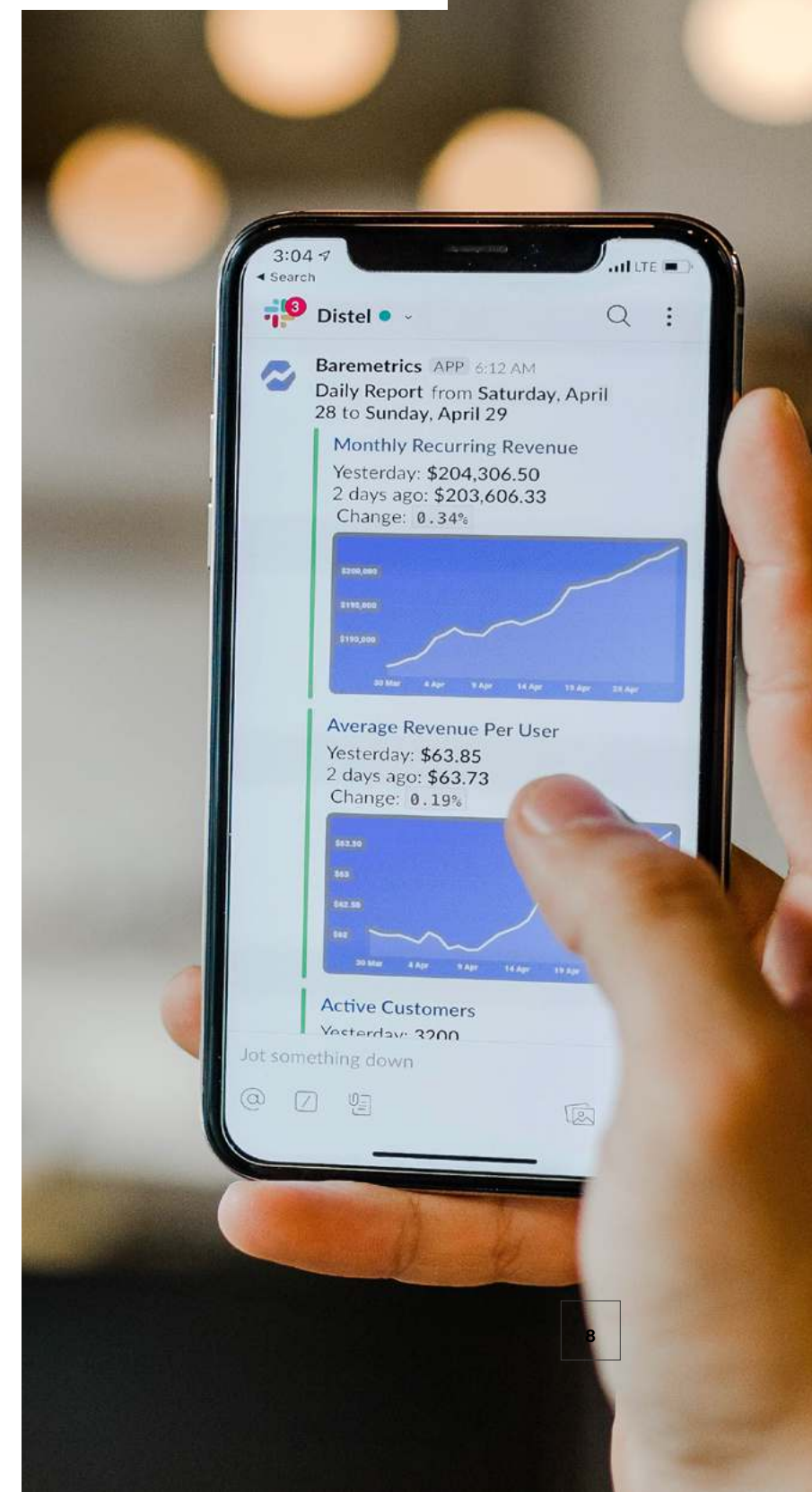
Advising your customers

Content creation and management have never been more important for your business's website – and it's only going to get more important with everyone moving online.

So it's essential that you take control of the process surrounding all forms of content that you create. This is especially important when you're planning content to reassure and help your customers.

Software like ClearVoice provides you with all of the relevant tools for planning, creating, distributing and promoting your content. You can even set up an editorial calendar so that you can see exactly what your business is putting out.
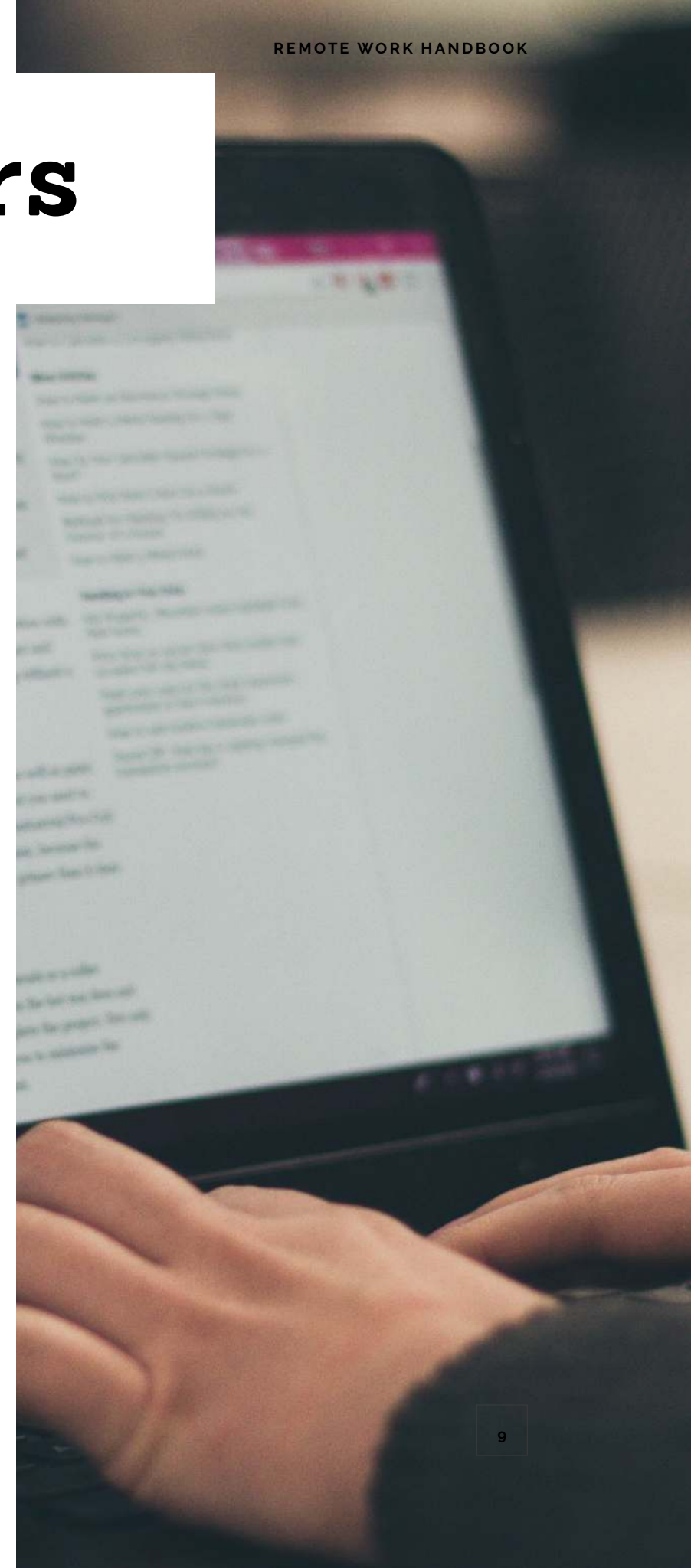
Tips for adapting to the new normal

Here are our suggestions for adapting to remote working life. Not all will apply to you but they're definitely things to keep in mind whilst you're working from home.

Keep in touch and make time for relationships

We talk later on about Slack and how it can be an invaluable tool for keeping in touch with your team, a great way to keep track of projects and to keep in touch. Right now that is essential.

Make an extra effort to keep in touch with people at work (and for that matter people outside of your work). People need people and being cut off from 90% of the people you see day-to-day isn't good for anyone. Get in touch, even if you don't "need" to,
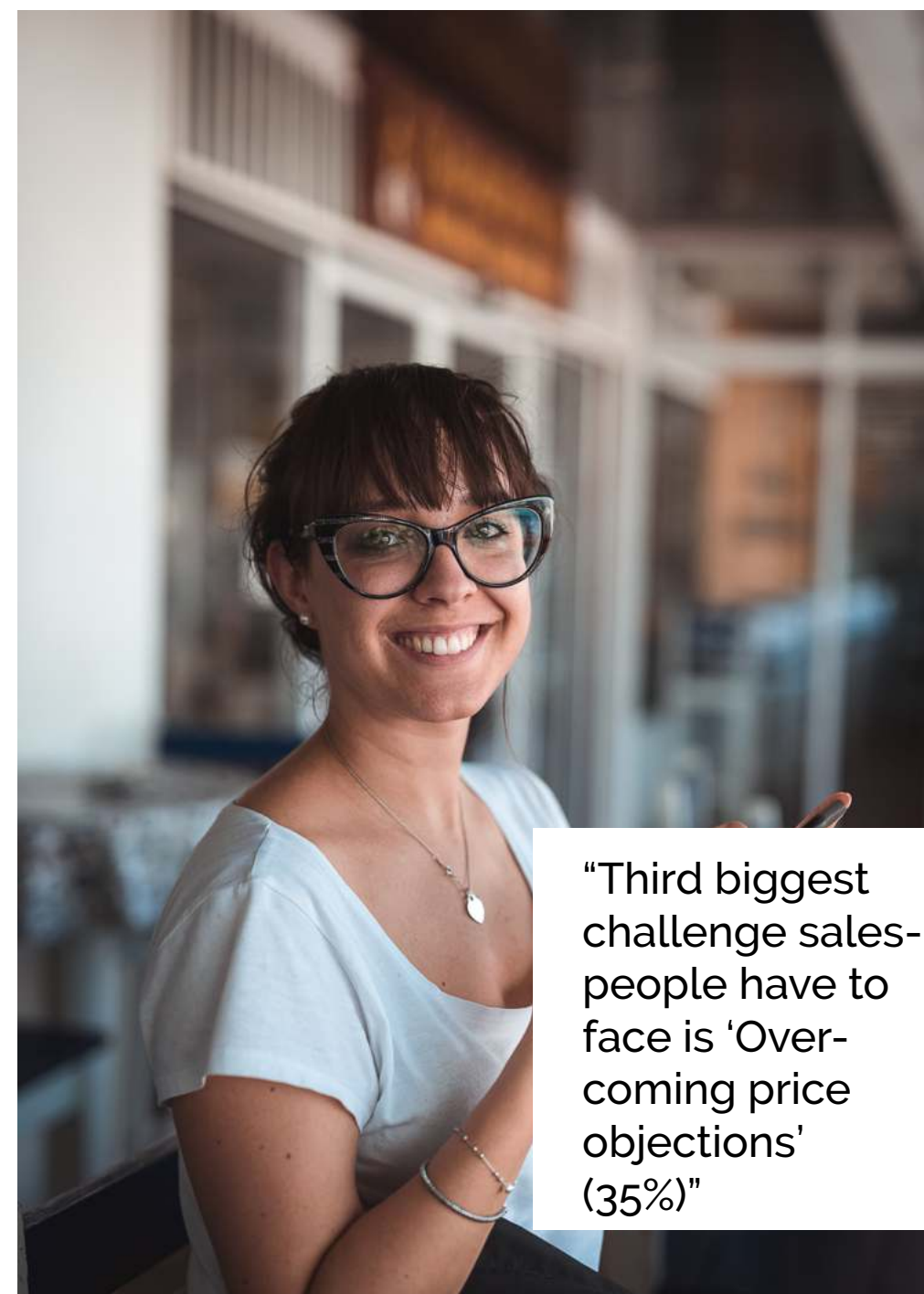
"Third biggest challenge sales-people have to face is 'Over-coming price objections' (35%)"

Use video meetings

Of course, you can use instant messaging or emails to keep in touch but if its something that takes a bit more than a one-liner why not arrange a video call?

Zoom, Google Hangouts, Slack and others allow you to get in touch face to face and keep the human touch (as best you can).

Be clear with what you mean

Video also allows you to be very clear in what you want to communicate. When working re-motely it's more essential than ever to be as clear as possible about what is needed.

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Take time for yourself and get away from the computer

Clear your head, get some air, if you have a garden brilliant - go outside for 10 minutes, if you're stuck indoors at the least get away from your screen regularly. Take some time for yourself when you need it.

Stay focused with to-do-lists

Staying focused whilst working remotely can be a challenge, something as basic as a to-do-list can help you to keep track of what you're working on and what you need to be working on in the future.

# Stick to your hours & keep work and home life separate

It's tempting even at the best of times to just keep going with work, we suggest making a point of the difference in work hours and home hours more than ever.

It can be hard to switch off, harder when your work environment is the same place your in near enough 24 hours a day. When you're done for the day close the laptop and keep it closed.

On the next page, we discuss what it takes to make a good remote working environment, so you're working at your best

Building a Productive Environment

It can be hard to get the correct set up when you're working from home. But, once you get it right, you'll see your happiness and productivity go through the roof! These are our tried and tested tips for building a winner home office.
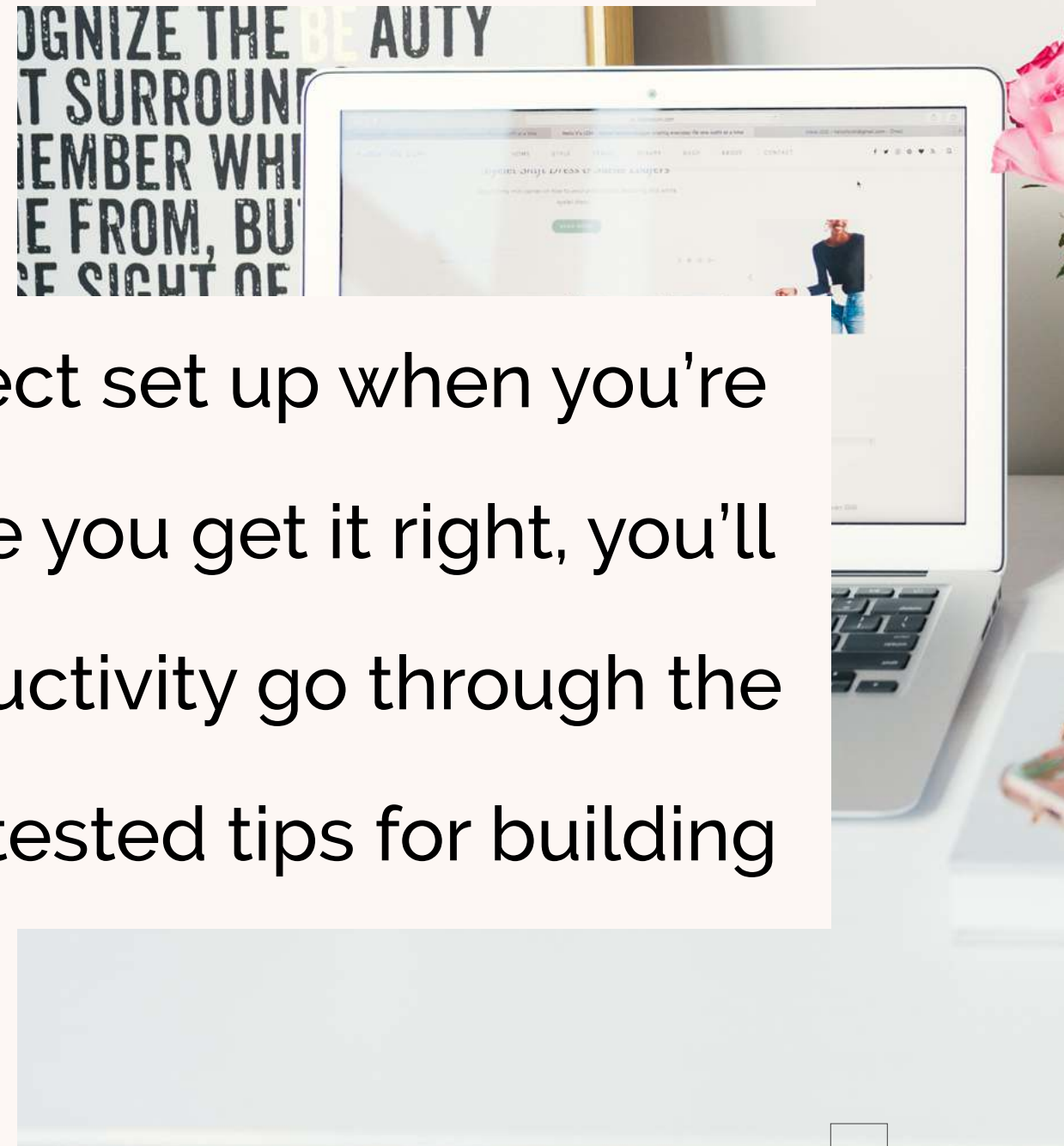
A dedicated, clean space

Having a space that's just used for working, even if it's a make-shift desk in your conservatory, you need somewhere distraction-free. Make sure you've got storage for everything you've taken from your office desk, you've probably got more than you thought!

A clean, clear space makes for a clear mind, so you're able to focus more on tasks.

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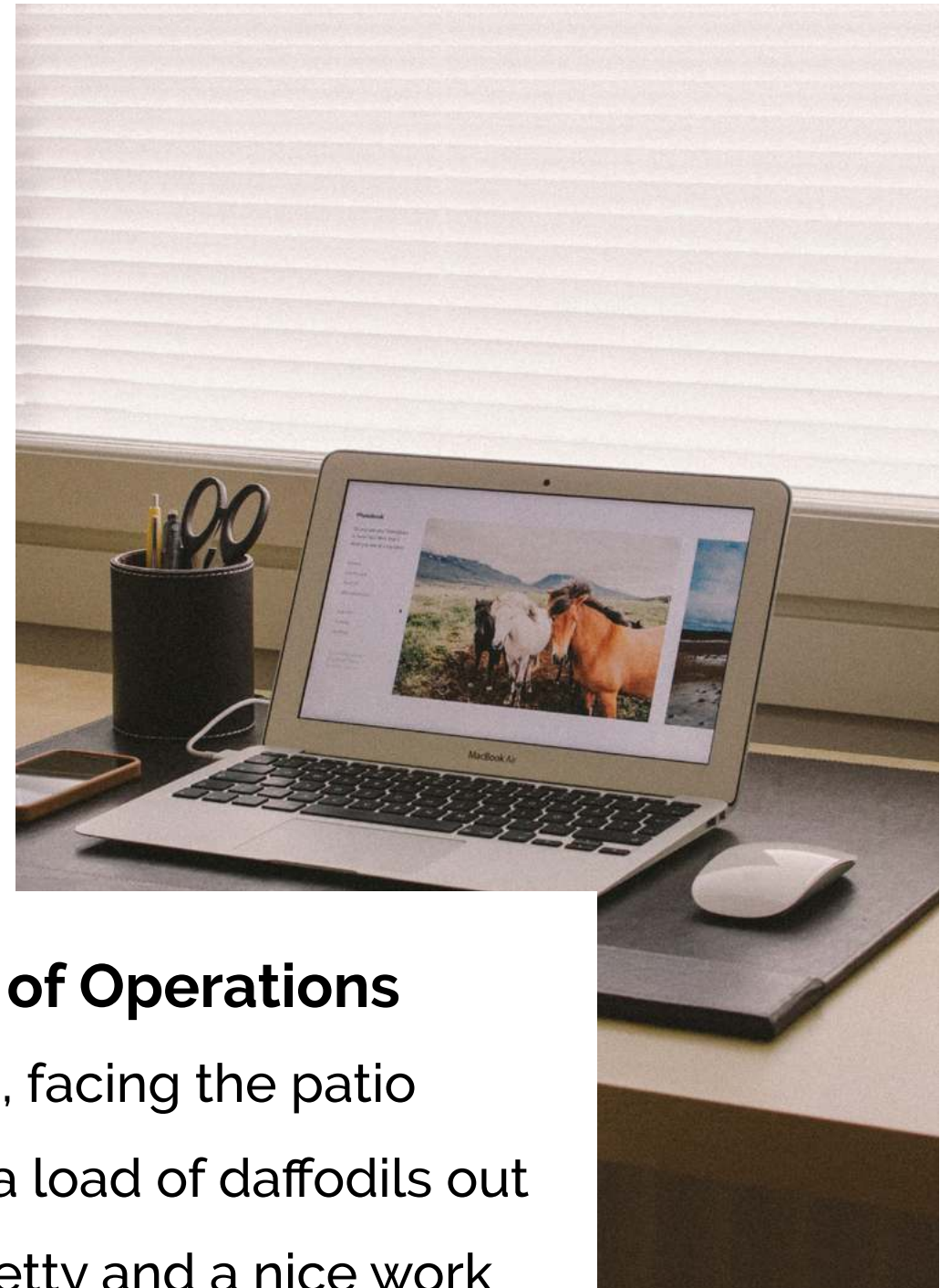
Katy-Marie, Head of Operations

"I work in my kitchen, facing the patio doors and I planted a load of daffodils out there so it's really pretty and a nice work environment. Lots of natural light too. **"**

Music

Yep, that's right, music will ultimately save you from chewing your furniture. We're big on the collaborative playlists so we always make new ones to play even when we're in the office.

When you've got your favourite tunes on, we promise you, you'll see your productivity skyrocket! So try out a collaborative playlist on Spotify – You can learn a lot from people's music taste...

" **Sophie, Junior Marketing Exec**

I love making collaborative playlists for the office, everyone adds their choices, and it's a great bonding thing, especially when you're not all in the office together. "

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Replicate your office desk

There's something to be said for what your brian does when you're in a certain space or set-up. So, replicating your office desk when you set up at home means your brian will find the transition easier and will associate it with work quicker.

Apart from it subliminally getting you into the same mindset, it also means you have to think less about where your mouse is, and think more about the tasks you're trying to complete.

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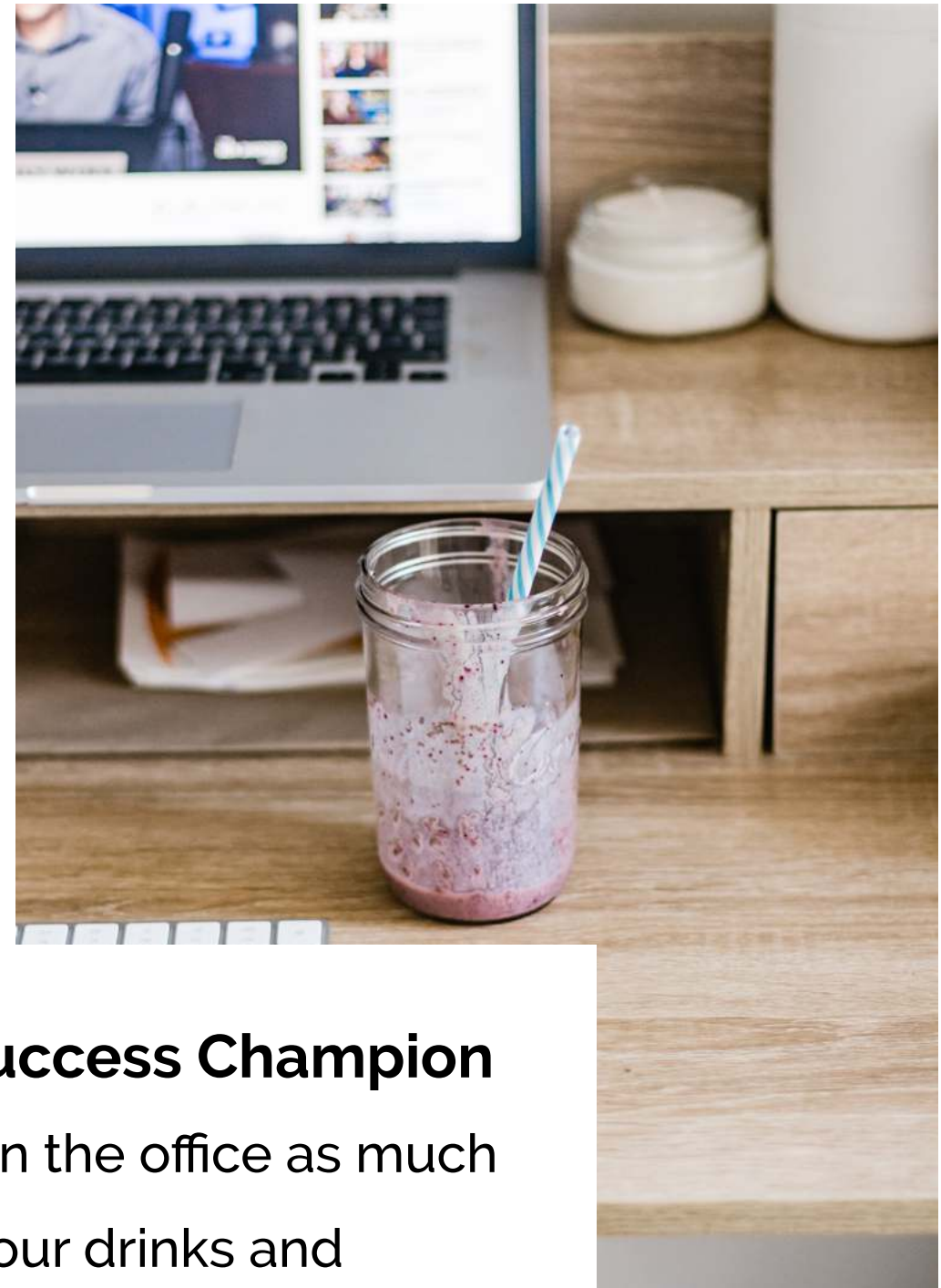
Ellie. Customer Success Champion

"Emulate your desk in the office as much as possible – have your drinks and mousemat and other items in the same place as you do at work."

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Sending Documents Electronically

Here we run through some essential eSignature info and some of the benefits of using Signable.

What is an eSignature?

In basic terms, an electronic signature is a technology that allows a person to electronically add a signature to an online contract.

Why should your company use e-Signatures?

eSignatures are easy to pick up and can be used to streamline processes, save time, save money and get essential documents signed.
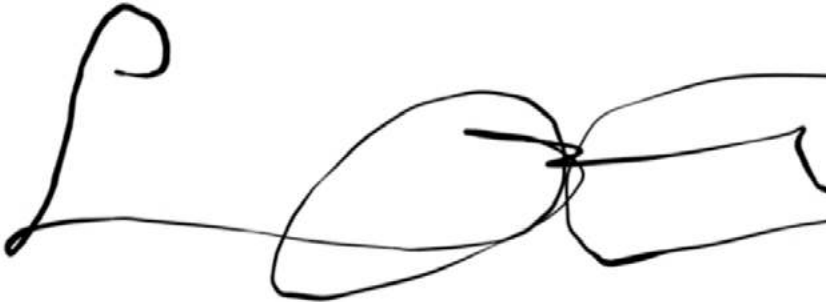
Sample Doc

Contact Preference

Proof of ID

! PRESS TAB

Add your signature ✳ REQUIRED FIELD

✎ Draw signature   A Type signature   ☁ Upload signat

Are electronic signatures legally binding?

The UK has accepted electronic signatures since 2000 (!) and complies to eIDAS regulation that has been in place since 2016, which provides a consistent framework for secure electronic identification and verification across the European Union.

The eIDAS covers all EU countries so if you are sending a document to a business or person anywhere within the EU (currently including the UK) you can be safe in the knowledge that you are covered.

Are eSignatures secure?

Our eSignatures are 100% safe and secure, with SSL encryption on every page you visit on the Signable website. No one can snoop on your password or the documents you send and sign using our services.

Following the signing of a document an audit trail is sent that details every step of the process, each signing party, dates, IP addresses, and fingerprints.

Can you use electronic signatures if you live outside of the UK, USA or the EU?

Good question! We've prepared quite a few different answers to this, simply head to our global eSignature legality guide and find the country you're looking to find out more about how online signing works there..
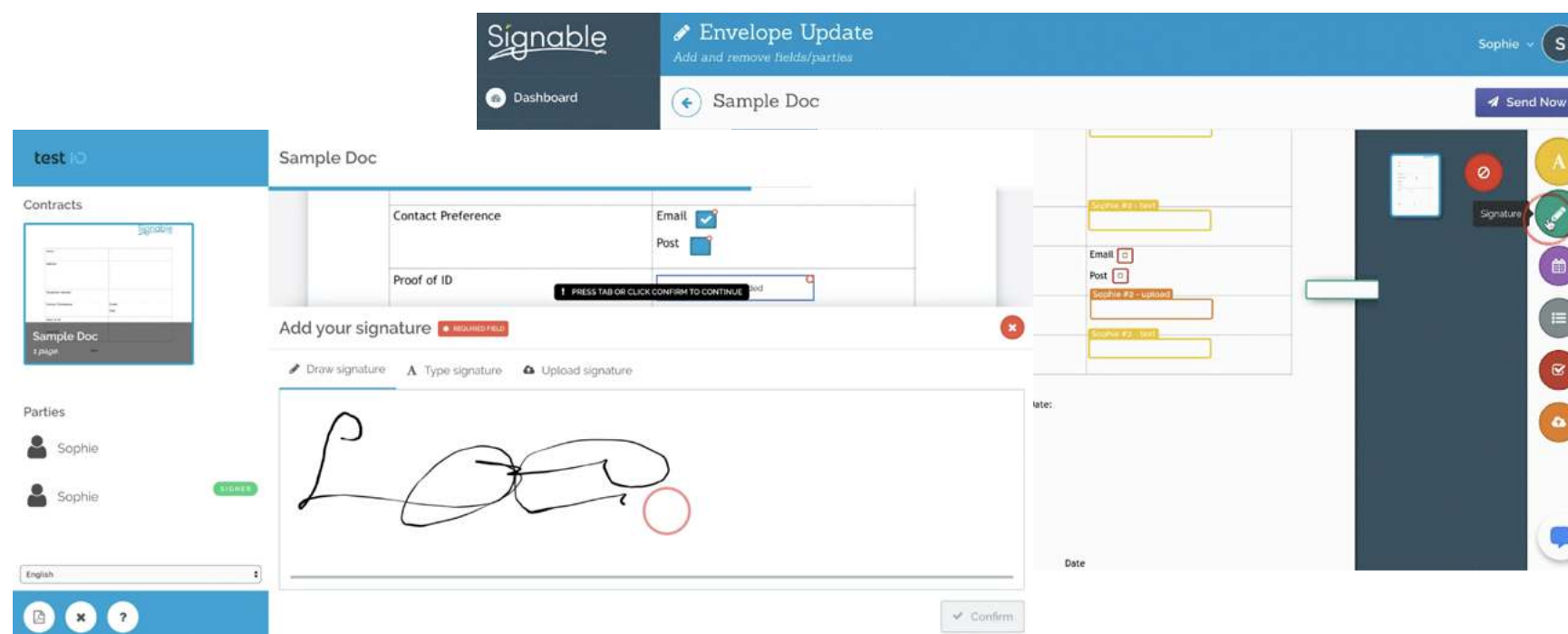
Legality Guide

Can I send documents to be e-signed from anywhere and at any time?

No need to be in the office, no need to send during working hours.

You can upload your documents online and once they're in electronic form you can send them to be signed a with no need for a face to face meet up.

Signable

Try our **14 day** free trial and see the results yourself!

Get started