

| To-do | Notes | Helpful resources |
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| Establish a remote work handbook | Create one company webpage to serve as a single source of truth with radical transparency about what's happening at your organization. The transparency of the leadership team will directly impact the employee's trust in your organization, reducing their anxiety, confusion, and dysfunction. | ✓ A great example of Coinbase planning & response to COVID-19 |
| Establish a communications plan A. Decide each others' work schedules and share them | Have your employees decide on their availability and share it with coworkers. Their remote work schedule might be different than it does in the office as they may be balancing work and childcare at the same time. | ✓ Links in comments |
| Establish a communications plan B. Make up for water cooler/hallway chat | Make up for water cooler/hallway chat to make employees maintain interpersonal connections. Consider a virtual meeting space such as a #watercooler Slack channel or a weekly remote standup meeting. | ✓ Example: At Crescendo, we hold a "Weekly Wins" meeting every Friday where all teammates hop on a video call and take turns recognizing each other's accomplishments no matter how small. It's an easy way to stoke morale and also to have a great time together. |
| Establish a communications plan C. Learn more about other best practices | Learn more about other best practices of effective communication in Slack for remote teams. | ✓ Other best practices of effective communication in Slack for remote teams |
| Have the right tools ready & minimize the tool stack | Team collaboration and communication can become messy and disconnected quickly when working remotely. Have all the tools in place to support remote workers, to improve communication and make team collaboration painless. But try to funnel communication into as few places as possible to reduce silos and fragmentation. (e.g. 1 chat tool, 1 video chat tool, 1 file sharing tool) | ✓ Check out for more online tools |
| Support leaders to embrace remote working culture | Particularly for companies with a strong "in-office experience." leaders are responsible for embracing iteration, being open about what is and is not working, and messaging this to all employees. Support leaders to show their vulnerability by sharing what's not working where they could admit to needing help or own up to a mistake. Not only will it help create a safe and transparent environment but it will also show other teams how to follow suit. | ✓ Crescendo Manager's tips sheet ✓ Crescendo Online written/spoken communication tips |



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| Learn and educate a remote working culture | Empower everyone to embrace remote working with some tangible ideas on how to work well and contribute to the success of a remote model. | ✓ How to Work From Home: 20 Tips From People Who Do It Successfully |
| Help employees take care of their mental health | Mental health is an important topic for all companies, and creating a healthy remote workplace is essential to business success. Share tips with your colleagues to overcome challenges such as burnout, isolation, and anxiety. | ✓ The 7 Biggest Remote Work. Challenges (and How to Overcome Them) |
| Make it more enjoyable! | To build viable relationships and an atmosphere of trust and support, team-building activities are essential. According to a Miro survey, despite the growing popularity of remote work, 65% of remote workers report that they have never had a team-building session. So check out some fun ideas here >> | ✔ 6 Creative Virtual Team Building Activities For Remote Teams |