

COVID-19: Employee Tips for Effective Telework

To support the safety and health of Diamond's workforce, many of us are finding ourselves teleworking for the first time. Below, please find some tips to make telework "work" for you.

You @ Teleworking @ Home

- **Work from home only.** Avoid working in public spaces like libraries, cafes, etc. Even at home, you should practice frequent hand washing with soap and water.
- **Set a workspace and routine.** Even though your commute is now only a few steps away, it is important to have routines that help begin and end work, both physically and mentally. Home is not the office! Revisit your daily activities and see if any need to change considering the setting. Setup your workstation to achieve a safe and comfortable working posture. Practice good ergonomics.
- **Set work hours.** At the office, there are often natural break times. It is necessary to take breaks at home as well. Time can feel different when you're working at home and keeping set hours can help preserve time for other parts of life.
- **Take care of yourself.** Think about what things you need regarding food and make an effort to hydrate and enjoy healthy and nourishing snacks and meals. We're all experiencing changes to our daily life; prioritize sleep and time for recovery.
- **Give yourself a break.** It can be tempting to stay at your desk, but periodic, micro-breaks for movement throughout the day can help you stay energized and reduce tension. Plan a stretch break at least hourly and consider walking during long calls.
- **Follow the 20-20-20 rule.** Spending endless hours in front of your laptop can strain your eyes. For every 20 minutes you spend looking at your screen, look at something 20 feet away, for 20 seconds.
- **Set goals that challenge you.** Create individual goals that can help guide and focus your work. Make a daily practice of monitoring your own progress and adjusting as needed.
- **Avoid distractions.** Take advantage of some affordances of working from home, but beware of distraction. The office and home environments have different challenges in

terms of distractions. Noticing distractions is the first step and then you can experiment with different solutions.

You & Your Virtual Team

- **Revisit team norms.** Now that many people aren't commuting to the office, it's worth taking a look at team norms. How can we make meetings work even better for the team? Consider different practices in response to working from home, like adjusting scheduling, and "no multitasking policy" during meetings. This is an opportunity to employ new ways of working and leveraging virtual tools to sustain and surpass performance.
- **Fight isolation.** Add opportunities to connect with colleagues, both formally and informally. Be compassionate; an event like COVID-19 affects people in different ways. Check-in and see how people are doing.
- **Give others the benefit of the doubt.** Realize that there are sometimes misunderstandings in terms of virtual communication. Give people the benefit of the doubt and remember that it's sometimes hard to figure out tone, even with emojis.
- **Use the right tool for the task and outcome you need to achieve.** Use this opportunity to build your tech fluency and become more comfortable with collaborative and social tools. Getting comfortable and fluent with these essential tools is a process you can start now - we all have things to learn.

You & Resilience

- **Stay positive.** Working from home can be an opportunity - consider it through a positive lens. Example: Use what was previously commuting time to make a nice dinner with family members.
- **Be mindful.** Try mindfulness practices to feel better in the face of challenges. It doesn't have to take forever; some guided practices are just a few minutes.
- **Notice and name your emotions.** This is a tough time; it's ok to feel stressed out and/or anxious. Be gentle with yourself if you feel more frazzled than usual. Remember to breathe!
- **Be grateful.** Even when things are difficult, we still have things to be grateful for. Thank colleagues using Diamond tools and also don't forget about friends and family, as well as those who are still doing important jobs in the face of considerable risk.