

How to Stay Productive and Engaged When Working Remotely

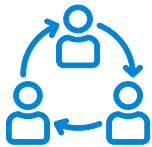
Many companies around the world have recently rolled out mandatory work-from-home policies amid the spread of COVID-19. This may be a new experience for you and your team – and for your clients – who may feel increasingly anxious and concerned.

Here are some tips to help you stay productive and engaged as you navigate your business remotely.



In your new environment

- If you're not already working from home, bring laptops, power cords, and other necessities home every day, so you're prepared in the event your plans quickly change.
- Be sure your VPN is up to date and available on your phone, iPad, computer, or any other device you plan to use for work.
- Create a dedicated space in your home where you can focus on your work.
- Keep your cell phone nearby and charged to field calls and texts from employees and clients.
- Stick to a routine. Try to maintain your normal work schedule and office hours.
- Once your day ends, try to separate yourself mentally and physically from your office space.
- Maintain your mental health by getting outside when you can and using technology to stay in touch with family members and friends, near and far.



With your team

- Create and share a directory of relevant contact information for employees that includes the cell or home phone numbers where they prefer to be reached.
- Keep calendars updated with meetings and other plans, so that everyone knows who is off, sick, or working from home.
- Leverage WebEx, Zoom, or other preferred video-conferencing tools to stay in touch.
- Offer virtual "office hours" where you can be available to your team via an open WebEx line to address any questions or concerns.
- Have virtual team "check-ins" on a regular basis to stay connected, by phone or video.
- Instant messaging is key for quick questions and conversations. Be sure your preferred, approved tool is always up and running to easily enable real-time collaboration.



With your clients

- Turn up the proactive communication with your clients. Over-communicating in times like these is important to help ease their concerns. They need to know you're there for them.
- Share your office plans with your clients so they know how to reach you and how you plan to carry out business through this time.
- Make sure your cell phone number is in your signature and email contact settings.
- Implement a "camera-on" policy to help your clients feel more connected to you.
 - + Pick a professional setting for your camera's background.
 - + Minimize background noise.
 - + Conduct yourself like you are meeting face-to-face.
- Share virtual resources with your clients to help demonstrate the value of your advice in uncertain markets and to help them understand the decisions you're making.



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