

Creating an effective and sustainable remote workforce

The need for a sophisticated remote workforce strategy has never been greater. As organizations plan new ways of doing business because of the COVID-19 pandemic, they must consider creative approaches to maintain critical systems and operations with little to no physical presence of their workforce.

The facts:

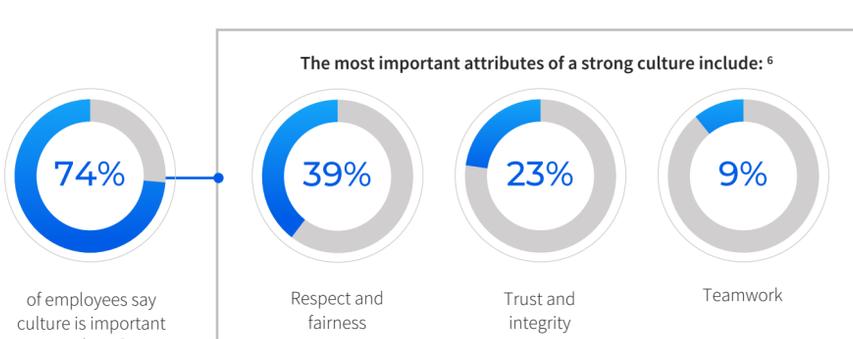


However, this distributed workforce still needs access to tools and training to maintain productivity. And while it is common to quickly look to technology for answers, other factors need to be considered.

Here are 4 practical steps to create a successful remote workforce.

Step 1: Consider your culture

A successful remote work culture requires a foundation of trust, accountability, and open communications.

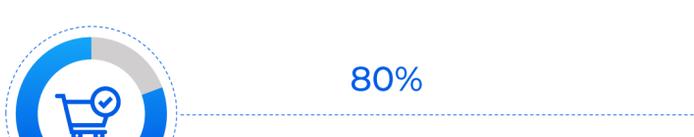


“You've invested all of this time in vetting them... Why would you now say I don't trust you, because I'm not staring at you?”

Ryan Malone
Founder and CEO, Smartbug Media ⁷

Step 2: Identify realistic roles

Some roles that seem unlikely at first glance become reasonable options after some creative thinking.



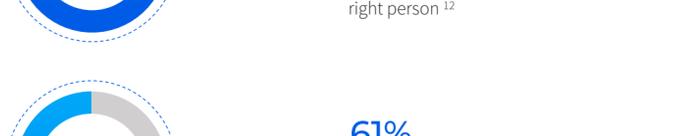
“There are both right and wrong ways to implement remote work. If you're holding back because you're only looking at the wrong examples, you are going to miss out on many rewards.”

Laurel Farrer
President, Remote Work Association and CEO, Distribute Consulting

Step 3: Pick the right people

A recent Infor® report identifies five characteristics to consider when evaluating a remote worker candidate: ¹¹

- Discipline
- Humility
- Emotional consistency
- Pace
- Need for recognition



Step 4: Tap new technology



“We prioritized a cloud-based, global platform to transform how we deliver HR across the enterprise and to ultimately enhance the experience for our employees.”

Walt Malone
Vice President of Human Resources, Koch Industries ¹⁶

The new normal

Every crisis presents opportunities for innovation and evolution. By considering your culture, identifying realistic roles, picking the right people, and tapping new technologies, organizations may discover that the resulting remote work revolution fostered a positive change for workers everywhere.

For more on creating a remote workforce as well as some practical steps your organization can take, check out our new eBook.

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⁴ Lan Xuerzhao, "The Billion-Dollar Ideas That Could Transform the Deskless Workforce," Forbes, June 17, 2019.
⁵ Speakap, "The Culture Factor, Improving Employee Loyalty and Relationships," April 2019.
⁶ Ibid.
⁷ Burt Helm, "How to Be a Great Remote Manager," Inc.com, April 15, 2020.
⁸ Frost & Sullivan, "Telehealth to Experience Massive Growth with COVID-19 Pandemic, Says Frost & Sullivan," Press Release, May 13, 2020.
⁹ Bluecore, "COVID-19 Retail Trends in An All-DTC World," April 2020.
¹⁰ Jun Wu, "A Deep Dive Into Remote Work For Our Future Of Work," Forbes, March 9, 2020.
¹¹ Infor, Internal Research, 2020.
¹² Patty Crabtree and Dana Borowka, "Time to Develop a Remote Workforce Strategy," Lighthouse Consulting Services, March 11, 2020.
¹³ The Predictive Index, "The State of Talent Optimization," Jan 2020.
¹⁴ Lexi Sydow, "Video Conferencing Apps Surge from Coronavirus Impact," App Annie, March 2020.
¹⁵ Microsoft, "Update #2 on Microsoft cloud services continuity," Microsoft Azure Blog, March 18, 2020.
¹⁶ Infor, "Koch Industries Partners with Infor to Transform HR," Press Release, May 7, 2020.