REMOTE WORK AND MAINTAINING CORPORATE CULTURE

Presented by:

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Chief Culture Officer

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Information First

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ARMA Greater Columbus Meeting

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SESSION INFO:

▶ **DESCRIPTION**: Discuss importance of building a solid corporate/organizational culture and how to put those culture concepts into practice to support your team during this era of remote work.

▶ **LEARNING OBJECTIVES**: Foster ideas around creative approaches to maintaining connections with colleagues and customers.

WHO WE ARE & WHAT WE DO

WHERE WE WORK

WE ♥ ARMA!

Dallas ARMA 2018

Tayler, Mitchell, Bobby Chapman, Erik Wold

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COLUMBUS, OHIO TOO!

INFORMATION FIRST PRESENTS:

GDPouR

Join us for a drink to discuss real-world solutions you can use to get your organization ready for GDPR Compliance

INFORMATION FIRST

CORPORATE CULTURE CONCEPTS

We look for proven talent to grow stronger, not bigger.
As a valued member of the Information First Family, you benefit from the shared support of our team members as we all strive to provide consistent Employee & Customer Amazement!
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HAVE FUN, ENJOY YOUR WORK AND WITH WHOM YOU WORK!

### DEPENDABILITY

To be dependable, all members of the team need to complete their tasks on time and to the expected quality standards. Without that, the entire group will struggle, regardless of whether others are willing to pick up the slack. Our talented team needs you, so if you need help, ask!

### MEANING

Strive to feel personally connected to the business, your colleagues, your customers and your work! In doing so, you are more likely to excel. Employees who are passionate about the company's mission experience higher levels of job satisfaction, which ultimately improves performance.

### IMPACT

What you do matters in a real way! Your contributions provide value and support positive change. Knowing this makes the mundane tasks or day-to-day work feel more important. Understand that your assigned tasks impact more significant goals in a fundamental way, so even tedious work is valuable.

### CLARITY

Employees need to clearly understand their role within the team, any current plans, and business goals that affect their work. Be clear when making inquiries or requests to avoid uncertainty which can harm the team's ability to focus on what matters and cover all of their duties.

### INTEGRITY

DO THE RIGHT THING. ALWAYS.
Do what you say you will do. If you make a mistake or can't meet a deadline, own up to it and offer a solution for a way forward.
Be Accountable.
Be Honest. Be Loyal.
Build Trust.
Do Business with Integrity.

### RESPECT

Behave in an appropriate manner and expect Respect in return. Foster consistent positive interactions, with fellow employees and customers. If a situation needs attention, offer options to resolve instead of complaining or fostering a negative and toxic environment.
You are encouraged to laugh and have fun! Do your part to make it so.

### SAFETY

Teams that feel safe are more likely to take risks, admit mistakes, collaborate, or even take on new roles. It is up to each of us to foster a judgement-free working space. Doing so empowers our entire team, allowing each of us to benefit from diverse ideas and innovative thinking, increasing our overall effectiveness and improving collaboration. Offer your professional insight in an appropriate manner - we all have a lot to learn from each other.
Escalate any concerns. Ask questions without fear.

# HOW WE WORK

SAFETY

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A team is *not* a group of people who work together. A team *is* a group of people who trust each other.

- Simon Sinek -

SOME CAREERS DO NOT LEND THEMSELVES TO BE EFFECTIVELY WORKED REMOTELY.
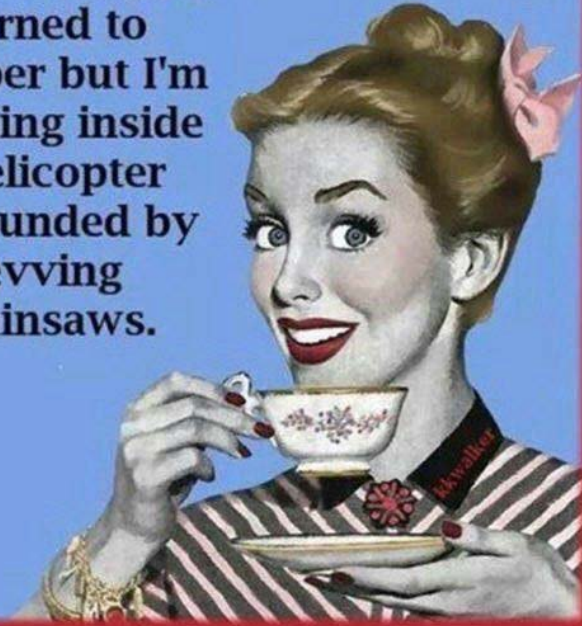
CHALLENGES OF ON-SITE WORK
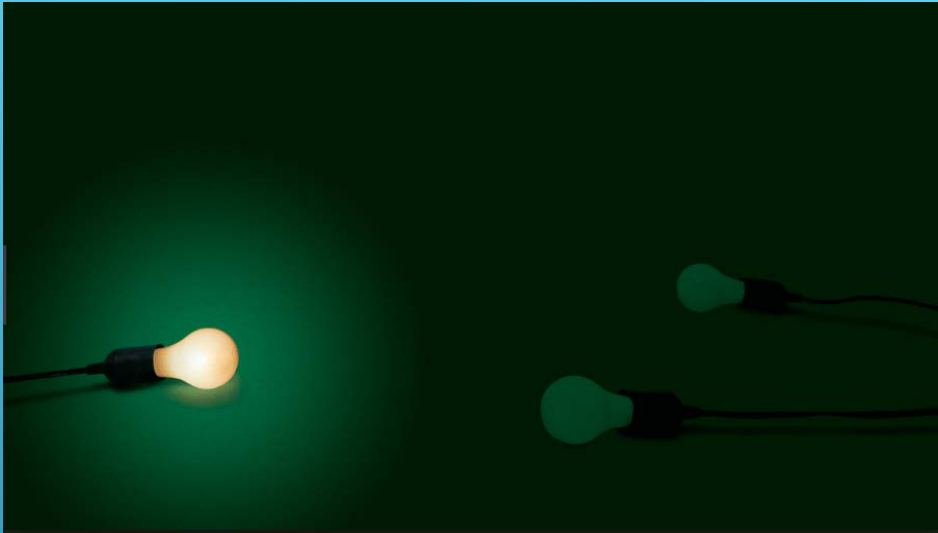
CHALLENGES OF REMOTE WORK

WHAT DO THESE BELOVED CHARACTERS HAVE IN COMMON WITH DAILY REMOTE WORK?

KEY INDICATORS ABOUT REMOTE WORK

▸ 69% lower absenteeism

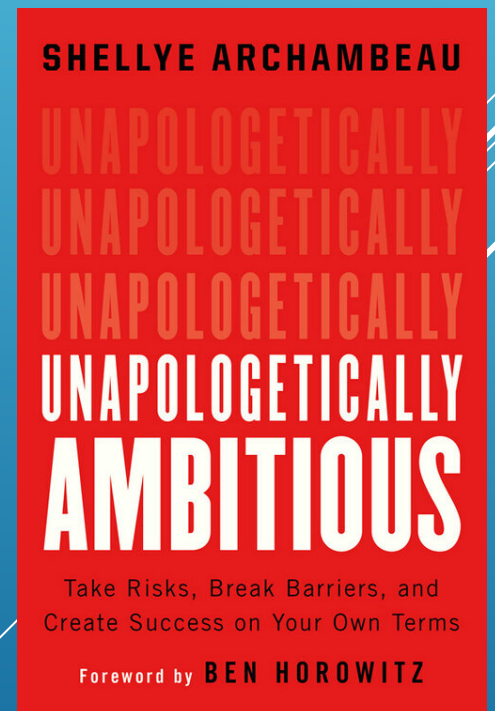▸ 82% less stress

▸ 80% higher morale

▸ 86% higher productivity

▸ Achieve Work/Life Balance

WORK-LIFE ~~BALANCE~~ ~> INTEGRATION

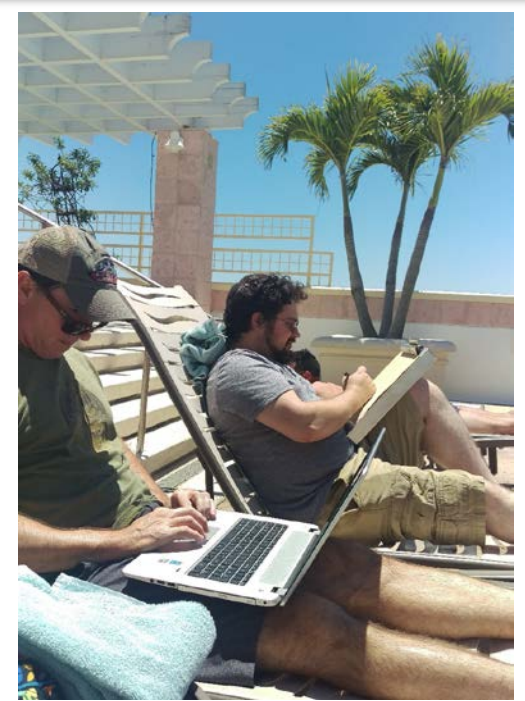Instead of Work-Life Balance, author Shellye Archambeau refers to aiming for "**Work-Life Integration**".
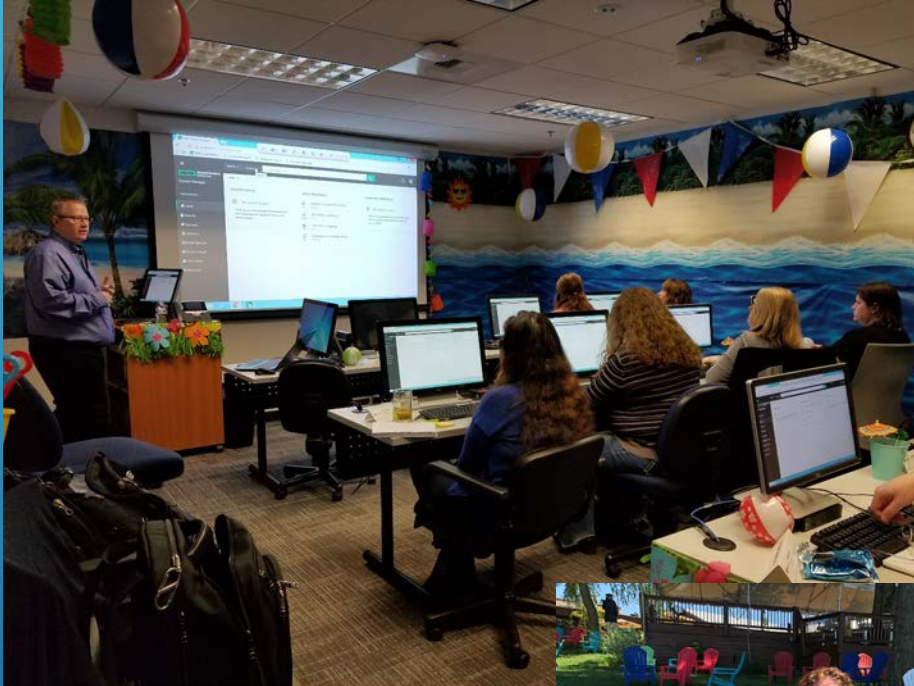
Full of empowering wisdom from one of Silicon Valley's first African American CEOs, this inspiring leadership book offers a blueprint for how to achieve your personal and professional goals, drawn from the author's own compelling story of how she weathered life's difficulties to build massive success.

https://shellyearchambeau.com/

SHELLYE ARCHAMBEAU

UNAPOLOGETICALLY
UNAPOLOGETICALLY
UNAPOLOGETICALLY

UNAPOLOGETICALLY
AMBITIOUS

Take Risks, Break Barriers, and
Create Success on Your Own Terms

Foreword by **BEN HOROWITZ**

NOT ALL MEETINGS HAVE TO TAKE PLACE IN A CONFERENCE ROOM

GET CREATIVE!

WHAT MAKES FOR A CONNECTED, ENGAGED, HIGH-PERFORMING VIRTUAL TEAM?

1.) Start with trust

2.) Create a supportive environment for remote work

3.) Set boundaries

4.) Check-in & engage

5.) Get to know each other as people

6.) Forge in-person & virtual connections

2. CREATE A SUPPORTIVE ENVIRONMENT FOR REMOTE WORK

▸ Distance demands more communication

▸ Remote workers must reach out to one another frequently and with purpose

▸ Providing the proper tools can build stronger collaboration and camaraderie

3. GIVE TOOLS, SET BOUNDARIES/EXPECTATIONS AND LET THEM WORK…

Boundaries:

▶ Secure location for sensitive content

▶ Timeframe for online presence, if required

▶ Need quiet for calls

▶ Alcohol consumption

▶ Home maintenance, household tasks, errands

Control your environment

4. CHECK-IN & ENGAGE
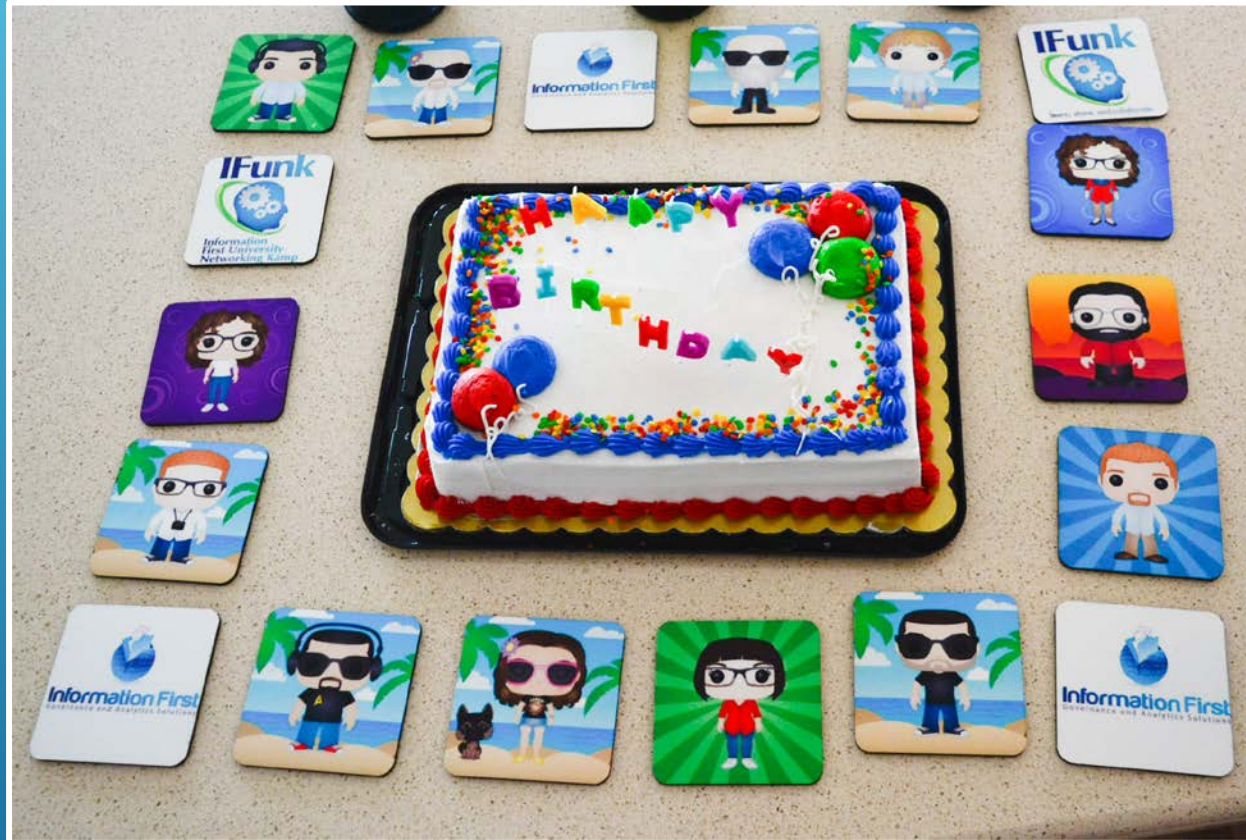
5. GET TO KNOW EACH OTHER AS PEOPLE

6. FORGE IN-PERSON & VIRTUAL CONNECTIONS

~ VOLUNTEER ~ DO CHARITY WORK TOGETHER

THERE IS SOMETHING ABOUT SHARING A MEAL TOGETHER

SHARE ADVENTURES ~ DO LIFE TOGETHER

FROM NEAR AND FAR…..

Even though we're miles apart,
You are always close at heart!
Sending you a socially-distant,
tasty snack-filled hug,
From the Info First Team!

#ApartTogether

Our Team is staying
#ApartTogether!

Perceptions of Team-Bonding Activities

Most Enjoyable	Most Effective	Most Valuable
Work-sponsored events with alcohol **73.8%**	Volunteer days **63.6%**	Volunteer days **66.5%**
Sports-related (e.g., team sports or fantasy brackets) **73.3%**	Company retreats **62.1%**	Company retreats **64.5%**
Holiday events **71.6%**	Food-related (e.g., potlucks or team lunches) **61.7%**	Food-related (e.g., potlucks or team lunches) **63.1%**

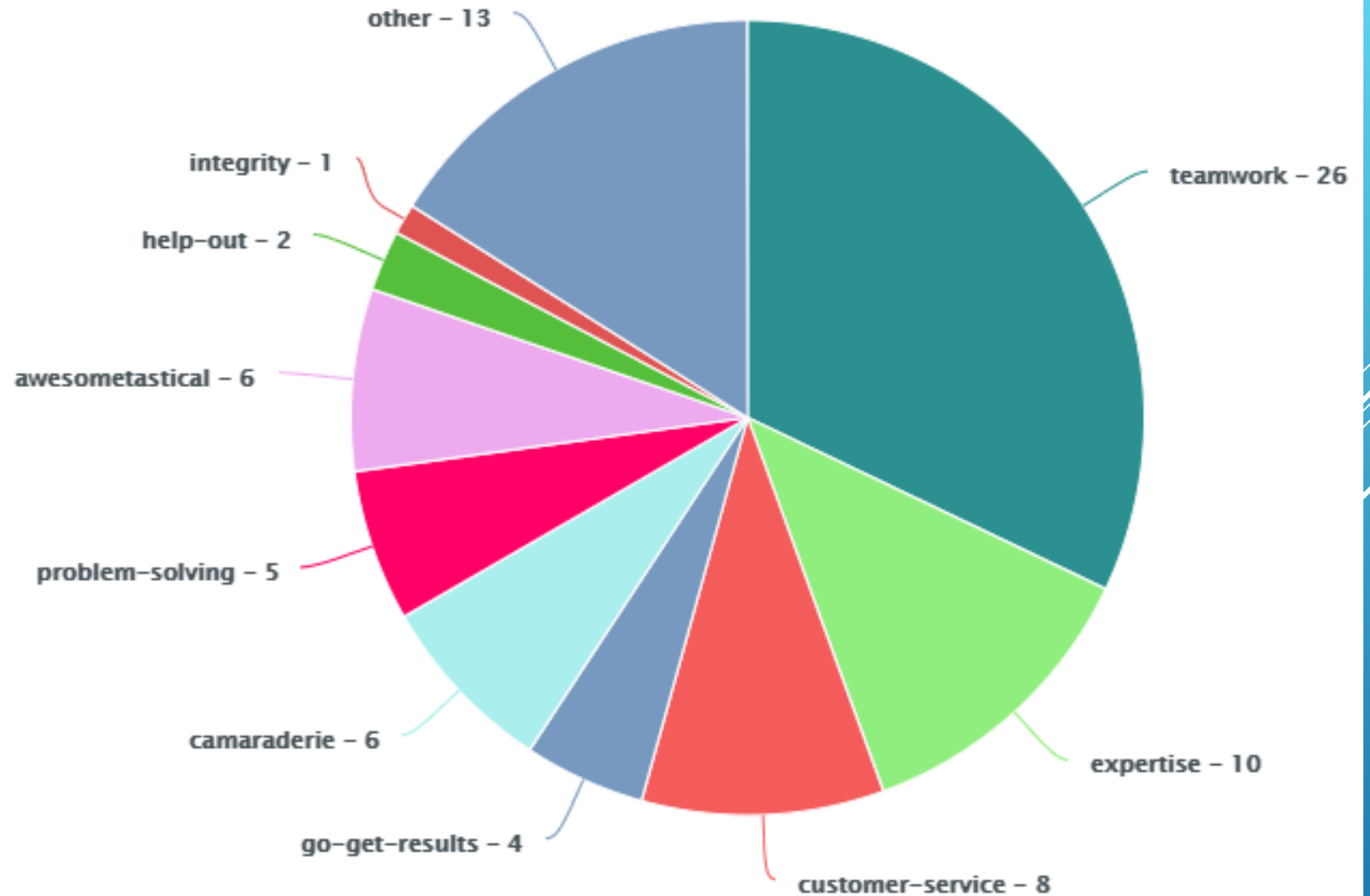Not every productive employee is appreciated. But every appreciated employee is productive.

Managers recognizing employees is important!

RECOGNITION

Peer-to-peer recognition is POWERFUL!

Bonuses Given By Hashtag In Last 30 Days

- other – 13
- integrity – 1
- help-out – 2
- awesometastical – 6
- problem-solving – 5
- camaraderie – 6
- go-get-results – 4
- customer-service – 8
- expertise – 10
- teamwork – 26

RECOGNITION

Promote collaboration and inclusion!

CULTURE CHAMPION RECOGNITION

Awarded quarterly to an employee whose **actions reflect company values and culture concepts, contribute significantly to the company's bottom line or strategic initiatives, demonstrate a willingness to take on extra tasks, going the extra mile to help colleagues, and step outside of a comfort zone if needed**.

Not a "participation" award!

RECOGNITION CAN BE FUN & BUILDS CAMARADERIE!

RECOGNITION

"SHOWING GRATITUDE IS ONE OF THE SIMPLEST YET MOST POWERFUL THINGS HUMANS CAN DO FOR EACH OTHER."

RANDY PAUSCH

"WORK HARD, HAVE FUN, NO DRAMA."

~ CHERYL RICHARDSON

DO YOUR PART TO BE A PART OF A SUPPORTIVE CULTURE

PRODUCTIVITY
FLEXIBILITY
TEAM
ACCOUNTABILITY
ENGAGEMENT

7 C'S TO BUILD A WINNING TEAM

1. COACHING
2. CHARACTER
3. COMMUNICATION
4. COMMITMENT
5. CONTAGIOUS ENERGY
6. CARING
7. CONSISTENCY

CULTURE

TEAM

THANK YOU!

Presentation by:

Tamara Moore Hoagland

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Information Governance Solutions Architect | Certified Instructor | Chief Culture Officer

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