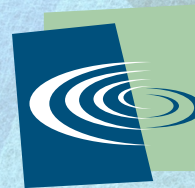


TIPS & TRICKS FOR WORKING REMOTELY

Brought to you by



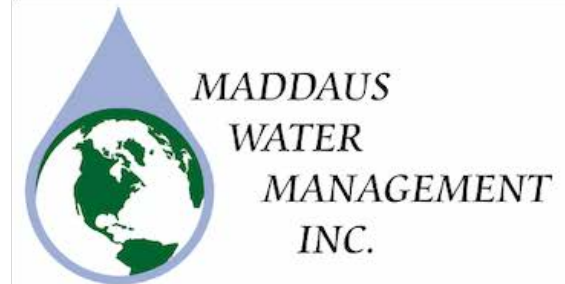
Alliance
for Water
Efficiency



CALIFORNIA
**WATER EFFICIENCY
PARTNERSHIP**

A Chapter of the *Alliance for Water Efficiency*

PART 1: STAYING CONNECTED



SPEAKERS



Lisa Maddaus
Maddaus Water
Management, Inc.



Mary Ann Dickinson
Alliance for Water
Efficiency



Michelle Maddaus
Maddaus Water
Management, Inc.



Moderated by Tia Lebherz
California Water Efficiency Partnership

WEBINAR AGENDA

WHAT WE'LL COVER



**ESTABLISHING
A ROUTINE**

**MAINTAINING
PRODUCTIVITY**

**NAVIGATING
COMMUNICATION**

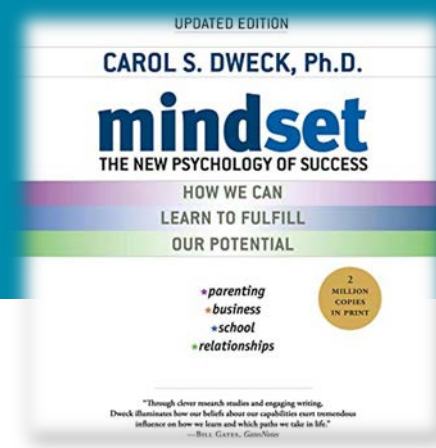
ESTABLISHING A ROUTINE



ESTABLISH A REMOTE WORK ROUTINE

- Set boundaries: “work times and non-work times”
- Decide on a routine: features for starting your day
 - Shower, drink some coffee or tea
 - Get dressed to go to work like you normally would
- Make a realistic list of what you think can be accomplished each day (and week) and communicate it with your supervisor
- Envision a schedule
 - EXERCISE
 - Take a lunch break. Cook a meal. Go outside if possible.
 - End your day, clean your desk and relax

TIPS AND TRICKS



Great TED Talk:
“Power of Yet”

Tips

- ❑ Make decisions about non-work distractions (i.e. personal calls/texts/chores)
- ❑ Expect some trial and error and be flexible
- ❑ Exercise is vital, early morning before turning on computer is best
- ❑ Pre-plan meals/healthy snacks, don't skip/indulge

Tricks

- ❑ Build in FUN, like “Fun Friday”
 - ❑ Early morning coffee chat
 - ❑ Virtual lunch/TED Talk Discussions
 - ❑ Water cooler/happy hour chats
- ❑ Consider doing “walk and talks” for meetings, if no visual needed
- ❑ Make some comfortable/enjoyable part of your workspace, quieter music/plants/less stress
- ❑ Homeschooling routine ideas

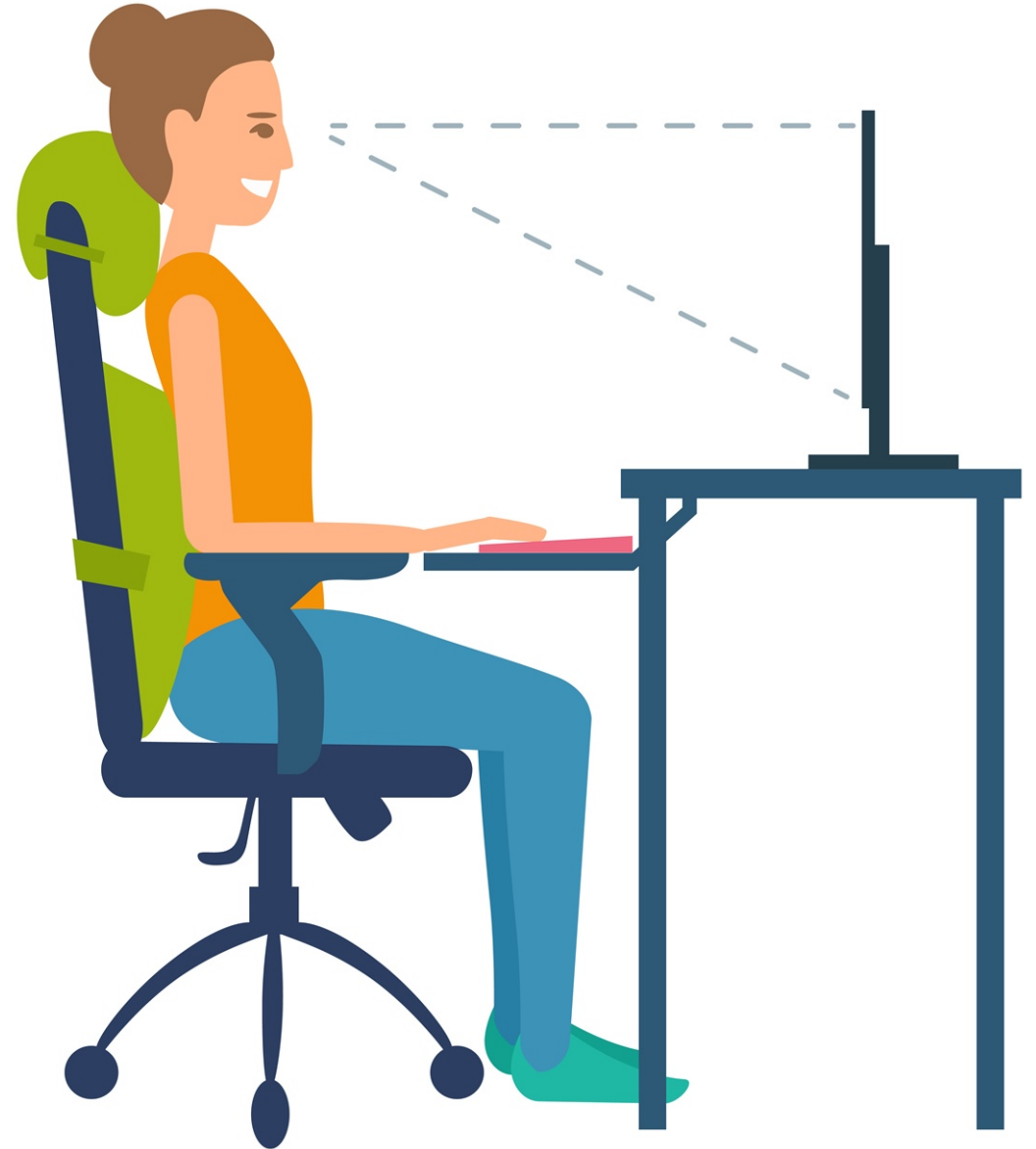
Growth mindset.

Work hard.

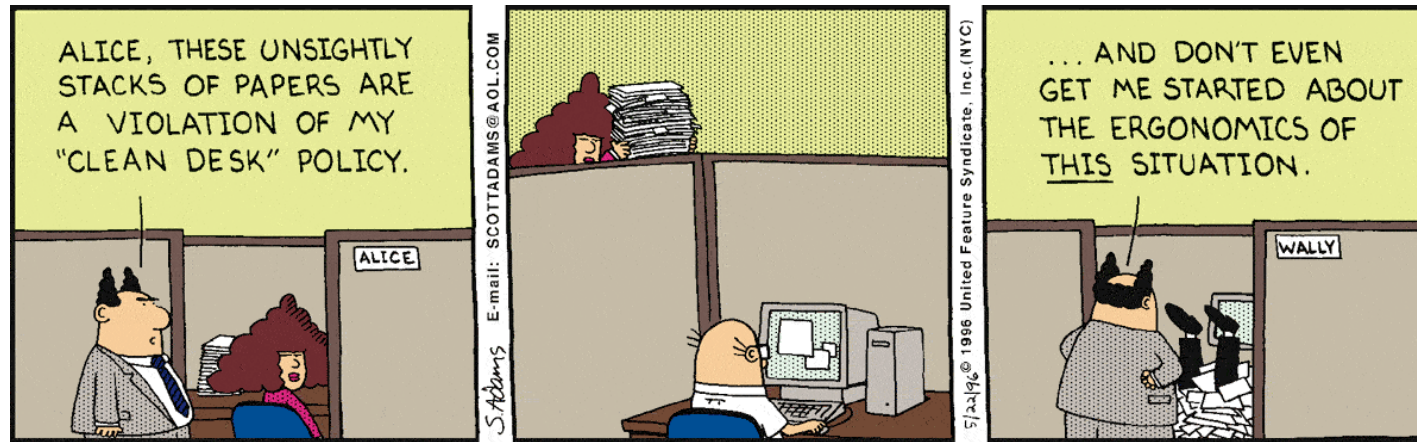
Play hard.

Be generous.

MAINTAINING PRODUCTIVITY



YOUR PHYSICAL WORKSPACE

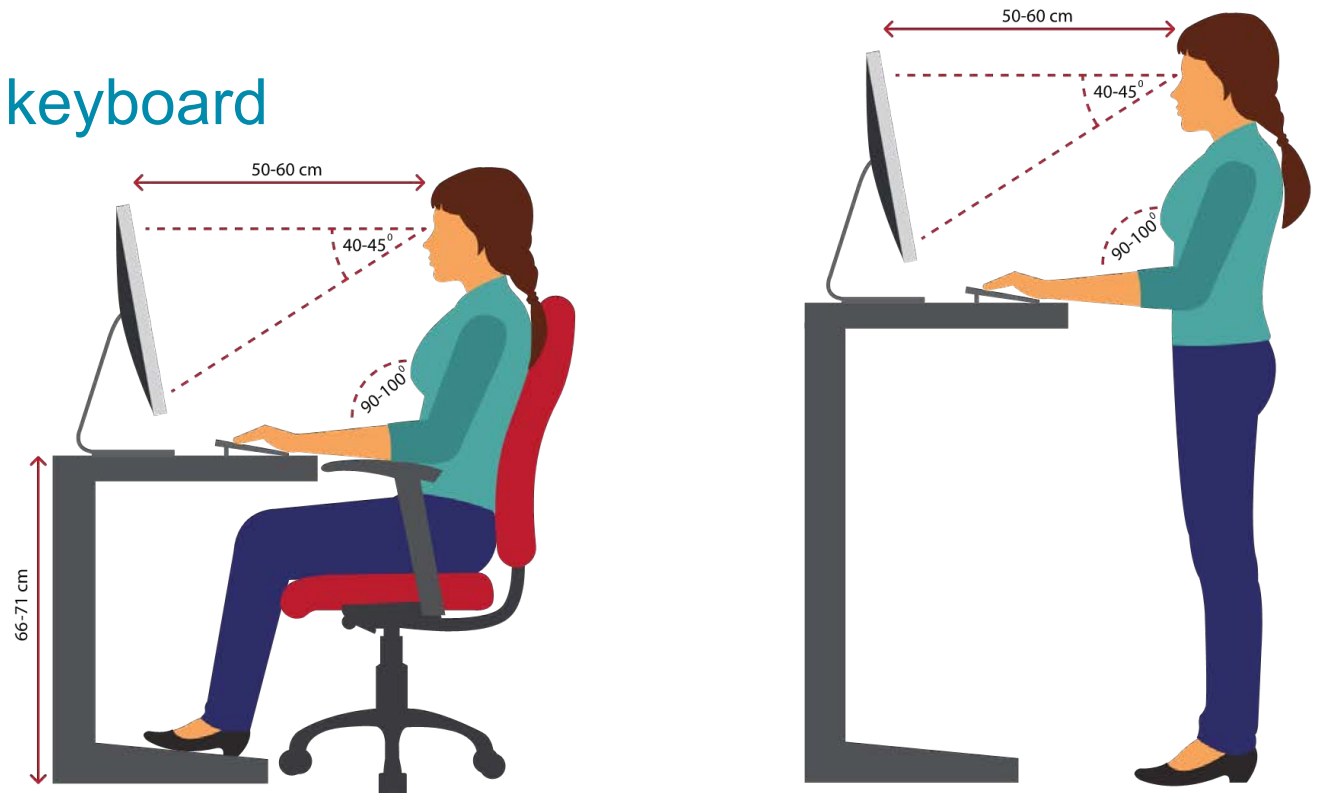


- Designated space for work (declutter as much as possible)
- Flexible for more than one person (coordinate timings)
- Quieter space (or noise canceling headphones)
- Poorly set up workspaces lead to fatigue and possible injury
- Design to feel in a productive mindset (i.e., dress for the day)

ERGONOMICS! SERIOUSLY.

- Download and review **OSHA checklist** posted on [calwep.org/remote](https://www.calwep.org/remote)
 - Well lit (include natural light, if possible)
 - Neck position/sitting posture
 - Reaching for mouse or laptop keyboard
 - Standing desks
 - Boxes to raise screens
 - *Get creative!*

Take breaks to look up from screens, stand up, walk around, and stretch throughout the day – set reminders or alarms on your phone!



TIPS AND TRICKS

Tips

- ❑ Online meeting options
 - ❑ More common
 - ❑ Zoom
 - ❑ Go To Meetings
 - ❑ Microsoft 365 Teams
 - ❑ Skype
 - ❑ Less common
 - ❑ BlueJeans
 - ❑ Google meet
 - ❑ Web Ex

Tricks

- ❑ Call in early to work out any technology issues if you are the host
- ❑ Have enough capacity available for number of attendees
- ❑ Have a backup if web meeting is not working (due to bandwidth overload), such as email attachments
- ❑ Be sure to check in frequently and take turns, so all team members feel “seen and heard”

TIPS AND TRICKS

Tips

- ❑ Program management software options
 - ❑ Monday.com
 - ❑ Basecamp
 - ❑ Asana
 - ❑ Wrike
 - ❑ Float
 - ❑ Slack
- ❑ Prioritized “to do list” helps encourage productivity for multiple days at a time

Tricks

- ❑ Need for written/verbal/visual instructions, maybe all of the above (different uptake/learning styles)?
- ❑ Organize calls with short breaks in between
- ❑ Maximize Outlook features or other calendar/email software
- ❑ Block time for tasks and put on *Do Not Disturb* for an hour or so, if possible

THE FOUR QUADRANTS

| | Urgent | Not Urgent | | | | | | | | |
|---|--|------------|---------|---|---|--|------------|---------|--|---|
| Important | <div>Quad I</div> <table><tr><th>Activities</th><th>Results</th></tr><tr><td><ul style="list-style-type: none">• Crisis• Pressing Problems• Deadline Driven</td><td><ul style="list-style-type: none">• Stress• Burn-out• Crisis management• Always putting out fires</td></tr></table> | Activities | Results | <ul style="list-style-type: none">• Crisis• Pressing Problems• Deadline Driven | <ul style="list-style-type: none">• Stress• Burn-out• Crisis management• Always putting out fires | <div>Quad II</div> <table><tr><th>Activities</th><th>Results</th></tr><tr><td><ul style="list-style-type: none">• Prevention, capability improvement• Relationship building• Recognizing new opportunities• Planning, recreation</td><td><ul style="list-style-type: none">• Vision, perspective• Balance• Discipline• Control• Few crisis</td></tr></table> | Activities | Results | <ul style="list-style-type: none">• Prevention, capability improvement• Relationship building• Recognizing new opportunities• Planning, recreation | <ul style="list-style-type: none">• Vision, perspective• Balance• Discipline• Control• Few crisis |
| | Activities | Results | | | | | | | | |
| <ul style="list-style-type: none">• Crisis• Pressing Problems• Deadline Driven | <ul style="list-style-type: none">• Stress• Burn-out• Crisis management• Always putting out fires | | | | | | | | | |
| Activities | Results | | | | | | | | | |
| <ul style="list-style-type: none">• Prevention, capability improvement• Relationship building• Recognizing new opportunities• Planning, recreation | <ul style="list-style-type: none">• Vision, perspective• Balance• Discipline• Control• Few crisis | | | | | | | | | |
| Not Important | <div>Quad III</div> <table><tr><th>Activities</th><th>Results</th></tr><tr><td><ul style="list-style-type: none">• Interruptions, some callers• Some email, some reports• Some meetings• Proximate, pressing matters• Popular activities</td><td><ul style="list-style-type: none">• Short term focus• Crisis management• Reputation – chameleon character• See goals/ plans as worthless• Feel victimized, out of control• Shallow or broken relationships</td></tr></table> | Activities | Results | <ul style="list-style-type: none">• Interruptions, some callers• Some email, some reports• Some meetings• Proximate, pressing matters• Popular activities | <ul style="list-style-type: none">• Short term focus• Crisis management• Reputation – chameleon character• See goals/ plans as worthless• Feel victimized, out of control• Shallow or broken relationships | <div>Quad IV</div> <table><tr><th>Activities</th><th>Results</th></tr><tr><td><ul style="list-style-type: none">• Trivia, busy work• Some email• Personal social media• Some phone calls• Time wasters• Pleasant activities</td><td><ul style="list-style-type: none">• Total irresponsibility• Fired from jobs• Dependent on others or institutions for basics</td></tr></table> | Activities | Results | <ul style="list-style-type: none">• Trivia, busy work• Some email• Personal social media• Some phone calls• Time wasters• Pleasant activities | <ul style="list-style-type: none">• Total irresponsibility• Fired from jobs• Dependent on others or institutions for basics |
| Activities | Results | | | | | | | | | |
| <ul style="list-style-type: none">• Interruptions, some callers• Some email, some reports• Some meetings• Proximate, pressing matters• Popular activities | <ul style="list-style-type: none">• Short term focus• Crisis management• Reputation – chameleon character• See goals/ plans as worthless• Feel victimized, out of control• Shallow or broken relationships | | | | | | | | | |
| Activities | Results | | | | | | | | | |
| <ul style="list-style-type: none">• Trivia, busy work• Some email• Personal social media• Some phone calls• Time wasters• Pleasant activities | <ul style="list-style-type: none">• Total irresponsibility• Fired from jobs• Dependent on others or institutions for basics | | | | | | | | | |

Helpful productivity tools and articles: <https://resources.franklincovey.com/>

MANAGING DISTRACTIONS



NAVIGATING COMMUNICATIONS STYLES

In a meeting

In a meeting

In a meeting

In a meeting

In a meeting

In a meeting

In a meeting

In a meeting

Are you in a meeting?

No, why?

UP FRONT COMMUNICATION IS CRITICAL.

Set team norms. Experiment to find a good fit.

Ask your team members: Which type of communication do you prefer?

- When is it best for you to email?
- When is it best for you to call?
- Does someone prefer text messages?
- Excuse background noise if family, homeschooling, pets, etc.

Seek to online meetings, as needed

- Power team meetings (who needs what/when)
- One-on-one meetings
- Project/task-oriented meetings (with clear priorities)



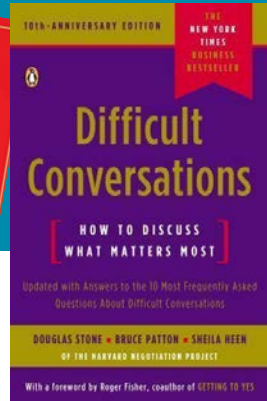
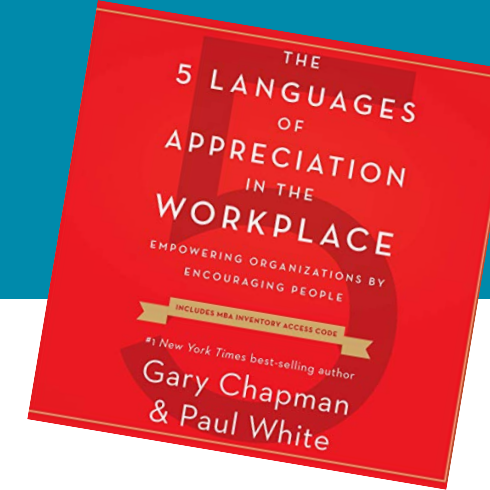
TIPS AND TRICKS

Tips

- ❑ Heighten need for respect and appreciation. Body language is missing (80% of communication)
- ❑ Power team meetings
 - ❑ Weekly 30 – 45 mins, only on info full team needs and everyone has opportunity to participate. Focus on needs from other teammates.
- ❑ Don't be shy about picking up the phone
- ❑ Call to discuss if not meeting expectations or timing needs

Tricks

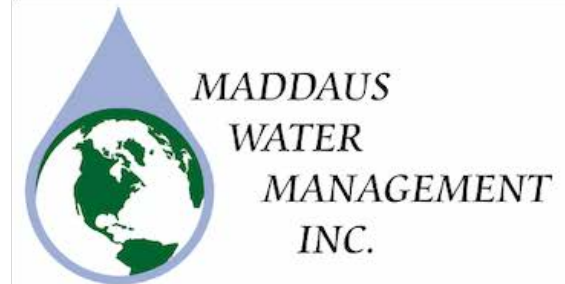
- ❑ Chance to infuse positive energy
- ❑ Take the 5-types of Language of Appreciation (handout/online quiz)
- ❑ One on one meetings – frequency tied to leadership style and individual teammate
- ❑ Seek the Third Story (difficult conversations)
- ❑ Video chat or phone call for personalized feedback on work performance related to team needs (better than email or text messages, use the Power of the Word “Yet”)



Trust.
Calm.
Innovate.
Hope.

We're in this together.

PART 2: TEAM BUILDING WITH ONLINE TOOLS



SPEAKERS



Lisa Maddaus, P.E.
Maddaus Water
Management Inc.



Mary Ann Dickinson
Alliance for Water
Efficiency



Michelle Maddaus, P.E.
Maddaus Water
Management Inc.



Moderated by Tia Lebherz
California Water Efficiency Partnership

WEBINAR AGENDA

WHAT WE'LL COVER

**ONLINE TOOLS,
SUPPORT
& TRAININGS**

**VIRTUAL TEAM
BUILDING**

**OPEN FORMAT
Q&A**

ONLINE WORK SUPPORT AND TOOLS



ONLINE WORK FUNCTIONS SUPPORTED

- **(Why)** Meet Internal vs. External Needs
 - Inner team manager and staff
 - Community customer/client
- **(How)** Online Meeting Platforms
 - Zoom
 - Microsoft Teams 365
 - GoTo Meetings
- **(How/What)** Program Management Software
 - Monday.com **Demo Practices**
 - Basecamp **Demo Practices**
 - Trello
 - Asana



*TED Talk: Simon Sinek
How Great Leaders Inspire
Action and Help You Feel Safe*

TIPS AND TRICKS

Tips

- Team dynamics 100% supported
- How to engage the team (buy-in)
 - Voice, video webcam, screen sharing, handraising, chat
 - Add structure, build-in two-way communication, pre-think leading questions, take pauses
 - Agenda, live call summary notes
- Online Meetings/Software
 - Learn from short video trainings:
 - <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

Tricks

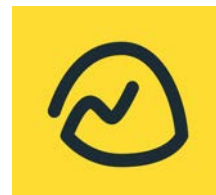
- Different types of primary accounts to switch back and forth (if stuck or absence use a master sign-in list)
- Currently having bandwidth issues with log on and call-in (i.e., drop calls)
- Most employees can benefit from screen sharing
- Consider free hosting accounts for occasional “meet now” options, when primary accounts booked
 - Lesser features
 - Shorter times

TIPS AND TRICKS DEMOS



Monday.com

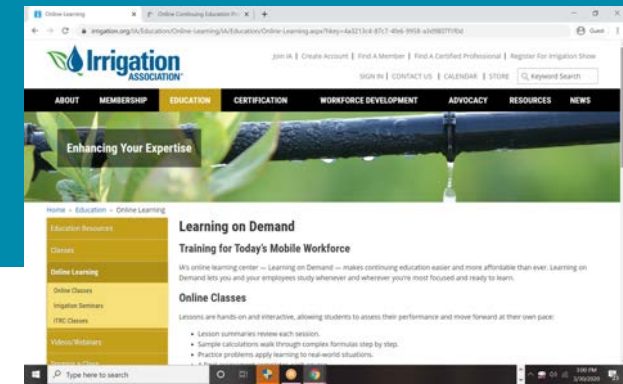
- To do lists for each employee
- Master 4-wk workload
- Master team fun list
- Master calendar
- Project schedules
- Shareable boards (external)
- Mobile app



Basecamp

- Multiple teams – internal and external
 - Project-based or committee-based or both!
- Version control documents for easy access
- Chat functionality
- Assign to-dos with reporting
- Email notifications

ONLINE LEARNING



- AWE and CalWEP Webinars
 - Recent Studies with Webinars; Irrigation Restrictions During Drought, Landscape Transformation Studies a4we.org/resources/webinars
 - Look out for opportunities in AWE and CalWEP newsletters
- Professional Education CEUs
 - FREE AWWA CEUs awwa.org/Events-Education/Webinars
 - Irrigation Association Online Learning (large catalog)
- School Education (from water utilities for homeschool)
 - Marin Municipal Water District
 - STEMhero

VIRTUAL TEAM BUILDING



TEAM DYNAMICS/WORKFLOW



TEAM PRODUCTIVITY TRICKS

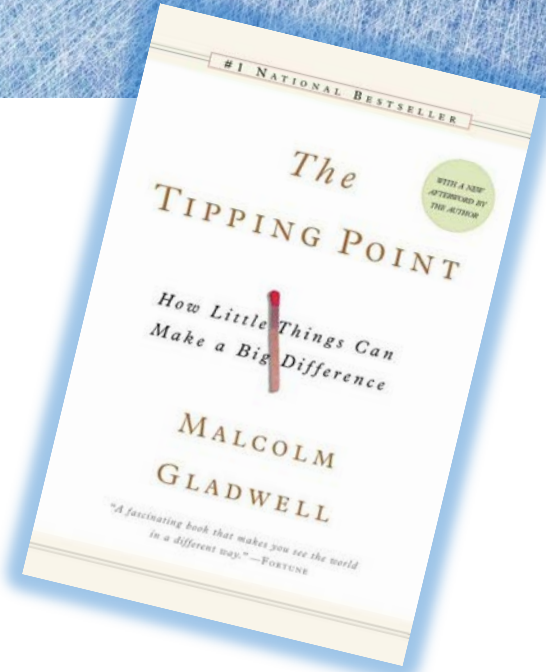
- Importance polling for input/feedback via online tools
 - Zoom polling: <https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings>
 - Survey Monkey or Google Docs/Forms/Sheets
- Enhanced calendar sharing
 - Respecting the shared work environments (work times/non-work times vs. door closed)
 - Settings in Outlook (busy/not busy vs. walking by the office)
 - Color coding (breaks, free vs. busy vs. out of office)
 - Private
 - Routine breaks (i.e., schedule into your routine)

TEAM PRODUCTIVITY TRICKS

- Effective communication for task delegation (written email and verbal phone call)
 - Priority of task (why)
 - Task outlined (scope) with link to file location
 - When needed back (schedule)
 - Time estimate (with option to request for more time)
- Essential virtual file sharing (preserving your files and work)
 - Less email – issues with large file sizes
 - Dropbox, Box, OneDrive, Google Drive
 - FTP sites
 - Servers organized protocols
 - VPN access (not always stable)
 - Save down to your desktop
 - Electronic document trail (date and initials, draft and then “Final” or “Submitted”)
 - “Old” folder for back-ups in each folder

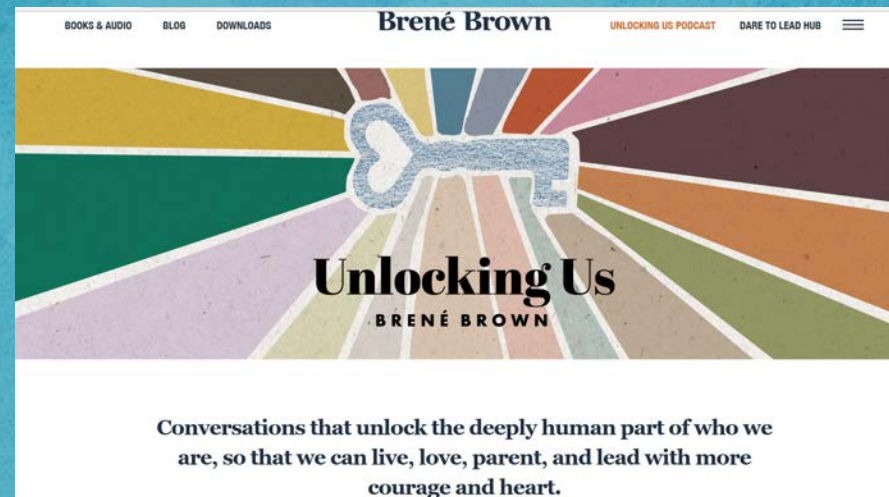
VIRTUAL TEAM BUILDING

- Take a SurveyMonkey for Ideas or Use Google Forms
- Virtual Coffee/Lunch
 - Mavens presents on a 5-10-15 min topic (volunteers email host for invitation, any PC topic)
 - Favorite 5 photos (family, pets, trips, sports, etc.)
 - Virtual birthdays
 - Bring a joke (favorite memes)
- Team Fun List (input in program management software)
 - Free workouts
 - Books
 - Movies
 - Podcasts/TED Talks
 - Homeschooling



*TED Talk:
"Choice,
Happiness and
Spaghetti Sauce"*

Trust is earned in the smallest of moments.



www.brenebrown.com

Trust.
Calm.
Innovate.
Hope.

We're in this together.

OPEN Q&A



...WHAT'S NEXT?

Visit CalWEP.org/remote for more resources
(including this slide deck)

Join us next Thursday at 11am for Part 3 of our web series – register at CalWEP.org/remote

Stay in touch!

YOUR PARTNER IN WATER
EFFICIENCY

CONTACT US



AWE

33 N. LaSalle Street, Suite 2275

Chicago, IL 60602

P 866-760-A4WE



CaIWEP

901 F Street, Suite 225

Sacramento, CA 95814

P 916-552-5885



Maddaus Water Management Inc

www.maddauswater.com