



## Guide to Telecommuting

### Driver

- Be on your Double at least 4 hours per day.
- Don't login just for meetings – stay logged in and park yourself in the corner, in an office, or anywhere that people can reliably find you. Where would you sit if you were in the office physically?
- Use high quality equipment:
  - Use a headset with mic
  - Use a high quality webcam, like the Logitech c930e.
  - Use a 5 GHz wifi network at home to avoid radio interference and minimize packet loss.
  - Consider adding a second display to your computer and dedicate it to your Double. Most desktop computers and laptops support multiple displays and they're inexpensive these days.
- Dedicate a quiet room in your house to be a work space
  - Keeps distractions to a minimum
  - It's a tax write-off (in the US)
- Close windows with busy city streets or barking dogs.
- Working from home is very difficult if there is a spouse and/or kids around all day. Consider renting a desk at a nearby coworking space, building an office shed, or having set rules about when it's ok to interrupt you while you're "at work".
- Work is where your head is. Do everything you can to minimize distractions and trick your mind into thinking you're at the office.
- Always drive your Double back to the Charging Dock at the end of the day.

### In the office

- Dedicate a space for each Double
  - An office (multiple Doubles can often share one small office)
  - A corner of an open office
  - A spot at the table
- Remove a chair from the conference room, so the remote worker has a dedicated space to pull into. This works best near one of the ends of the table, but it can be anywhere, since they can pivot left and right.
- Keep doors to hallways open, wherever possible, so the remote worker can get around easily.

## Administrative

- Get buy-in from both the remote worker and their local team members before issuing any mandates.
- Set an expectation of being on their Double at least X hours per day when working remotely.
- Don't let "work from home" turn into a euphemism for a vacation day. Set clear rules about the definition of each.
- Include the discussion of working remotely and associated requirements via Double during the hiring process.
- Set a formal telecommuting policy for your company/team, so everyone is clearly on the same page.
- Always keep the Double's iPad in Guided Access Mode.
- Negotiate time zone issues up front:
  - Should the remote worker change their daily schedule?
  - Should there just be a minimum of X hours of overlap in schedules?
- Have each remote employee sign an agreement that states the full company policy and obligations of the employee.

## Telecommuting Use Cases

- When Double makes sense:
  - knowledge workers who telecommute full time or part time
  - teams where some or most workers are physically co-located
- When Double does not make sense:
  - when the remote worker only wants to talk to other team members during infrequent, scheduled meetings
  - fully distributed teams, where none of the team members are physically together – these teams already have a good way of working together

## Helpful Links on Telecommuting

- Steven Sinofsky:  
<http://blog.learningbyshipping.com/2014/12/30/why-remote-engineering-is-so-difficult/>
- Remote: Office Not Required (book by 37signals): <http://37signals.com/remote/>
- Etsy employee: <http://blog.jonliv.es/remote-working-3-year-retrospective/>
- AT&T Employee Guide to Telecommuting:  
[http://www.att.com/Common/about\\_us/files/csr\\_2012/worklife\\_balance.pdf](http://www.att.com/Common/about_us/files/csr_2012/worklife_balance.pdf)
- Overcoming 4 Big Challenges of Managing Remote Employees:  
<http://smallbusiness.foxbusiness.com/legal-hr/2014/06/26/overcoming-4-big-challenges-managing-remote-employees/>