



## Guide to Telecommuting in 2022

### 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 (wired may provide better quality)
  - Use a high quality webcam
  - Ensure that your face is well-lit and there are no bright light sources behind you.
  - Use a 5 GHz WiFi network at home to avoid interference with neighbors.
  - Consider adding a second display to your computer and dedicate it to your Double.
- Keeps distractions to a minimum:
  - If possible, dedicate a quiet room in your house to be your workspace.
  - Close windows with busy city streets or barking dogs.
  - If there are other people in your home during the workday, you may consider renting a desk at a nearby coworking space, building an office shed, or setting rules about when it's ok to interrupt 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 when you're done.

### 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
- Let the Charging Dock serve as the remote worker's "desk". This makes it easier for other team members to find the remote worker in the office and to provide the remote worker with the sense of having their own space.
- 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.
- 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

### **Impact**

- Inclusion
  - Double allows immunocompromised, and other workers with serious health conditions, to be represented physically in the office, while still protecting themselves.
- Environment
  - Workers utilizing Double reduce carbon emissions resulting from the use of cars, planes and other commuting methods.

### **Implementing a Hybrid Work Strategy Using Double**

- Workers would need to be in the office physically or on Double on days where in-person work is required.

- This prevents entire teams from having to video conference if a few people are not in the office.
  - The remote users can be on Double in the same space that in-person workers are interacting in with each other.
- To encourage socialization and “water cooler chats”, teams should gather in a space accessible by Double.
- Multiple robots can easily operate in the same space and their remote users can communicate with each other, robot to robot.
- Use Double’s Fleet Management platform to ensure that a given robot is reserved for users for when they need them.
  - If a worker will be on Double for a significant portion of the work week, consider dedicating a robot to them.

### Academic Research

- Nick Bloom
  - Extensive research and data on hybrid work: <https://wfhresearch.com/>
  - “Based on this evidence I changed my mind and started advising firms that managers should decide which days their team should WFH. For example, if the manager decides WFH days are going to be Wednesday and Friday, everyone should work from home on those days and everyone should come to the office on the other days.”  
<https://siepr.stanford.edu/publications/policy-brief/hybrid-future-work>
  - According to Bloom’s research, the most popular model of hybrid work has employees in the office Tuesday through Thursday. “This model, with Friday through Monday out of office, is hugely attractive to new hires, and it’s become a key weapon for companies,” he said. “It’s not that everybody gets a four-day weekend, but rather it gives them flexibility to travel on Fridays and Mondays, while continuing to work.”  
<https://www.theatlantic.com/ideas/archive/2022/02/work-from-home-revolution/622880/>

### Other research and resources:

- Employees want the best of both worlds: over 70 percent of workers want flexible remote work options to continue, while over 65 percent are craving more in-person time with their teams. To prepare, 66 percent of business decision makers are considering redesigning physical spaces to better accommodate hybrid work environments. The data is clear: extreme flexibility and hybrid work will define the post-pandemic workplace: <https://www.microsoft.com/en-us/worklab/work-trend-index/hybrid-work>
- Productivity Tips for Your New Hybrid Work Life: <https://www.nytimes.com/wirecutter/blog/productivity-tips-for-hybrid-work/>
- A Manager's Guide For Creating A Hybrid Work Schedule: <https://blog.trello.com/creating-a-hybrid-work-schedule>