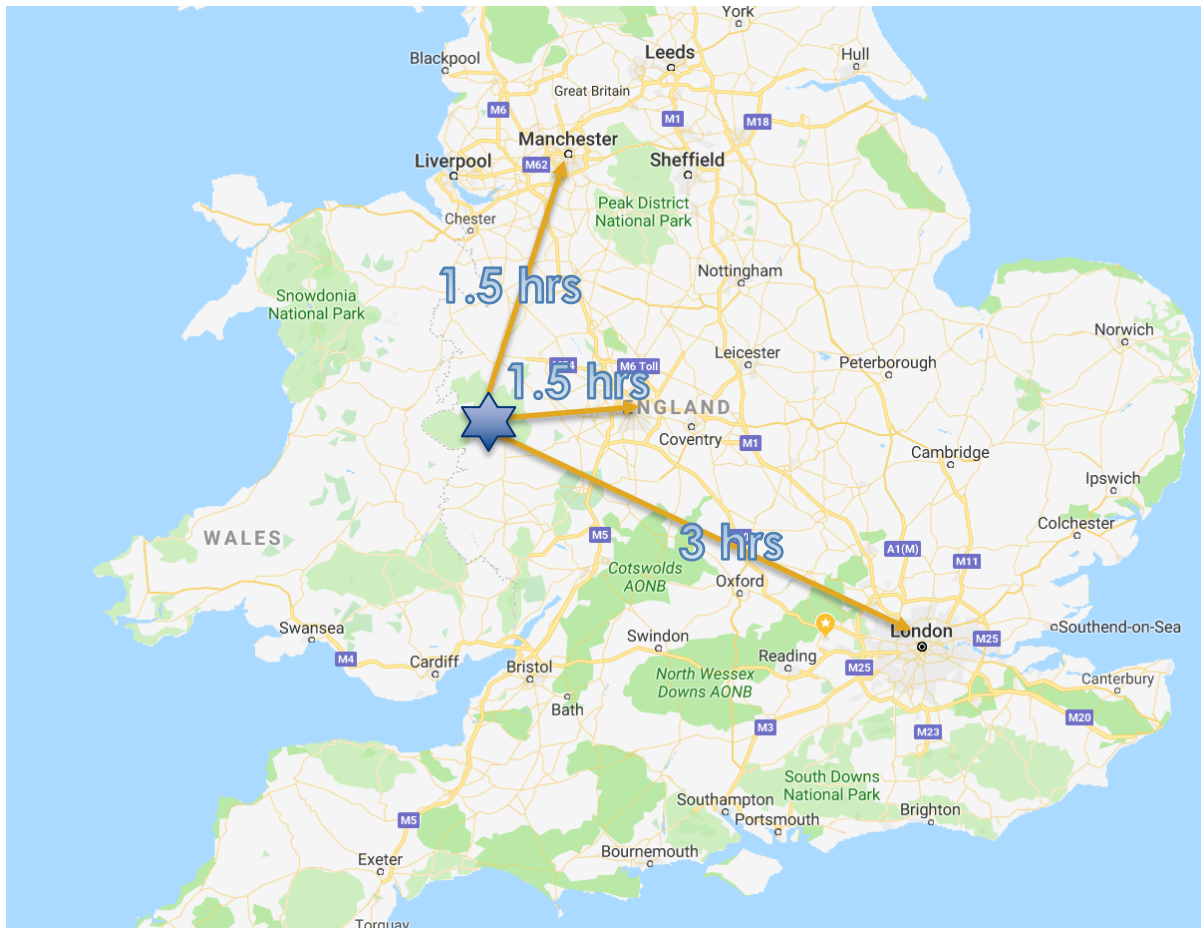


PM05: No place like Home: Managing remote programmers, remotely

Caroline Terrill
Associate Director, Statistical Programming





Technical

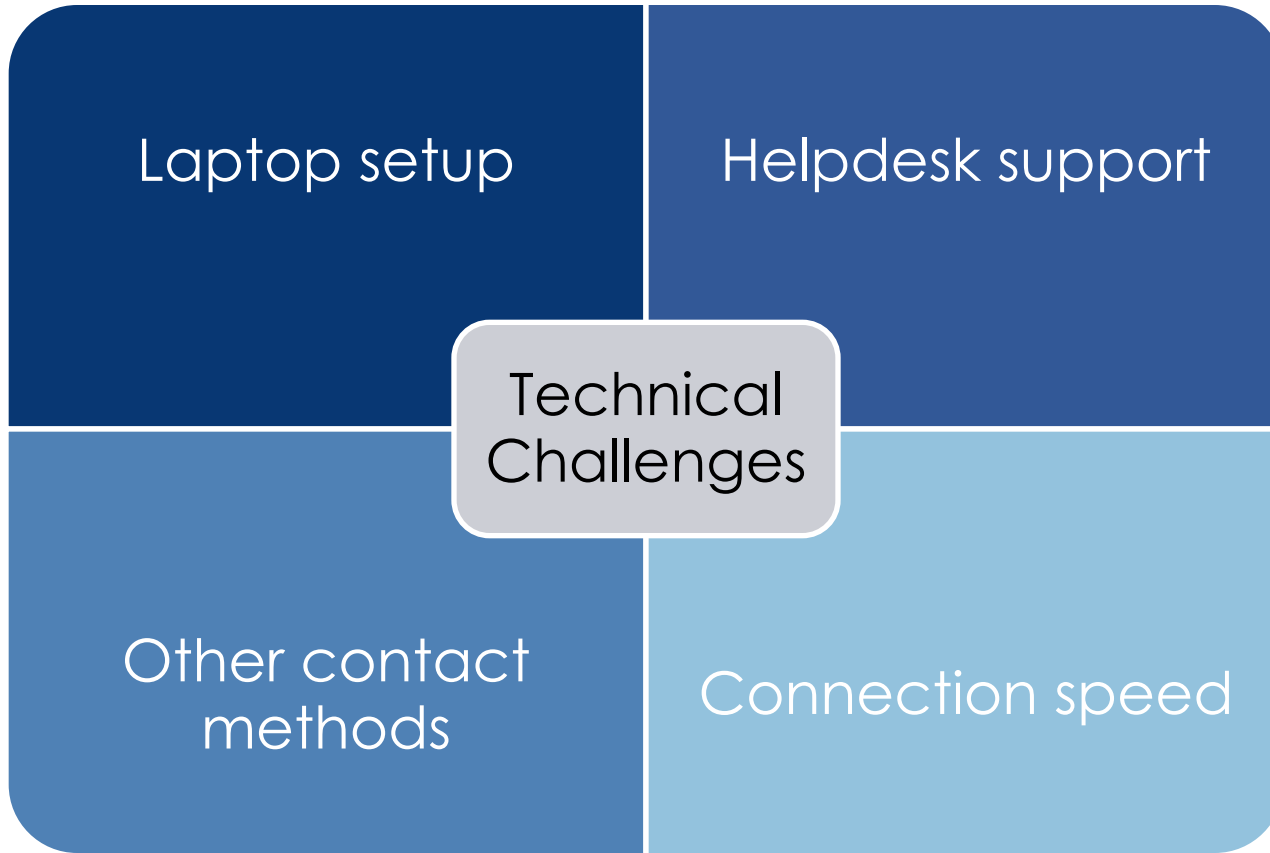
- IT and computer setup
- Equipment
- Communication

Management

- Recruitment
- Getting to know your team
- Trust in team
- HR and performance management

Company

- Positive impact
- Lessons Learned
- Motivated team



Home Office set up

Away from rest of house

- Good lighting
- Temperature control

Adequate space

- Desk
- Laptop
- Screen
- Printer/Scanner

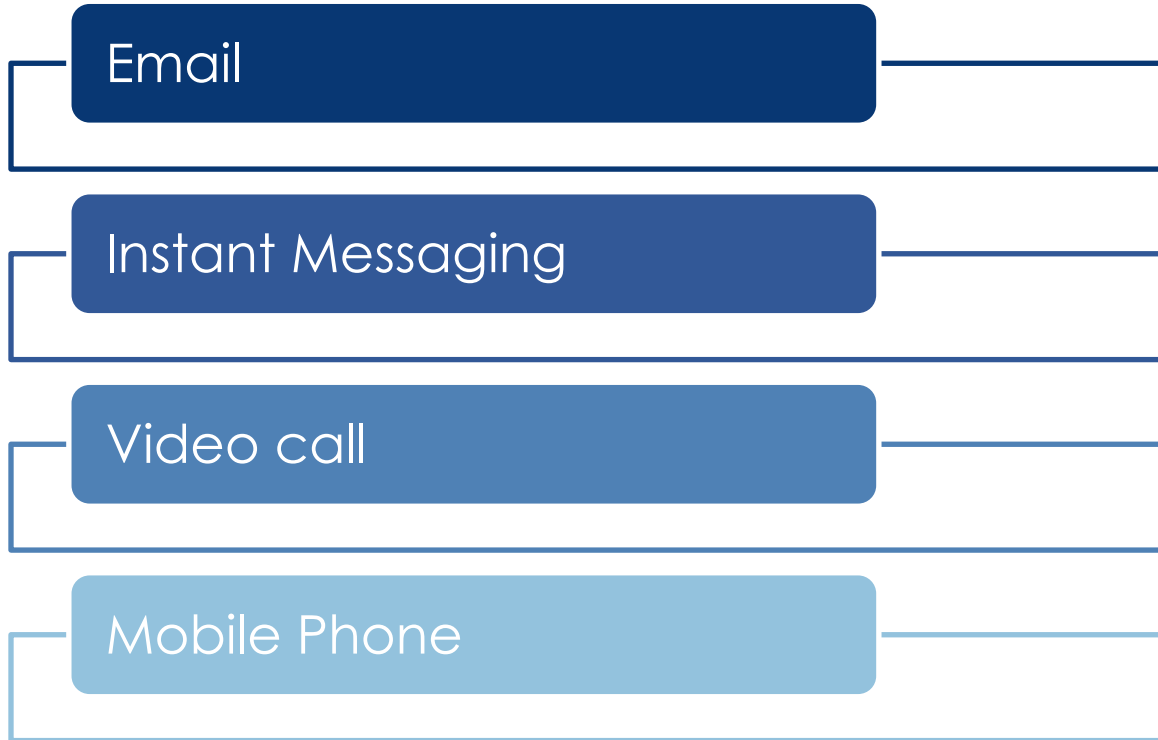
May also need

- External webcam
- External / speakers / headset

Home Office set up



Communication



Characteristics for 100% remote

Senior
Programmer

Good
communication
skills

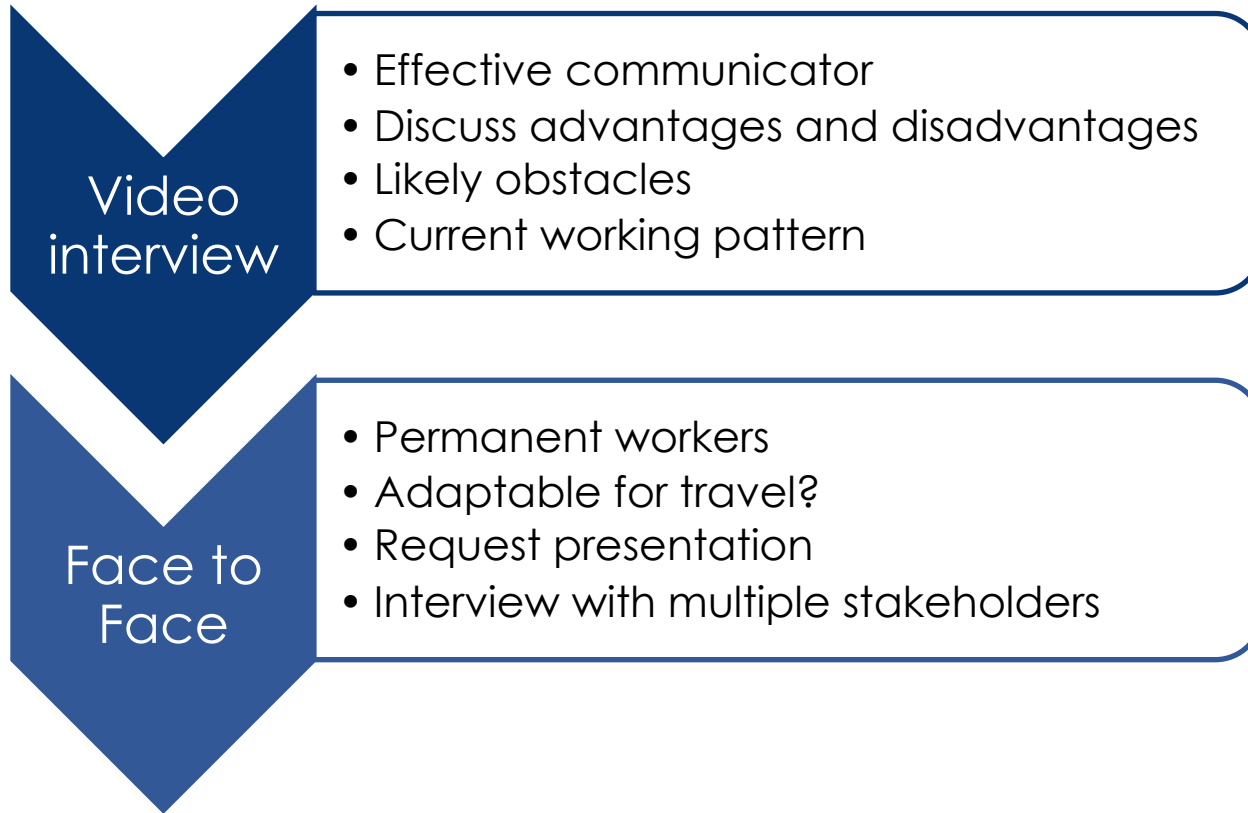
Remote
locations

Self sufficient

Previous remote
working

Childcare
organised

Recruitment Process



Start of Employment



In office first week

- Mandatory for permanent workers
- Speak with HR
- Meet senior managers
- Meet colleagues
- Company culture

Follow on

- Speak daily first 1-2 weeks
- Pre-defined meeting and ad-hoc
- Speak twice per week in weeks 3-4
- Speak weekly afterwards

Face to Face

Project need

- Local office or client site
- Project kick off meetings
- Audits or inspections

Local team meeting

- 'Regular' basis
 - Once per month
 - Once per quarter
- Social is important

Technical team meeting

- Annual Programming meeting
- Overnight stay
- Topics relevant to team

Hours of work

- Agreed during recruitment process
- Flexibility of hours
- Project needs priority
- Make your availability clear

How can you trust your team?

Project Work



- ☐ Expectation of output per week
- ☐ Assessment of complexity
- ☐ Check against weekly timesheet
- ☐ Applicable for office based employees

Communication software



- ☐ Log on / log off
- ☐ Regular video calls – observe background
- ☐ Ad-hoc video calls – same background?
- ☐ After school / school holidays?
- ☐ Be unpredictable

HR and Performance Management

- Policies and procedures
- Wet ink signatures?
- Annual appraisal face to face
- Discuss issues straight away
- Provide effective feedback
- Follow-up

Positive Impact

Enhance remote projects

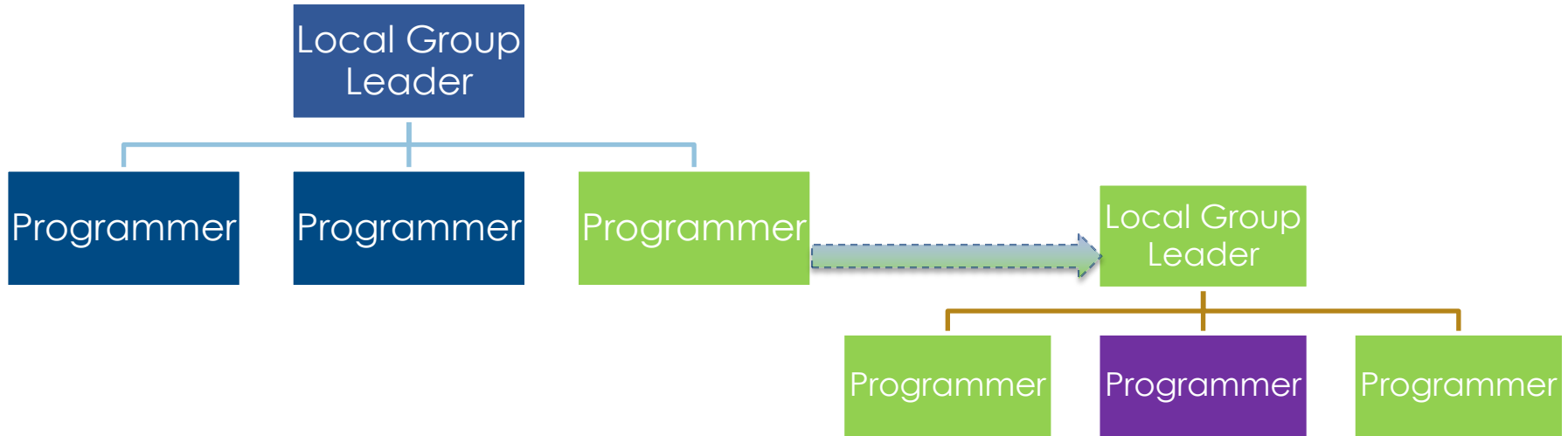
Efficient team

Engaged

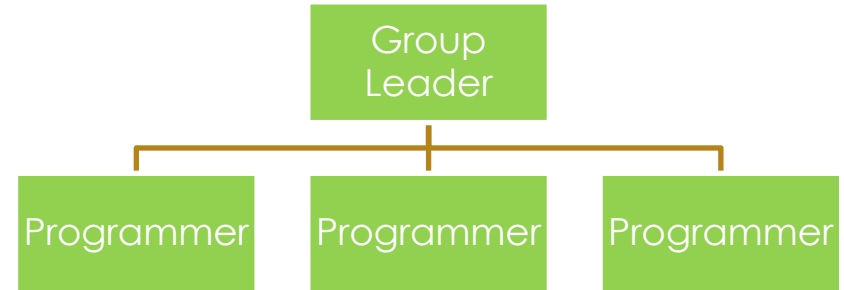
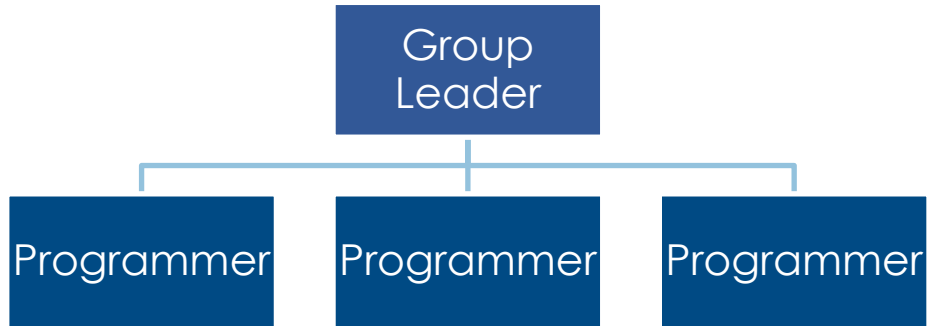
Occasional high workload

Company expansion

Lessons Learned – original structure



Lessons Learned - restructured



Improvements

- Assign buddy / mentor
- Remote lunch / coffee breaks
- Training for managers



Effective communication

- Remote people feel part of team
- Clear expectations
- Still need face to face
- Good work life balance
- Motivated team