
TABLE OF CONTENTS

Chapter 1: You Can't Go to the Office: Where Do You Go from Here?	1
Disaster Strikes	2
Management Work Policy	3
Top Concerns of Management	5
Do Not Fight the Tide	6
Productivity and Job Performance	8
Adjusting to the New Work and Home Balance	10
Maintaining Growth and Profitability	12
Let's Get to Work	13
Chapter 1: Test Your Knowledge	17
Chapter 1: Solutions and Suggested Responses	19
Chapter 2: The Remote Workspace: Set Up Your Mind and Your Space	21
Your Work Zone: Distinguished from the Rest of the House	21
Set Healthy Boundaries with Family and Friends	26
Self-Motivation from Home Can Be Perilous	27
Take Breaks and Don't Feel Guilty	28
Create a Morning Routine Different from When You Were Commuting	30
Set Daily Goals	31
Communication Habits: Respond Quickly and Use the Right Tools	33
Get Dressed for Work	35
Set Yourself Up for Success Right from the Start	37
Chapter 2: Test Your Knowledge	41
Chapter 2: Solutions and Suggested Responses	43
Chapter 3: Office Technology: Stay Connected and Competitive	45
VoIP: From Desktop to Soft Phones and Features	45
Email, Chat, and Channels	48
Videoconferencing	50
Internal Meetings	51
Team Collaboration Tools	54
File Sharing and Cloud Storage	57
Cybersecurity	59
Business Tech Advantages	61
Chapter 3: Test Your Knowledge	65
Chapter 3: Solutions and Suggested Responses	67
Chapter 4: Choosing Technology: Getting the Right Digital Tools for You	69
Scale to Meet Your Needs	69
First-Time Setup	77
After the Sale	81
Total Cost of Ownership	83
Focus on Your Pains	84

Upfront Costs	85
Operating Costs	88
Choosing Wisely	89
Chapter 4: Test Your Knowledge	93
Chapter 4: Solutions and Suggested Responses	95
Chapter 5: Time Management: The Result Is What Matters Most	99
Being Productive	99
Productivity Apps	102
Monitoring Remote Workers	113
Time Managing as a Whole	119
Chapter 5: Test Your Knowledge	125
Chapter 5: Solutions and Suggested Responses	127
Chapter 6: Group Tasks: Keeping the Teamwork in Your Team	129
Remote Work Fatigue	129
Encourage Boundaries	132
Expenses for Home Office Needs	135
Gratitude	135
Collaboration Tools and Usage	136
Too Many Video Meetings	137
Results over Schedule	141
Bring Back the Break Room	144
Your People Are Your Best Assets	146
Chapter 6: Test Your Knowledge	149
Chapter 6: Solutions and Suggested Responses	151
Chapter 7: Client and Team Meetings: Making the Most of It	153
A Quick Case for Virtual Meetings	153
Before You Start	156
Prepping Your Space	158
Prepare Your Devices	161
Prepare Yourself	163
Etiquette	164
Engagement and Communication	168
Chapter 7: Test Your Knowledge	175
Chapter 7: Solutions and Suggested Responses	177
Chapter 8: The Watercooler Has Moved: Engagement and Socializing Remotely	179
The Impact of Social Isolation	179
Be on the Lookout for Isolation	182
Self-Assessment	186
Combating Isolation	190
Engagement	193
Social Needs	195

Company Values and Mission	198
People First	198
Chapter 8: Test Your Knowledge	201
Chapter 8: Solutions and Suggested Responses	203
Chapter 9: Generational Struggles	205
The Generations	206
There Is No Generational Gap at Work	208
Work Styles	209
Common Ground	216
Chapter 9: Test Your Knowledge	225
Chapter 9: Solutions and Suggested Responses	227
Chapter 10: Creating the Right Remote Team Culture	229
You Already Have a Company Culture	229
What Is Company Culture?	230
Maintaining Culture When Remote	240
Cultural Fit	244
Chapter 10: Test Your Knowledge	249
Chapter 10: Solutions and Suggested Responses	251
Chapter 11: Operations and Administration	253
Company Accounts	253
Human Resources	257
Losing People during the Switch	260
Remote Hiring Process	260
Attributes and Skills	265
Remote Onboarding	268
Chapter 11: Test Your Knowledge	273
Chapter 11: Solutions and Suggested Responses	275
Afterword	277
Glossary	287
Index	288
Final Exam Copy	293