Remote Workers: *Out of Sight, NOT Out of Mind*

Council of Science Editors  
May 17, 2016  
Denver, CO

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Sheridan Journal Services workforce

Full-service issue management, editorial, composition, electronic deliverables, and technology solutions

- 44 in-house employees
- 26 part-time telecommuters
- 58 full-time telecommuters (15 states)
- ~150 domestic freelancers (33 states)
- 6 global partners
Benefits
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• Fewer distractions, better focus (if no kids or animals!)
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- Earned privilege, not a right ... morale booster
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• No commute – green; saves time, vehicle wear, $$
• Schedule flexibility
• Proven to be more productive
• Retain qualified, experienced staff
Expectations - company
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- Equipment and maintenance
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• Equipment and maintenance
• Technology support
Expectations - company

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- Workflow support – paperless workflows
Expectations - company

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- Expenses and home office supplies
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- Training and development
Expectations - company

- Equipment and maintenance
- Technology support
- Workflow support – paperless workflows
- Expenses and home office supplies
- Training and development
- Inclusion in all aspects of worklife
Expectations - employee
Expectations - employee

- Get the job done
Expectations - employee

- Get the job done
- Fully trained
Expectations - employee

- Get the job done
- Fully trained
- Technical aptitude
Expectations - employee

- Get the job done
- Fully trained
- Technical aptitude
- Ergonomically sound workspace
Expectations - employee

- Get the job done
- Fully trained
- Technical aptitude
- Ergonomically sound workspace
- Backup plans
Expectations - employee

- Get the job done
- Fully trained
- Technical aptitude
- Ergonomically sound workspace
- Backup plans
- Meeting participation
Expectations - employee

- Get the job done
- Fully trained
- Technical aptitude
- Ergonomically sound workspace
- Backup plans
- Meeting participation
- Regular communication with supervisor
Considerations
Considerations

- Communications
Considerations

• Communications
  ▫ video conferencing
Considerations

• Communications
  ▫ video conferencing
  ▫ status reports
Considerations

• Communications
  ▫ video conferencing
  ▫ status reports
  ▫ remote meetings w/screen sharing
Considerations

- Communications
  - video conferencing
  - status reports
  - remote meetings w/screen sharing
  - instant messaging
Considerations

- Communications
  - video conferencing
  - status reports
  - remote meetings w/screen sharing
  - instant messaging
  - email
Considerations

- Legal and financial implications
Considerations

• Legal and financial implications
  ▫ state-specific laws
Considerations

• Legal and financial implications
  ▫ state-specific laws
  ▫ safety and ergonomics
Considerations

- Legal and financial implications
  - state-specific laws
  - safety and ergonomics
  - travel
Considerations

• Legal and financial implications
  ▫ state-specific laws
  ▫ safety and ergonomics
  ▫ travel
  ▫ reimbursements
Considerations

• Legal and financial implications
  ▫ state-specific laws
  ▫ safety and ergonomics
  ▫ travel
  ▫ reimbursements
  ▫ written agreement(s)
    eligibility, schedules, expectations, on-site requirements, liabilities, communications, training, safety and ergonomics, equipment, security and confidentiality, system and data integrity, support (tech, HR, etc)
Considerations

- Accountability metrics
Considerations

- Accountability metrics
  - productivity
Considerations

• Accountability metrics
  ▫ productivity
  ▫ performance
Considerations

• Engagement
Considerations

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  ▫ Work in-house first – culture & systems
Considerations

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  ▫ Protect against “island evolution” – maintain best practices, single source of documentation
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• Engagement
  ▫ Work in-house first – culture & systems
  ▫ Protect against “island evolution” – maintain best practices, single source of documentation
  ▫ Protect against social isolation
Considerations

• Engagement
  ▫ Work in-house first – culture & systems
  ▫ Protect against “island evolution” – maintain best practices, single source of documentation
  ▫ Protect against social isolation
  ▫ Celebrate – successes, holidays, teamwork
Considerations

- **Engagement**
  - Work in-house first – culture & systems
  - Protect against “island evolution” – maintain best practices, single source of documentation
  - Protect against social isolation
  - Celebrate – successes, holidays, teamwork
  - Internal e-Calendar – business and social items
Thank You!

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