



## Moving to Work-From-Home

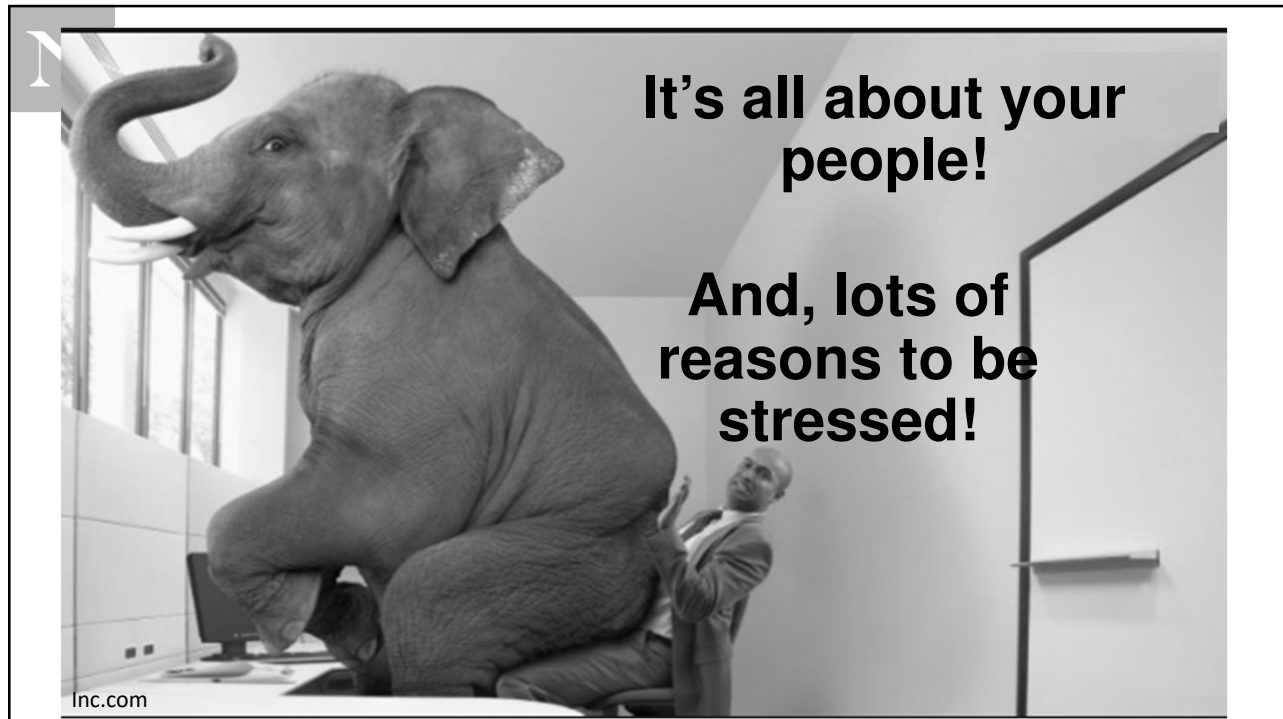
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### PlumChoice WFH Model

- Top 3 priorities for this work-force
  - Customer service
  - Efficiency (time)
  - Employee churn
- Solved by people, tools and process





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## Move out/Move in

- Office suite is Microsoft (Teams, onedrive)
- Expectations:
  - Core hours are 9am-4pm, but are subject to change due to operational needs. Any exceptions, please see Soandso;
  - Find a quiet place that you can work without distraction; We don't expect perfection
  - The expectation is that we will maintain the same high-quality work product we currently deliver
  - Keep calendar updated with schedule (planned time away, meetings and calls) and open up details for your manager, also mark your status as "away" in Teams if applicable;
  - Per usual, connect with manager on time off requests
  - Login to Teams for entire work day - overcommunication is preferred!
  - Use Teams chat function for internal communications
  - When meeting with others, use video and audio connections. Phone immediately if there are issues.



## Move out/move in (cont.)

- Other things we did/are doing
  - First day systems meeting
  - Daily check-in with special topics
  - Maintain all standard meetings

## UNHI's experience

- Already set up with many tools
  - Sophia, Box, Zoom, Trello
- Quick recognition that team morale was a primary concern
- Slack implemented with quick adoption
- Social aspect of work is critical to feel connected and engaged

## Team Morale

- More than ever, take people's circumstances into consideration
- Respect different perspectives and boundaries
- Demonstrate empathy and trust toward your team
- Treat team as adults and professionals
- Be available and open to feedback
- Model leadership rather than (micro)management

7

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## Communication

- Keep or set up regular meetings
  - Team, 1:1
  - Use Trello/Slack/Teams to share agendas ahead of time and track action items
- Use different channels/boards on Slack/Teams/Trello to organize different projects/functional teams
- Transparency is critical
  - People value hearing what you know, even if the situation is constantly changing and/or you have incomplete information

8

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## Productivity

- Adjust expectations given the circumstances
- Most TT functions can be done asynchronously, allowing for flexible hours
- Faculty may be more receptive to Zoom meetings than you think
- Consider whether your programming can be delivered online
- Evaluate fall event planning

## Productivity

- Shift focus to different, internal-facing metrics
  - Data audits, systems implementation, process improvement, compliance
  - Disclosure analysis, commercialization plans, marketing materials, docket review/case closure
  - Professional development
    - Do any performance review metrics need to be adapted?
  - Strategic planning

## Productivity

- Alleviate concerns of administration with team 60- or 90-day project plans
  - Include any applicable budget adjustments
- Reframe situation away from disruption of business towards opportunity to handle tasks that get pushed to the bottom of priority lists
- Position team for best possible start to fall semester

## Questions?

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