

A Seenit mini-guide

Working from home? Think video

How video collaboration can
help maintain productivity and
engagement when your team is
working from home





Photo by Ed Stennett

Introduction

“Many banks have been doing things the same way for centuries. When you’ve been around that long, change can be unexpectedly difficult.”

Karina Vazirova Head of Product & Implementations, ClauseMatch.

However, some financial firms around the world have already started to change their traditional working practices.

The 2017 Work-life balance benchmark report shows that 6 of the top 10 employers for flexible working were American Express, Barclays, Deloitte, EY, Lloyds Banking Group and Royal Bank of Scotland. In fact, Lloyds Bank claimed that it was planning to spend £1bn over three years on technology to improve this flexibility.

Well, the benefits are clear: lower travelling costs, time saving, measurable pick-ups in productivity and happiness.

But there are risks

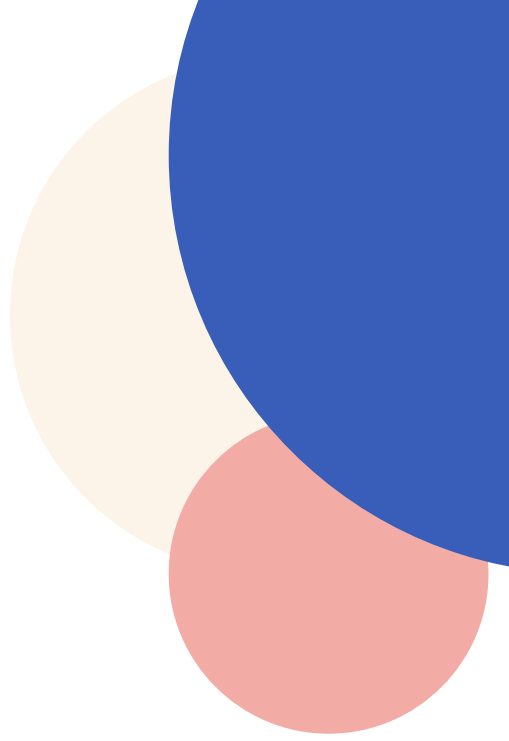
For the banking sector in particular more frequent cyberattacks mean that IT departments are faced with the challenge of keeping a secure network that maintains the standards that regulators demand.

So now that the Coronavirus crisis has forced the hand of many businesses

and compelled them to introduce digital workplace policies before they are ready, it is more crucial than ever before to invest in better technology to support your business and your remote employees during this time of change and instability.

At Seenit, we see this in action every day for our customers. Large global businesses have been developing employee-led video initiatives to bring together their teams from all over the world. By giving people a voice no matter where they are, these companies are empowering staff to contribute to strategic conversations and creating a greater sense of community among remote workers.

So we decided to put together a guide that helps both businesses and employees make the best of the situation we are now in.



Seenit: Our experiences in flexible working

We have had a flexible working policy in place at Seenit for some time.

We are lucky that our business lends itself well to remote communication, and our people are generally not shy when it comes to collaboration and open communication. It's what we do for a living after all!

But when things change fast, it can create uncertainty.

At time of writing we have been working exclusively from home for just a week - and we are already seeing some of the challenges that arise from such a drastic shift in a company's day-to-day environment.

So how are we handling it?

First, the basics: Everyone has a phone. Everyone has an internet connection. It isn't difficult to collaborate remotely using video, chat and web conferencing tools. But we are also fortunate enough to have the Seenit platform at our fingertips - which is now more handy than ever as we strive to stay connected while working from home.

Most importantly, we wanted to do everything we could to keep our most popular initiatives going and maintain a feeling of togetherness as a team - even if we had to get a little creative to do it!

Here are some of the things we have been working on:

- Post lunch hangouts - We have added an extra, optional, online hangout check-in every day. Work talk is optional. This is more about keeping social connectivity. Trying to replicate that 'water-cooler' atmosphere that helps people relax and stay positive!
- Remote 'Lil Bits' - At Seenit, we love to share good news! Every week we have a 'wrap-up' session to recognise the small but significant achievements that people in the team want to share. It has been a challenge to replicate this informal gathering online, but we have managed it - mainly by replacing our traditional whiteboard with a virtual one! For our first Remote Lil Bit session we had 22 people dialling in via Google Hangouts. Our colleague Brenni acted as compere and everyone stayed on mute while each person said their Lil Bit. Then we'd all come off mute to clap!
- Remote Games night - Another favourite - and not something we are going to give up without a fight - is our regular monthly social activity. Last week we hosted a remote game night where the whole team could dial in! We played Pictionary on a virtual whiteboard - as well as a new game called "Sketch me!" where one person looks at an image and describes what they see to the rest of the team (on mute of course) who have to draw it. Some did really well. Others... Well, they learned a lot about verbal communication! We had a lot of fun, a lot of laughs, and most importantly felt really connected even while we were apart.



Using Seenit projects to stay connected

Now, more than ever, Seenit can be a vital tool in helping people from all over your organisation stay together.

Our own team - as well as most of our customers - are really scaling the way user generated content can help them through this time of change and disconnect.

Here are some of the ways they are getting the best out of employee-led video during this period:

- **Operations departments:** Seenit Projects are a great way to foster collaboration and productivity with remote workers and keep teams engaged. Your Operations function is the engine room of your business, so it is essential to keep your culture alive while everyone is working remotely.
- **HR/Wellbeing:** HR teams are using Seenit to check on people's mental health and keep them engaged. By giving them a voice and letting them speak up about their feelings, challenges and ideas, you can show them that they are not alone. We are all in this together.
- **Trust:** Increasingly, leadership teams are using Seenit to build trust and foster transparency. What they are saying during this time of change and instability can have a crucial impact on morale and help to put colleagues' minds at rest.
- **Innovation:** We always love it when our clients use Seenit to crowdsource ideas for business challenges from all across their employees. Our own CEO, Emily, started an internal 48h challenge and asked everyone in the company to think about creative ideas that will help us come out stronger from this difficult time.
- **Remote on-boarding:** It can be very tough starting a new role at the best of times. But in times of flux, it is even harder. Line managers may like to record personal and engaging on-boarding videos for new hires - and encourage them to share their initial experiences openly and honestly. This kind of content is fantastic for integrating new people quickly with their colleagues, even if everyone is working remotely.



Photo by Emily Forbes

Seenit weekly video guides

At Seenit we have always had a flexible work culture. Most of our team work from home once a week, and that has made this transition easier for us.

Over the coming weeks, we will be producing a number of videos generated by Seenit employees that are helping to tell our story. These videos will share tricks and tips the team have picked up, and hopefully provide inspiration to other companies while they are operating remotely.

Here are some of the topics we are covering:

How to stay productive

Check out this video from Seenit 🖱️



This was the first one we made!

As the team adapted to working remotely during the first week, they shared some of their experiences and provided useful tips on making that initial transition from the office to home-working.

Some highlights:

- Keep the same routine as you had when you were going to work (same alarm, shower, breakfast timings etc)
- If possible, leave the house for a short walk or to go and get a coffee before you start working. This keeps some separation between your 'home' and 'work' mindsets
- Take breaks and be disciplined about when you finish for the day
- Have lunch at lunchtime!
- Stay hydrated

How to combat loneliness



In a fast-moving situation like this, one thing that is not being talked about enough is mental health. It is crucial that businesses look at ways of supporting vulnerable staff who may have had their emotional support network removed overnight.

Regular check-ins are essential for all staff - both one-on-one and in groups. You don't have to be a manager or in HR to have the wellbeing of your colleagues at the front of your mind.

For anyone worried about how loneliness might affect them during an extended period of working in isolation, here are some tips:

- We're all in it together! - If you have a family member or flatmate working from home too, make sure you buddy-up! Check in with them for lunch or go for a walk together during your break
- Maintain visual comms - Phone calls, emails and messaging tools like slack are fine, but to create a real connection you need to look one another in the eye! User generated video content is the new normal - so embrace it!
- Keep collaborations going - Ongoing projects are the best way to drive teamwork and maintain the relationships you have worked so hard to develop. Just because you aren't in the same room any more, doesn't mean project work suddenly becomes something you need to tackle alone. Technology has made it easier than ever to stay in touch with colleagues, so keep those regular meetings going, and work in shared docs to encourage regular discussion.

How to keep morale up



Over long periods of time in an office environment it is common to start taking our teams for granted. But in difficult times, staying together has never been more important.

If you work in a team, make sure you focus on keeping each other's spirits up. If you previously used to communicate by shouting over the desk, set up messaging groups and regular video conferencing sessions to keep the conversations going. There are many different ways to get the creative juices flowing:

- Regularly share what you've been doing with others and ask for feedback
- Pick up the phone and call someone if you are stuck or need help
- Make sure you continue to celebrate the little wins with your team
- Look out for one another and pull together as a group to cheer people up

How to avoid distractions



Let's face it, working from home provides a whole different set of distractions from the office. Unless you live alone, you will also have new 'coworkers' that may well prove challenging! Flatmates and family members know you so well they can often distract you without you even knowing about it.

But, uniquely, the current situation is showing how understanding, adaptable and creative we all are. In a crisis, people pull together - so make sure you ensure your new work set-up is as free from distractions as possible.

- Create a dedicated working space - Try to set yourself up differently to how you would normally be when you are at home so that there is a clear distinction between the two. If possible, avoid sofas and kitchen tables!
- Limit your screen time - Most smartphones have a feature that blocks certain apps so you don't end up on social media when you should be working!
- Take regular breaks - Time can get away from you when you are working from home. Be disciplined and set timers to ensure you are getting a full 1-hour lunch break as well as regular short breaks to go for a walk or grab a coffee.

Good luck - and remember: Don't lose sight of the positives!

It may not seem like it, but there are plenty of positives to be taken from a situation like this.

Both companies and individuals can benefit in lots of ways from remote working.

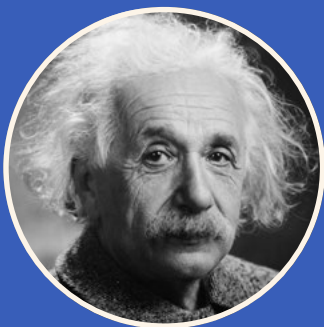
For starters, there is no commuting! Think of all that time you are saving by not cramming yourself onto public transport! One good tip is to make sure you optimise that extra time. Don't just pile more work on top. Use it to exercise, indulge yourself

in something you love doing - or help other people in your family or wider community.

The current situation provides us all with an incentive to be kinder to one another and work together to keep life as normal as possible.

Hopefully these positive feelings can last beyond the next few months and drive real change.

We all knew flexible working was coming. Well, now it is here!



People can be surprisingly productive when forced to change their working habits. Many report finding it easier to get stuff done they've been postponing for ages - or finding new, creative ways of doing things. Back in the mid-1600s after an outbreak of the Bubonic Plague, the University of Cambridge made the decision to close its doors for two years. During this time Isaac Newton developed calculus, optics, and gravitational theory. In other words, some of Isaac Newton's most profound and lasting work came from his own 'quiet period'!

About Seenit

We have told over 300,000 stories. Hundreds of companies are using Seenit to bring their stories and events to life through people powered video content.

[Talk To A Video Expert](#)



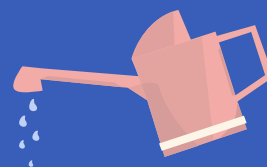
Simplify

Simplify and diversify
your video content



Engage

Engage and encourage
your people to be at the
forefront



Grow

Grow, foster, and
enhance productivity
and engagement