

How to take WFH from good enough to best practice

Whatever the post-COVID world looks like, one thing is certain - remote working is here to stay.

Many workers have now developed a taste for the flexibility it allows. But with many WFH set-ups cobbled together from whatever was available, many businesses seeking an edge are thinking about how to make their homebound staff as effective and professional as possible.

Here are five steps to ensure your WFH practices bring out the best in your teams.

1

Create a piece of quiet

66% How much less accurate workers are when faced with background noise.¹

Noisy neighbours and the buzz of the street can put a puncture in productivity.

50% How much reducing noise can boost focus.²

But high-quality noise-cancelling headphones can cut the sound of everything from neighbours' renovations to partners in their own video calls.

30% How much reducing noise can decrease stress.²

Deliver fast connections

2

As the lockdown took hold, Google searches in Australia for "slow internet" more than doubled.⁴

With more meetings taking place over video chat, connections with poor symmetry can create lag-ridden conversations, which have been found to make participants think their colleagues are less friendly or focused.⁵

slow internet...

1 week a year

How much slow internet can cost productivity.³

61%

Percentage of workers who say slow internet is their #1 IT gripe.⁶

3

Help them see clearly

As the amount of time spent in video calls has skyrocketed, so has discussion of 'Zoom fatigue', or feeling particularly worn-out by virtual interactions.

Science has shown much of this effect is due to our ability to decipher non-verbal cues being degraded by poor-quality video.⁸

While laggy internet connections contribute to this, so does the relatively low quality of average built-in webcam.

A purpose-built HD webcam can help workers be better understood.

1,000%

How much video call volume on some leading conferencing software has jumped since the pandemic.⁷

Keep things comfortable

4

10-1

How much of a return-on-investment correcting ergonomic issues can reap.⁹

Workplace health and safety regulations still apply to staff working at home, making employers responsible for managing risks to workers.¹⁰ Sitting in a cheap dining chair for eight hours straight can lead to neck and back pain. Good-quality ergonomic furniture is everyone's friend.



5

Structure in breaks

81%

How much going for a walk can boost creativity.¹²

A big part of the appeal of working from home is the flexibility, but those at home can feel pressure to always be available, despite abundant research showing that breaks boost productivity.

Making it clear that lunch breaks are sacred or encouraging movement breaks can make employees happier and more engaged.

20%

How much more likely remote workers are than office workers to say they complete all of their daily tasks every or most days.¹³



Sources

1. Axiom, 'Sound effects - The impact of noise on employee productivity'
2. Evidence Space
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4. Google Trend data
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10. Safe Work Australia
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