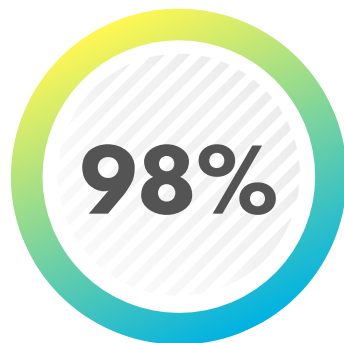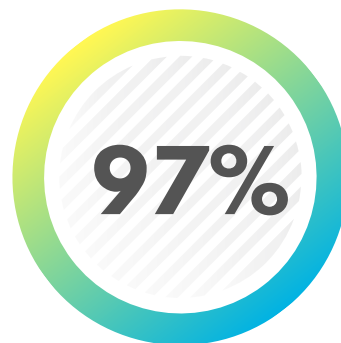# Telepresence for Remote Teams

BEST PRACTICES

Teams of the Future

Remote work is the future of work. Ask employees if they would prefer the freedom and flexibility of being able to work from home and most will say, "Yes!"

While remote workers do face unique challenges, **a recent survey of 3,500 remote workers** around the world demonstrates the growing popularity of remote work.

98%

of respondents said they would like to work remotely, at least some of the time, for the rest of their career
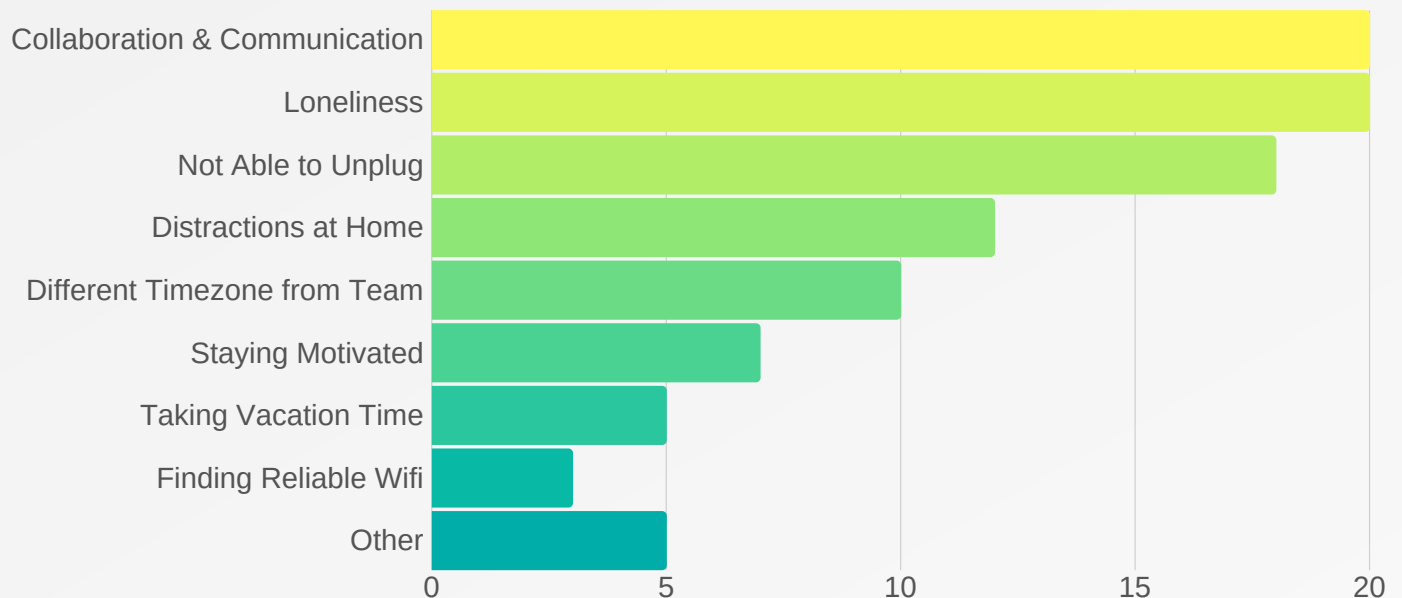
97%

would recommend remote work to others

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Managing Remote Workers

Managing remote workers does present special challenges with respect to teamwork and collaboration. In fact, difficulties with collaboration and communication are among the top struggles for remote work. The other biggest struggle is loneliness.

What is your biggest struggle with working remotely

State of Remote Report 2020: lp.buffer.com/state-of-remote-2020

Considering how popular remote work can be for employees and that more companies are choosing it for cost savings; it's important to optimize all facets of remote work to ensure effective communication and collaboration for your high-functioning team. This guide offers our best practices for minimizing challenges and maximizing productivity and connection within your team.

We then take these benefits a step further and relate them specifically to telepresence robots since they offer additional features to further improve the state of remote work.

Your Culture

Before embracing remote work as a company, consider what workplace issue(s) telepresence solves for your company. This will help determine how best to use it.

- Engaging remote workers
- Executives call in when traveling
- Team members call in when sick
- Tech-forward culture
- Cost-effective solution
- Peace of mind when you can't be there

Culture and Communication Guidelines

"Working from home" is no longer a euphemism for not working. So make sure your company culture sets the same expectations for remote workers as it does those who commute into the office. Consider getting guidelines for when remote workers will be online and available for work.

Deciding on Communication Tools

Choose which communication tools you will use and how. There are so many synchronistic and asynchronistic ways to communicate that it would behoove your team to decide how you will communicate in the following situations:

- Questions or requests that require a same-day or immediate response
- High-level discussions
- Giving in-depth feedback
- Gathering advice for a big decision
- Providing feedback or advice to a teammate
- Spur of the moment conversations vs pre-decided meeting sessions
- Social conversations, interesting links, chit-chat

In addition, make decisions about how meetings will take place.

- Where will most live meetings take place?
- How will remote workers attend meetings?
- How will remote workers remain engaged in the meeting?
- Which meetings require video and which can be audio only?
- Start and end meetings on time.

Working Remotely

Favor Video

As much as possible, favor video communication over chat or audio. There is no substitute for real-time conversations if they can take place seamlessly among co-workers as if everyone is present in the office.

One recent OhmniLabs survey revealed that remote workers felt more engaged and connected when using video as opposed to only audio.

Your Network

Regardless of whether your company opts for video conferencing or telepresence robots, you will need stable network connectivity.

For clients with several robots or that use mobile video conferencing, a dedicated wifi network or a strong mesh network is a good idea.

At Work

If using robots. develop an internal schedule among team members. You might not need one robot for every remote working but a good schedule of who will be available when.

Designate a place or even a specific desk for the robot when they're not in use.

Assign a point person to look after the robots. An office manager, for example, can make sure the robots stay safe and get charged at night. While some robots use autodocking - a feature that allows them to find their own way back to the charging station - it's a good idea to designate a person in the office to make sure the bots aren't inadvertently moved overnight.

At Home

Encourage team members to have a permanent home office that is quiet and free from distraction

Require or provide high-speed internet and a back-up solution like a mobile hotspot.

Have a stand-alone screen or tablet dedicated to the telepresence screen; i.e. and ipad or auxiliary monitor.

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Why Consider Telepresence Robots

For good reason, the telepresence robot market is growing. Considering the increase in remote work and the continued desire to stay connected, we no longer have to limit our interactions to video conferencing.

While telepresence isn't appropriate for every job, it is perfect for remote team members who want more of a physical presence at work without always having to be there in person.

Complete Floor-to-Ceiling Views

Unlike a laptop sitting on a table, most telepresence robots have a tilting neck that provide floor-to-ceiling views. Users can look up at a poster on a wall, down at a project on a desk, or be face-to-face with someone sitting in a chair or standing. Thanks to Ohmni's MotionMap technology, the user can control the robot's neck and body with a mouse or touchpad; users can look around and emote naturally.

Lightweight and Portable

Most telepresence robots are lightweight and portable allowing them to be transported to events and in and out of homes, schools, and offices with ease. Ohmni's folding capabilities allow it to be easily carried, put into a car, etc.

Easy Setup

Ohmni doesn't require additional software or hardware such as apps, cables, or USB keyboards for setup. Pre-configured with Wi-Fi, all the user has to do is unbox, unfold, and connect Ohmni to get started.

Ultra-high Resolution Camera

A common problem with video conferencing is that users struggle to read whiteboards and printed materials. Ohmni's Supercam robot includes an ultra-high resolution 4K camera and enhanced software with the ability to capture 13MP snapshots anytime during a call. Users simply click the snapshot button and a snapshot is instantly streamed from Ohmni, and saved to the user's computer.

End-to-end Encryption

Image transmission is encrypted end-to-end between Ohmni and the user's device to maximize privacy. Enhanced auto exposure and color-balance algorithms provide maximum image quality in various lighting conditions and deeper, richer colors.

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You have questions, right?

We get that you're going to have questions about how a telepresence robot will address your specific needs. That's what we're here for!

Please click the link below to learn more about Ohmni® in your office, how it will save you time and the freedom. Schedule your free test drive to see more.

Contact: info@robots4good.com.au

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Think outside the bot.

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