# Guide to Remote Work Communication

SMARTFILE

Remote work is here to stay. Employees from various industries have expressed that remote working has:

+ *Increased productivity*

+ *Honors work-life balance*

+ *Accommodates unique work styles*

+ *Offers the flexibility needed to thrive professionally*

According to Buffer, 20% of respondents' biggest struggle with remote work is **communication and collaboration.** Often remote workers feel isolated from the rest of the company, not fully aware of what's going on with clients or team members, leading to issues in project management and deadlines being missed.

> Check out these REMOTE WORK COMMUNICATION TIPS and best practices to maintain strong relationships and produce quality work!
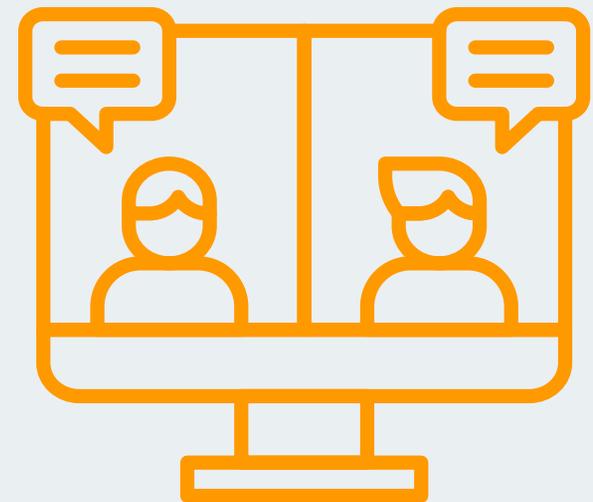
Overcommunicate vs. Overload:

The most common advice for remote communicators is to overcommunicate. But if you and your staff don't know the difference between overcommunicating and overloading, the you're in for some frustrating conversations.

+ Overcommunicating:

Informs

Simple and straightforward

Caring that your team gets the information they need to succeed

Sent at the right time and to the right person

Regularly delivering information that's important

- Overloading:

Overwhelms

Long-winded explanations without structure

Includes extraneous details or micromanaged instructions

Sending multiple emails back to back, each with different information or requests

Inconsistent communication sent at the last minute

Finding the Tech Stack to Support Effective Communication

The freedom to work remotely can offer significant benefits for both employees and companies, but without the right technology setup, working from home could be messy and unproductive.

At the foundation, your company needs a communication tool to cover these five categories. Bonus points if you can find a tool that encompasses more than one need.

1. Video conferencing

2. Instant messages

3. File sharing and storage

4. Project management

5. Time management

Beware Shadow IT

Shadow IT is where employees take IT into their own hands by using devices, apps, and software for business without IT's approval.

There are so many great tools out there that can make work more efficient, but if each team member goes out on their own and finds a different device, you can't be sure that your business is secure from cyber threats.

Give your team the remote work tools that work in your favor.

Synchronous Communication for an Asynchronous Communication Style

One simple change to your communication style that will go a long way toward productivity and reducing miscommunication is to utilize asynchronous communication.

Asynchronous

Team members respond during a time **that works for them.**

Mentions all the details you possibly can in your message so they can **get started right away.**

Gives your team **everything they need** to complete a task without needing further instructions.

Remote workers have a better chance of **staying productive** and focused.

Synchronous

Team members are expected to **respond** to messages **right away,** no matter what they're doing.

"**Let me know** when you have a chance to talk about X."

Team members are left to search for resources or continually **ask follow-up questions.**

There is a **constant pull** to answer messages.

Remote Work Communication Policies

Don't get us wrong: there is certainly a time and place for both synchronous and asynchronous communication. To designate how and when to communicate, ensure that your organization has communication policies in place. Here's a few suggestions to get you started.

Crystal Clear Deadlines and Expectations

Creating documentation surrounding deadlines is a must. Clear deadlines help keep people accountable and work flowing.

Communication Guidelines and Preferences

Some people prefer a quick phone call explanation over a detailed email or vice versa. By knowing preferences, you get the best out of your team.

Emergency Communication Escalation

Asynchronous communication only goes so far. Sometimes you or your team need to handle an issue immediately. Outline what an "emergency" is and how staff should get a hold of leadership.

Short Focused Check-ins

Checking in regularly with your team is incredibly helpful when it comes to aligning goals and enhancing productivity. But they don't have to be long. Think 5-10 minutes.

Remote Communications with SmartFile

Cloud-based programs are especially important in this time of remote work because files can be uploaded and accessed from anywhere with an internet connection by anyone with access to the system. Your files can be shared publicly or privately, depending on your unique preferences and security.

File sharing from SmartFile makes communication and collaboration more attainable and efficient.

File Versioning

Ensure everyone's working on the same file rather than a copy or a different version of the file. It also helps prevent human error, like accidentally overwriting files that share a similar name in the same folder.

Activity Alerts

Activity alerts can be set up in a matter of seconds, and there is no limit to the number of email notifications you can receive. You can also have our file management system notify you about any user activity within a specific directory.

Granular Permissions
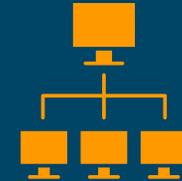
Granular permissions allow business owners to construct site-specific roles with privileges to match specific file requirements. This feature also restricts system administrators and database owners from accessing user data.

Virtual Data Rooms

Employees can load their digital room and immediately interact with each other on equal footing, view files as needed, and speak one-on-one.

Data Reports

With SmartFile, you can run detailed reports on how users engage with your files and other digital assets stored. You can view top downloads, search terms, and more.

Enhanced Security

Boost your digital security with SmartFile. We go the extra mile in ensuring your security is strengthened and your essential files never end up in the wrong hands.

SmartFile is a business file management platform that gives you more control, compliance, and security. By combining the access wanted by users, the management desired by IT, and the compliance required for regulated industries, SmartFile's secure file sharing platform lets users work the way they want while giving control back to IT. It's more than just a file sharing service, it's a better way to work.
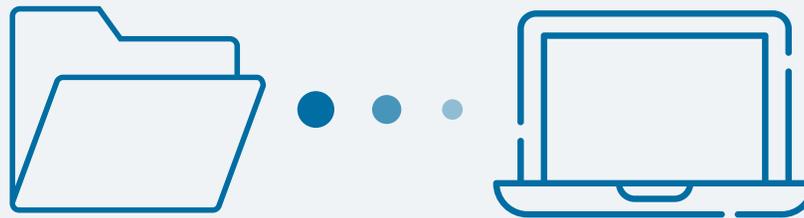
SMARTFILE

Get started with a free trial of SmartFile's cloud today – no credit card required!
SmartFile.com