



# Mobilizing your Workforce Remotely

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# The backdrop.....



- Physical presence and effort in measuring employee performance
- Historically, just 5% of employees in the US & Europe worked from home regularly. Much less in Kenya.....

## Why?

- were businesses not flexible to mobile work environment?
- afraid of adopting new technology?
- fear of lack of control?
- were we reluctant to a new virtual professional business life?

## What changed?

- necessity rather than choice
- realization of the interdependence between technology and people
- One fear overcoming another 'fear'...
- Adapted in days and weeks and not months and years!

# The future.....

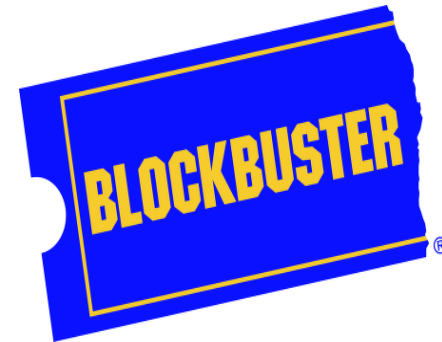


- Even though the world will return to normal, the traditional workplace will not
- We are truly at the dawn of a new era of working, **“welcome to the virtual working environment”**
- Good talent, especially Gen Y & Z will now demand this
- That means we have to adapt to change, to remain relevant

# Remain relevant



*Failure to adapt: When there are no adaptive minds in the workplace*



# Corporates to learn from



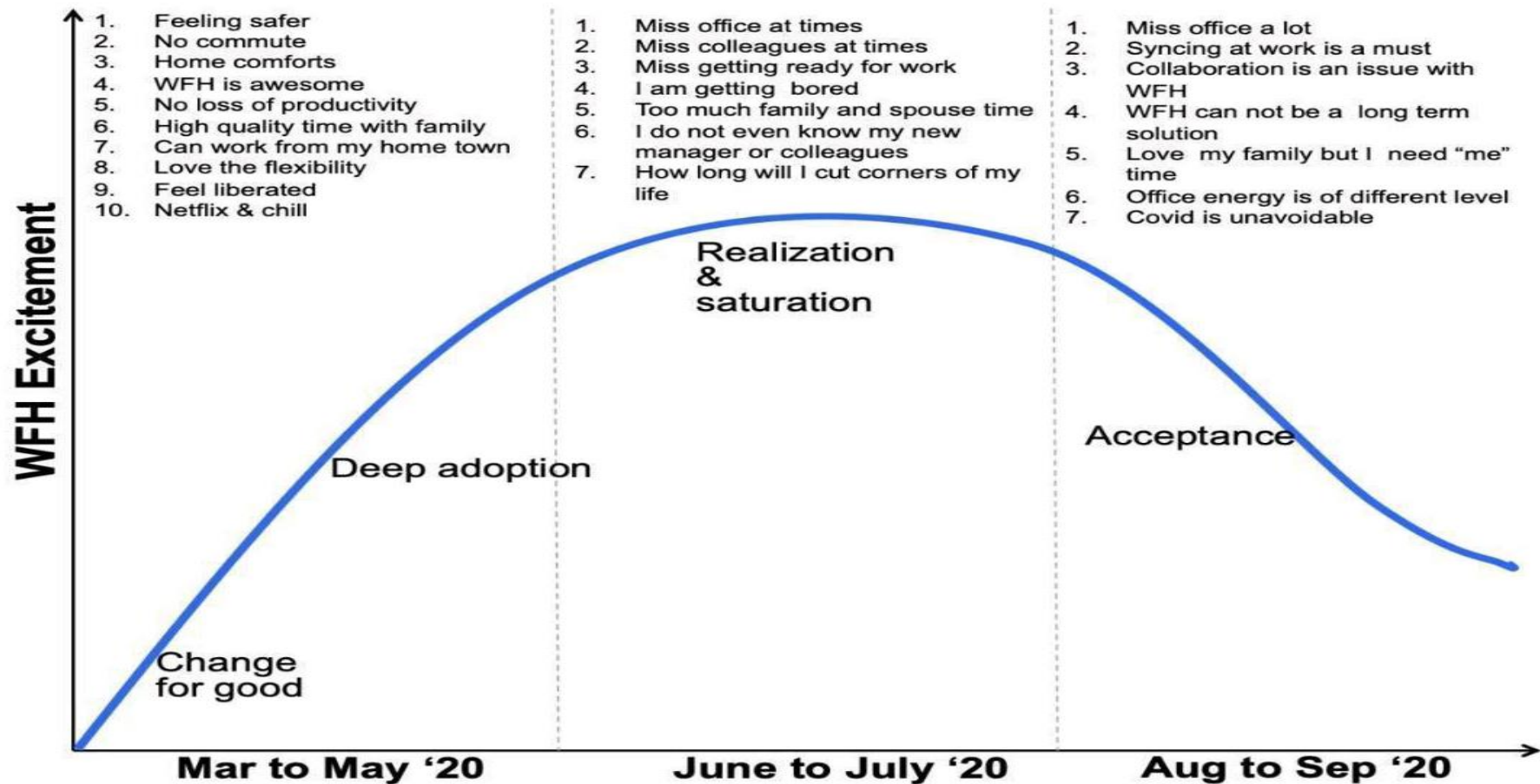
Global companies leading The work-from-home culture:

- Google.com
- Amazon.com Inc. – employs some 750,000 people around the world
- Microsoft
- Dell Inc.
- Humana Inc. – health insurance company employs roughly 49,000 people
- Aetna Inc. – a fortune 500 healthcare company
- American Express Co.
- Kaplan
- Salesforce.com Inc. – employs more than 49,000 people
- Automatic Data Processing – provides outsourcing and payroll solutions
- Xerox Corp

# The WFH curve



## Work from Home Excitement Curve



# Opportunities



As professionals, this is probably the best time to:

- re-engineer our service offering
- to be creative and to differentiate
- come out of our comfort zones
- change the way we engage with our staff and our clients

# Professional services



- Those who interact primarily through electronic means and are engaged in **very interdependent tasks** e.g. the audit engagement
- Those who interact primarily through electronic means and **work independently from each other** e.g. consultants

The nature of the virtual group will dictate the nature and extent of the virtual management



# Managing WFH



- Get the whole team together
- Be clear on roles, responsibilities and processes
- Communication is key
- Invest in communication and collaboration technology
- Create consistency
- Monitoring and supervision
- Leadership involvement

# Communication....



Day of the week	Communication activity	Communication mode	Responsible person
Monday	Communicate the goals for the week	Team call followed by an email	Managers
Monday	Catch-up with the client	Call	Manager/Supervisor
Tuesday	Progress on client work (goals from the previous week)	Team call	Partners
Wednesday	Mid-week status update	email	Managers
Thursday			
Friday	Status update	Team call	Managers

# 5 rules for WFH



1. If you are managing teams, focus on outcomes rather than activity
2. Accept that productivity may suffer in the short term
3. Take time to empathize and acknowledge that everyone is in this together
4. Get used to working at different times to your co-workers
5. Blow off steam!

# Managing client expectations



- Assess and classify the client list
- Re-assess staff job planning
- Re-assess engagement budget
- Re-assess the planned approach to the engagement
- Confirm whether a virtual team is capable of performing the specific engagement remotely
- Develop a detailed activity schedule
- Enhanced client communication of requests for information
- Maintain security of information
- Regular updates of deliverables schedule
- Constant client communication

# Conclusion....



There is no playbook for dealing with Covid-19 and there is no tried and tested plan to work with at this time, however at this stage there is a fair amount of experience on what works and what may not.

We have been forced into modelling a new future, a new way of working and running our businesses and a new way of managing and motivating people – that's the good news!

Don't forget that our people are our greatest assets and it is our people who will see us through!

# Mobilizing your Workforce Remotely



Thank you