

How do we know our people working remotely are being productive?

## Working Remotely

### THE STORY:

Across government, the pandemic caused leaders to abandon years of discussion, contemplation, and planning to increase virtual work – simply because the circumstances demanded the implementation. In most cases, within two weeks, the workforce at every level had set up shop at home. But as time has passed the voices are getting louder asking, “How do we know our people are being productive?”

### INSIGHT:

Being able to see people in their offices and cubicles does not, in any way, shape, or form, assure productivity – unless of course, you sat with each employee and monitored their every action. As we manage people virtually in the age of the pandemic and beyond, gauging productivity requires that we have in place measures that look at four dimensions: quality, quantity, time, and cost. Measures are not about catching people who are spending too much time watching TV instead of working, it is about understanding the impact and continuous learning.

**Measuring performance is about more than ensuring productivity. It's about understanding the impact you are having and helping us all learn how to improve.**



### Results Driven Government – on the journey to Level Three Government



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