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Able Trust - Enabling and Empowering your Remote Workforce

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>> All right.   Well, thank you, everyone.   Hello, and welcome to today's Talk Time with the Able Trust where we will be discussing enabling and empowering your remote workforce.

My name is Guenevere Crum, I'm senior vice president at the Able Trust and your host today.   Our session speakers are Tony Carvajal and Jeff Zbar.   A few housekeeping details first: As a reminder, this discussion is being recorded and will be posted to the Able Trust website next week.   Closed captioning is available today and can activated by clicking CC on the tool bar and choosing to see is subtitles or transcript on the side of your screen.   Welcome to all the audience members and the many staff from the Florida division of vocational rehabilitation, thank you for attending with us today.   In the chat box, take a moment

to introduce yourself to the other audience members and don't forget to change those settings to all participants so that your peers will see your introduction.   We will be using the Q&A box to ask questions, make comments, and we will be discussing some of those questions submitted there. as a question come to mind, please do share it.

Today's event is brought to you by the Able Trust, the Able Trust is dedicated to creating employment opportunities for Floridians with disabilities and advancing the is mission of the Florida division of vocational rehabilitation.   Since created by the Florida legislature in 1990, we have partnered with thousands of organizations, businesses, and individuals to create a stronger and more inclusive workforce.   Empowerment, education, and employment are the root cause outcomes of the activities of the program we support.   The Able Trust provided over $42 million in direct grants over the years.   This has been made possible by the generosity of the State of Florida, other foundations, community leaders, and individuals that have decided to invest in the future by supporting career development and employment placement for individuals with disabilities.

To find out how you can make such an investment to support the work of the Able Trust and to connect with all of our programming and resources, we invite you to join us on-line at WWW.Able Trust.org and on Twitter @ableTrust and FaceBook

@theAbleTrust and Linkedin @-the-Able-Trust. Today we invite you to tweet about this discussion in realtime or to post webinar and to post on the webinar and tag us along with @ableTrust, by using the hash tag Talk Time. I'm now going to turn this over to my colleague and the Able Trust president, Tony Carvajal, also with the Jeff Zbar, Tony, the floor is all yours.

>> Guenevere, thank you, and thank you for the background on the Able Trust. It's my pleasure to work with folks like you and so many of the volunteers that we have not only participating on this webinar, but -- we are going to use the chat function as well as the Q&A function, if you haven't always used the chat feature, make sure you open that and change the settling to all panelists and attendees and let us know that you have joined us, and be ready in a short while to participate. We have got a great program. We are going to have a conversation with remote work. This is interesting, in January, we were absolutely certain that we couldn't do remote work. It was not the way we would do business, it's just not possible, we couldn't let people leave the office. And then in March, we actually reversed ourselves and we transitioned to remote work, with a passionate fire that was amazing in a speed that we are going to talk a little bit about today. Before we go into that, I really want to get into a poll just to find out what the situation is of those folks that are here. Guenevere, if wouldn't mind opening up this first poll. For those

of you on the screen, you should be seeing a poll, I will read you the options, which best describes your current situation?   And the is options are, are you working remotely and loving it, or are you, would go remotely but it's not really your thing, third option is working remotely some of the time, fourth option is not working remotely, but would you like to, and the last option is not working remotely but it might happen soon.   So, go ahead and make a selection there.   You should be able to click on one of those options and in just a moment we will open this up.   We are trying to get a setting and make sure everything is using the control --

>> Almost 80 percent of you have voted.   So, last call --

>> -- that's awesome.

>> Everybody is on it.

>> So, let's see the results and I will try to enlarge my view to make sure I can read it.

>> It looks like most of us are working remotely and loving it. If this category is yours, in the chat, what I want you to do is highlight some of the things that are really making this work for you.   Is it the fact that you are home and close to a refrigerator? What Jeff and I were talking about before, my suits seem to be shrinking as I go along, and that's not necessarily working for me. But the next largest category is we are working remotely some of the time.   We have a number of colleagues that are from the division of vocational rehabilitation, and they are splitting time,

some days half the staff goes in, the other days, the rest of the staff go in.   We have a few other folks in here, some of us don't like this very much.   But what I hear is, we are going through, many people don't want to go back into the office, I don't think that that's a statement about work, I think that that's a statement about the efficiency and the opportunities here.

By the way, that message is being echoed by the businesses as well.   I was reading some of the forecasting documents that come in with our Z results a they are talking about secular things, there's a shifting pattern in conception and how people work, and a demand for flexibility and cost controls, and the resilience and add adaptation and speed.   But obviously not every system moves at the pace of markets and consumers, things like government and regulation and production and providers and policy makers move a little bit slower.   So, we are going to be talking about how to set up a remote workplace as well as some of these other broader themes, but before we go into that, one more poll, if you can start putting it up, we are going to spend about an hour together, we are recorded in this program, some of you are watching this after the fact.   And I appreciate that.   We have, we are going to capture the chat and comments that are being made, as we go along.   And we will be able to share all of this information, the poll that's up talks about which of the following do you want to dive a little deeper into?   We are

going to cover all of these, but I wanted Jeff to see some of the folks that are on the call today, on the webinar, are interested in. The first option is designing good space, the layout systems, basically, and then there's comments about tools, devices, and equipment that we can use to maximize efficiency. Productivity and maybe a little bit of, about distraction, because that's one of the things that comes up a lot of time. Social needs and how are we going to work as teams as we go forward.

By the way, you can choose more than one option, so don't limit yourself, if you want to check them all, that's fine, one or two, that's great. Managing remote workers, remote work for individuals with disabilities, the Able Trust has a mission of finding and securing meaningful and sustainable work for people with disabilities, but many of the things we will be talking about do not necessarily have to apply to just one setting, it's going to be good for everybody. And then we will have a little bit of a conversation, we want to know how much about the future you want to know about home based work and the gig economy. I probably read that slowly enough that we have had most of the people vote by now.

>> We are getting there. We are about 72 percent. And climbing.

>> Thanks for using the chat feature as well. I see things about productivity and flexibility and -- that's a great question.

Jeff, here is one that we might need to get to at some point, remote work for individuals without the internet.   We assume that there's great coverage around the state.   But the reality is, that's not always the case.   Let's dive into that one when we have a chance.

>> Last call for votes.

>> Let's see what the results are.

So, we are spread across all the topics.   It looks like remote work for individuals with disabilities is one of the items, but Jeff, you and I were talking as we prepped for the call, just about everything we are discussing today will work across most settings.   And to be absolutely fair to everybody on this call, we publicize this as two percenters, but it really is -- you are part of our presenter base, too.   We want to you activate the chat feature because we are going to take your comments.   As we go along, if you have particular comments about what we are discussing, either how it works or doesn't work or what we need to do to update policies and procedures and reimbursement strategies, we want you to actually be a presenter with us.   The chat feature is being recorded.   We are going to capture those comments and integrate them into our conversation.   I'm reading them as we go along.   Let me not delay, I want to introduce you to somebody that I have gotten a chance to know this year, a writer, consultant, and a recognized business expert, I have had a

chance to work with him on publications, but most recently, I have gotten to know him as the chief home officer, and you can find a little bit more about him at the chief home officer.com. Jeff, why don't you tell us about your experience. You are not new to this game.

>> I'm not new, and thank you to Tony, Guenevere and Joe and the team at Able Trust for bringing me on board to this. This is one of the things near and dear to me heart. I started working from home 1989, I quit my last job and became a free-lance journalist. I had a very supporting wife. I don't know that she knew how supporting she would have to be as I was launching a small writing business back then. But my business has grown, life has been good. Business has been good, thank God. And what we found along the way is, I worked from home since 1989, back when anybody who among this crew might have been in -- please let us know how long you have been working from home, if it's pre pandemic, but back then, you were a PA rye a, someone who couldn't hack it in the corporate world so, what happened with me, throughout the early 90's into the mid and later 90's, work from home, home officing, telework started to take off. It was still in the single to low double digits. Throughout the early 2000's, and into the -- it was gaining traction. I create the website called chief home officer,.com, Jeff, the chief home officer, but chief home officer.com. Thousand pitch the concept

of working from home, with kids, with spouses, fighting the, what I call the -- psychology, in a small office, home office, or SOHO, mastering the mindset of working from home.   That's what a lot of us are dealing with now, because I have kind of gotten it down by now, and so my work along the way has helped me to help others learn how to do it, the technology, the tool, the space in the home that's ideal from, working from home.   When, Tony, when I and I started talking about this, I -- and I have written about the disabled and how individuals with disabilities are able to work from home, and different organizations that are helping and seeing the light there, and saying that, you know, this is -- I don't need to toot the horn of the organization, because you get it, others are getting it.   When we go to work from home, it's ideal in many instances, not for all, but ideal for many individuals out there, many organizations, thrilled to be a part of this and help you and your members and people on the webinar, learn a little bit more about how to make this happen.

TONY CARVAJAL: Jeff, some of the folks that are on the line know that my background is in recruiting folks and businesses to Florida and the reality is, what we are talking about, you can work from anywhere.   But the reality is little that you work and live here in Florida.   So, thank you so much for that.   And I'm looking forward to opportunities where we are going to have more individuals in the state that are being more productive as folks are

saying on the chat.   And there's some interesting questions that we are going to deal with, including how do you deal with folks that maybe aren't comfortable in the virtual world as well as the need to be hands-on sometime with individuals with disabilities. But a lot of positive comments about no commuting and the higher productivity.   We will talk about why our clothes are shrinking maybe near the end of this.

>> Somebody complained on here and said their dryer has been screwing up and there are washing machine, I think they have got to call the may tag man and see what's up with that.

>> Absolutely.   I'm looking in your background and one of the nice things about Zoom, we get to see the various settings including virtual backgrounds.   Let's talk about the layout.   I think one of the big things about productivity in the home, it's fantastic that we are working from our home, so the commute time is from our bedroom down to the kitchen to wherever we are working in our offices is short.   But what about the space?   Tell me about what we need to be considering in terms of choosing a good layout.

>> Yeah, I mean, I preface all of this conversation with one overarching theme, your job may not accommodate your status as a manager may not work ideally, your space in your home, your, whether it's an apartment, on single family home, whether it's a condo, whether you are sharing space with roommates or

other family members, not everything is ideal.   So the -- the idea is to look for what's best and can suit your needs best.   Many people come home and especially in the pandemic, you spoke early on about how people in January never would have thought of this, by March, they had no choice.   Back to a quote rule of telework, in an ideal situation, pre pandemic telework should be voluntary.   The employer should let they work from home.   It should not be the employee I'm going to work from home.   The employer shouldn't say I have to let you work from home in order to keep you, it should be a meeting of the mind, some jobs may work, some a couple days a week.   You iron it out and see what works best.

Many people went to the absolute worse work space, which is the kitchen table and the kitchen chair, and I say that they are the worst, because if you have others in the home, it's the most frequented room in the house in pre pandemic, and pre work from home.   Everyone is coming through there, the table might not be the right height.   The chair is an uncomfortable place to sit. Ergonomics, from a space shuttle to a car seat to the -- the space is really important.

So, ideally you want to find a space, let's say in a perfect world, you would have, like I do, we have three children, our bedroom, our house that is five bedroom.   This is a bona fide home office, for tax purpose or productivity purposes, it's my

space.   You can close the door behind you when you are coming in, you can close it behind when you leave so that you are not sort of intrigued or interested or drawn back into the home office after hours.   So, you have that dedicated space.   You don't have that dedicated space, you look for maybe, if you have a large -- somebody I knew had a very large master bedroom, they put a desk off to one side.   It's difficult when, as Tony and I have been collaborating, some of our conversations have been pre working hours.

So you may be a night owl, maybe an early bird.   If you are working from a bedroom with a spouse or partner or someone else in there, significant other, and you are working, it might wake them up.   But you accommodate, look for what's best for where you want to work, should have good lighting, air flow.   If you need more air flow, you put in a fan, need more lighting, you put lamps on a desk, a ceiling fan, a lamp in the corner.   Also you want a good chair and desk combines.

Ergonomics is important, so you are not either looking too much down at it or craning up to see it.   And you should have a chair that has a soft cushion, have arm for support, ideally five legs on wheels, so you can adjust, and you adjust it constantly throughout the day, you are not -- it's really duplicating the furniture in some ways that you have in the office, in the corporate office, back in the home office.   Ergonomics is not a euphemism

for expensive.   I designed this desk, my desk before this was a counter from Home Depot and I made a desk out of it because I didn't have the money to buy a desk.   There's a lot of ways around it.   You can make it work for you, if you put the mindset into it.   And ask others and Google things to learn a little bit more about how it could work for you and what some of the work settings are.

>> I'm recognizing that some of the participants are with the division of vocational rehabilitation, thank you, so much, colleagues for being on.   They are mentioning looking at a client setting, not just our own setting is one of those opportunities as we go forward.   Anything that -- any guidance that we need to be thinking about, make sure that we have got something that you use more often, obviously we are Zooming right now, and these sharing technologies are pretty important.   But game changers, devices, apps, connectivity issues?

>> There's a couple things.   Let's start with the internet, one of the people in a comment said what if you don't have internet? If you need internet for work, then you have got to obviously find a solution, there's satellite internet.   If you say you don't have internet because one cable provider doesn't provide it in your area, maybe another does.   You can always use, I was traveling recently and I'm on AT&T, and we had no connectivity in certain areas, if I wanted to travel, as a writer and consultant, I can work

from anywhere, I would get another phone or a hot spot.   Gone are the days where you automatically roam on somebody else's network.   They don't have those overarching entire nation relationships, you have to plan ahead that way.   If you don't have internet and you can't get it, and say something like a satellite, for example -- is impossible or too expensive, you have to come up with another solution there.   One thing also to keep in mind, depending on the nature of the work that you do, many employees were sent home to work and sent home to work on their own laptops and desk top computers.   Depending on what you do as a business, let's speak from the employer's perspective, from the business owner's perspective, do you want your employees working on their technology?   You don't know what they have as far as anti-virus, things like that.   Many high tech type companies that send their people home either gave them to take home their desk top or laptop and docking station and monitor, or whatever they needed.   I work for a lot of publications and your home computer isn't large enough to produce a newspaper.

But another consideration is the safety and security.   So, it's a conversation, we are deep into the pandemic here, but I think -- and the WFH, the work from home concept, a little acronym that came up after the pandemic hit, but we are deep into it that many have answered these, but this won't be the last

time or the only time we are talking about going forward talking about working from home.   So when we talk about the big ticket items as far as technology is concerned, think about how you want to outfit your teams.   If they need a computer are you prepared to buy them a laptop or desk top and lease it, prohibit them from down downloading that they pushed out through IT, that they can download software and telling them they shouldn't be spending time on social, if they want social, off hours or during breaks or however the time schedule is set up.   But it's really important, not only does it protect the network, also level of liability that can come into play if you get hacked or client data gets stolen because you opened the network or you were sort of loose with the rules on the technology, the applications and the data that was traveling across the internet from one network to the other.

     Do you need a VPN, a virtual private network so you are more secure?   The chances are low of hacking getting in, but practice smart technology and smart -- this all assumes certain base level of understanding of how you surfing out there, clicking unexpected attachments even from people you know.   Tony, if you sent me an e-mail and the attachment looked foreign and I was not expecting you, I would send you a separate e-mail, a separate e-mail.   Hey, Tony, did you send that to me?   That's sort of a baseline.   But when you talk about sending people

home with technology, that's some of the considerations you have to keep in mind and will whether you give them sort of provision with their own cell phone, mobile device -- these are issues that would have preceded the pandemic in many instances, but they are going to be, as you alluded to, this may change, any I talked, to CEO's, small and large teams, they see a change happening in the way they are sending their people out to work, whether people are coming into an office or staying home or a blended model in between, these are conversation you are going to have to have. Start having them. It should be voluntarily, ideally, see how these conversations can help the interest of all involved.

>> We are talking to Jeff Zbar, Jeff, all great advice, I'm watching the chat, some of the things that came through, talking about the challenges we are having with internet and connectivity, so many of us on at the same time, on teams, on Zoom, you pick your device. Very good comment came through about different platforms. Some of the devices have made it easy to adapt, like we are on Zoom, we didn't ask you if you had apple or you had a computer, but different folks have different things in their home. So you were talking about making sure that we assign devices to individuals, it's going to be an important question for individuals as we go forward. We have had to update our VPN here. In that process of updating things, some computers didn't go forward because they were past their prime. We need good devices.

>> Tony, that raises a point, a lot of organizations, they use a desk top or something until it dies.   As opposed to saying every three years, we are going to do a plan placement.   A lot of organizations don't have the budget to do that.   But you have to be thoughtful about your technology.   So, you know, you don't want to have -- and things will crash, you can use this sort of saying in any ways, there are two type of computer users, those who is systems have crashed and those who systems will crash. Those that have been hacked and those that will be hacked. Two types of systems, again, that have failed, and those that will fail.   So, as long as you go into it thinking that -- again, you have forethought about it.   You don't run a system into the ground. Ideally, IT is part of disability is an expense line and you have to treat it as such, if you can afford a downtime right in the middle of your biggest project of the year or busiest time of the year, good for you.

You asked about tools, to pivot just a little bit.   Some of the tools, some people use Zoom, some use Microsoft Teams and some of the office suite products that are out there, I use Google documents and I have a number of Google drive with the associated Docs and sheets and the different tools that come with the Google platform.   The cloud, while it has both some inherent issues as far as whether it's learning curve or whether it's, do you trust your -- I have people who will not work in a cloud because

they don't trust their data out there.   You do you.   It depends on the value, some of that should reside on something local, but I worked from the cloud in some of these devices and solutions and applications, because it allows you to literally work from anywhere.   You have an internet connection, you can work from anywhere.   I know organizations that are only using Google for business.   And it's a little clunky, a little slow, sometimes is to try to edit a large document in a Google Doc, anyone who has used it, it doesn't scroll as fast, a lot of time I will download it to my desk top when I'm home and re-upload.   It's an easier way.

But as long as your organization is comfortable with it and ready for, look, many of us are in Florida.   Are you ready? Should a hurricane come through and -- sh, we don't speak such words, these that must not be named.   Are you ready?   I interviewed somebody years ago who had one of the early adopters of -- the phone systems, and I just unplug my phone, take it up to Orlando to escape and I'm fine.   Obviously it's now more seamless than that.   But are you ready for what may happen?   Whether you are here and we have tropical weather, you have storms all around the country, you could have an earthquake, a Wild fire, ice storm in the northeast, an event like a pandemic or something that just shuts down business where you are, are you able to work remotely?   That's part of what you need to look for in your technology.

>> So I keep watching the chats and it's a lot of fun on that chat.   But great advice, Kathleen in Seattle.   I see that you are in, thanks so much for joining us, she has been remote for 15 years.   That does bring up a question.   Let me pivot from the devices, and we can come back to that, but the productivity.   For those of us who have work from home or worked in coffee shops, we were doing it for productivity.   This is a different type of home based work.   Before you pick up your computer and you needed to get away from folks for a while, you go to a coffee shop.   Now we are in a completely different setting.   How do we measure success?   How do we talk about productivity in this new world, Jeff?

>> Well, I think that there's a couple of great points with that. That is something that touches everybody who works from home. Managers are especially keen to that.   Because there's always been -- two sides to this coin, one is that managers worry, if I can see you, I can't manage you, so you can't be being productive if you are not in front of me.   Obviously post pandemic, if you believed that, then you had to take a leap of faith and say okay, my team is going to be productive.   You should have your own measures.   Jeff and Tony, we are not CEO's have our company, say Jeff and Tony are employees in an organization, sent home to work.   We have to have measures.   There has to be something. Jeff has a deadline of Friday, does he deliver on Friday?   Does

he have points along the way that he has to meet up with? And/or submit?   Does Tony have something, does he have to present to a group or contribute to a project that, again, there's different ways to measure productivity.

The other side of that coin, and I would say to any manager, many managers, I have read article about this, I have been saying this to years for organizations, one is sort of tongue in cheek, but one of the greatest secrets of the work at home environment for managers is that they will get -- their people will be even more productive working from home.   They are not commuting to work, they are not commuting home from work.   They are -- and many instances pre pandemic, people who were allowed to work from home were very thankful for being allowed to work from home, and therefore sort of (inaudible) so mags saw that their productivity increased.   If you think that you need to see your employees in order to manage them and ensure they are productive, then you missed the boat before the pandemic ever hit.   That's not how we measure productivity.   You should have those levels internal.   And there's a certain amount of trust, you can have software that monitors activity, log in, on a side note, I interviewed a company in south Florida that has an application for proctoring exams, it's nothing new, but it can proctor exams for the University or a high school setting if you happen to look away, it sees that you are not looking and it prompts you, you better

keep your eyes here.

There are technological ways and applications that can tell when your people are working or log in analog off.   The employee has to say, you can trust me, and the employer, managers, has to say I'm willing to trust you.   And with -- honor lock, the product I was talking about, they presume innocence and they want to help people just make sure that you are hitting -- you are doing what you are supposed to be doing, that's what it comes down to with productivity.   There's a frig right outside, I don't have a TV in my home office, I don't have anything in my home office that will distract me from social media on my desk top.   I used to try to adhere to a social media embargo between 8 and 6, Monday through Friday, to keep me off of it. It's a black hole, you can get sucked into the vortex.   I will play music in the background they like having music because it helps them zone in on what they are doing.   But productivity, a lot of things you can do, there's always laundry, clean up, a dog that needs walking.

Another rule of the home office, it's tough, one of the things that I, I have been seeing a lot in lately, I truly believe it, my heart goes out to anybody who has been thrust into a home based workplace for the first time and they have school aged children or pre-school children.   Our kids, our youngest was 22.   We raised them in the home base setting, but nothing -- they could not be in

a school setting or -- but that said, home officing is not an alternative to day care.

Let's put up the pandemic aside, let's say we come up with a vaccine, if we want to continue home officing, it's not so the employee can avoid paying for day care or have their child at their hip after maternity leave is over.   You really have to think of -- this is an office, this is, you are part of a business, stay focused on what you are doing, it's really discipline.

Productivity comes down to discipline.   As an individual, you have got people relying on you, whether it's customers, co-worker, the team, the organization, they are relying on you to deliver and it's the discipline that you bring that's going to make that work.

>> Some great comments on the chat, let me review a few items.   First a lot of folks really happy about the productivity, and it really does remind us that as managers, we were always focused on the fact that if you had happy employers, they would be more productive.   Productivity is making them happy employers, so we are multiplying that.   And someone who was driving -- is saving so much money.   Another item -- we have been talking about, how do you and I adapt and prepare for the home office, but many of the folks in the chat, I won't say many, but a few have talked about the business sometimes isn't ready to go digital, for example, those folks who are case managers don't

have digital files for the most part, we are going to have to work on all side, not just a connectivity and computer issue, it's how do we rethink how we work. There were a lot of conversation on gig economy and maybe we will end on some of those points.

>> If I may for a second.

>> Please.

>> There's others who have done all of this before us. So even though I have been working from home for three decades, I stumbled upon a lot of organizations and I have not settled upon a lot of organization that I know are out there doing great work. If you need to -- if it's case work, if it's, somehow your organization is not in the cloud as it were or a lot of, you know, physicians' offices, VACA, the affordable care act required that doctor's office go digital, it was a carrot and stick thing. At a certain point, would you get a penalty for not being so? The tools are out there.

I see someone commented about working in the Google suite, it can be as simple as that. It doesn't need to be, you have to buy Google for business, there are a lot of organizations that I work with, you use Google drive? Let's collaborate on some documents that way. And it can be as robust or as simple as you need it to be. But if you have questions along those lines, I would, as I say, GTS, Google net stuff and learn what's out there and ask your peers, others in the marketplace. I think I can run

with this in my organization, I just don't know how, the technology -- you may not get the answer you want in this webinar, but the technology that we have available to us is really striking and a truly powerful information source.

So whatever, if you come away from this with questions, keep looking, because there's others out there who have done it and will help you through.

>> Jeff, that was a great transition, almost like you are watching the chats, too, and I can't tell that you are doing that. That's awesome.   I want to highlight something that we have noticed and a few folks on the chat, and what I started, I mentioned that we had three presenters today, you and me and the audience.   A few folks are highlighting how the difficulty of this transition to remote work is making it even more difficult for individuals with visual impairments, challenges using some of these devices remotely.   Neither you nor I are experts in those domains, but we have a lot of experts that are addressing some of these issues.

What I'm going to ask you to do, as your role as a presenter, I want you to go to the chat and I want you to enter some of the tools and ideas that you have been using that have solved these problems.   And if you have got challenges, then post them. Maybe somebody else on the chat can help us get through some of these things.   Maybe the next few minutes I would love to

catch up on some of the ideas that you have in term of, particularly addressing the issues that visual impairments.

I want to go to a broader conversation, so, at the end of the day, work as we do it right now, short of the AI, it's about humans. And let's move beyond technology.   What are the human issues that we need to deal with, like the social needs or the comradery or the team building elements?   I will admit, I grew up as a manager and in a generation where I had to see you, and maybe I haven't always counted the number of hours, but we were using the same White board and in the same room and maybe we could tell when we are not happy with the last comment or something. We are in a completely different world.   What are those human things?   How do we keep people -- as an introvert, I can work by myself all the time.   But we are not all introverts.

>> Sadly, humans are easily the most adaptable species on earth, not so say we are survival lists, but we adapt.   This is one of those situations, and not to brush it off and say, you know, we just got to get through it, but we do, but it's painful.   And I was listening to radio, talk radio this morning, a news show, and they were talking about people who were having a hard time, especially people who have emotional problems that had issues coming into this, where they actually needed more engagement and they don't have it.   They can't, whether they just need to be among people, need to be among family, they might see a

professional on a regular basis and now they can't, they might be doing with it a Skype or FaceTime or Zoom or whatever. Even people who are just as gregarious as can be and as comfortable in their own skin, yeah, I'm doing okay here, I mean, I have worked from home for, as I said, 30 years, but I have always had my wife and we raised kids here. We need to think about how we can work together to accommodate and meet those needs. Not just accommodate, not being, this isn't a lab, we want this to be a living room, we want this to be a close -- maintain those highs, and I interviewed a number of executives, CEO's recently for projects I'm working on, and one of the lines of questions that we have had is how you adapted, you personally and your organization adapted. They say, look, I'm a people person, I want to make sure that the most recent hire on my team is as comfortable in this remote setting as the person who has been at my side for 20 years, and it's hard.

And so it really, if you are an individual who is feeling isolated, reach out, talk to HR in your organization, or talk to peers in your organization or whoever you report to in the organization. Tell them where you stand. Reach out to family. Be open. Know, if anything, sort of exemplifies or truly points to the idea that we are in this together, that no one is alone in this, it's the fact that there are hundreds of millions of people who have been, not just in America, but around the world, who have been

sent home to work and are suddenly isolated.

And so you are not alone.   If there's a way for to you reach out, look for help, you know, companies have done, they have on-line chats, they use applications like slap or group chats in order to keep teams connected.   They do share a picture of your dog, share a picture of your pet, share a picture from your last vacation, what's something fun you want to do, what are you reading?   Reading groups.   Something like that.   You may not have done it prior to pandemic, but if it carries over post pandemic, whenever that may be, all the better.

An organization, you know, I have heard it said that after the loss of a family member, the loss of a job or a career, in the form of, say, whether you were dismissed or you quit or you were fired or left a company, is, you know, high up there in the top three of the things that truly hit people at their core, and hurt them the most, or can affect them the most emotionally, the best way that they can help them and carry forward, it will help us in the long run.   And you might have fun with it.   You may, as an organization -- I didn't know about Tony, I didn't know he was into this hobby or traveled to these places or had this pet.   It builds ties.   And one day we will get back to where we have a true happy hour or truly have a team building event where we are all together as opposed to trying to do it with 30 pictures on a screen on a Zoom call.   But whatever it takes to sort of keep that

comradery high is pretty important.

>> I hear folks talk about regular meetings, team lunches, daily check ins.   But those happy hours where we are actually just drinking ice tea together, and I'm sure it's only ice tea together on these video calls.   People want this comradery.   And I saw Sims's comment on the chat, it was a great one.   We have to be intentional about the informal, not just the formal here as we go forward.

>> Absolutely.   And I have spoken to, I interviewed a CEO today from Baptist Health South Florida, actually I was going through my notes, and he said when this all happened, I just set up -- me and my team set up a bunch of meetings every day. And it's, again, it's trying to formalize the informal.   It's not that he is setting up meetings, oh, it's another meeting to go to, but it's a touch base just to see how everybody is doing, let's talk about the important stuff but start with the light stuff, see how everyone is doing.   If you are feeling disconnected, let's see what we can do to sort of help people get through this.

But, yeah, so many ways, it's communications.   And again, as others of said on here -- I don't think you can over communicate.   When it goes forward, there will be time that Jeff and Tony will be -- we are going to have a meeting at the office on Friday or Thursday or whatever, and everyone has to come in, and it's going to be great.   Or that they are able to amend.   I'm

full time.   I don't have to go into the office, but I'm going in.   I be grudge nobody who loves working from the corporate office and can't wait for this to be over, there are people who say I can't work from home or I don't want to work from home.   Even amid all of this -- we are learning a lot about ourselves, our organization, our teams and how comfortable we are with this.   It will be interesting to see, there will be a lot of great research done on the psychology of working from home.

>> One of the things I love doing is thinking about future trends.   In an earlier Webcast that we had done, a webinar, by the way, all of our webinars including this one will be housed at the Able Trust.org, you can watch -- if you want to send other folks to watch this one afterwards, but there is this notion that we pulled the future forward.   We talk about how we are going to have to communicate in different ways and change productivity and, you know, it's here, it's now.   There are some tough things. I saw in the chat, a very good point.

So, there's a lot of things that we can do including for, I asked you all to post ideas about visual impairments and how we will address some of those things, given that not everybody's website and the tools are fully available.   But I don't know that we are ever going to get past how do you teach someone to use a cane if you can't be in the same room or -- although what we know about entrepreneurs, they find ways to make money and

there's real opportunities.   For the clients and businesses that we are interacting with, all we have to do is think there's a problem, and therefore, there's an opportunities.   Let me switch back to something that, you and I have talk about how we interact, we used this term, tell me a little bit about that circadian rhythm.

>> Are you a morning person or afternoon person?   I'm not asking you, but I'm just putting it out there.

>> You.

>> You know that, because I e-mail you at 3:30 in the morning.

>> I use G mail for business and I have gotten into using the option, I might write it at 3 or I might write it at 11 at night, but I have the option to schedule to send.   But that rhythm is a matter of, you know, what is your biologic clock in the day part setting, not the other biological clock.   But, are you an early bird or a night owl?   Like I tell people, as we joked a moment ago, I'm truly an early bird.   I may be up, I used to get up at 4:30, 5:00 in the morning, but that's what I'm most productive.   You want to talk to me -- typically before noon, I'm writing, that's when I'm most productive and most focused on my work.

Afternoons are great, I might get a little more lethargic, who don't need a cup of coffee or tea or whatever in the afternoon, because you sort of get that bobbing head syndrome.   What is your -- what is your rhythm?   What is your day part that you work

best at?   And again, some people, I know a lot of artists, for example, graphic designers who are truly night owls, two to three in the morning but don't try to catch them at 10 a.m., that's just not the way they roll.   That's yin yang.   You need to see what works best for you and your team and how you guys can sort of work together to make that happen.   But it's also, it's really about knowing you and your style.   I would imagine, people are back to an early bird or night owl and that ties to your productivity.   I know if I don't get something done in the morning writing wise, unless there's a deadline, it's probably not going to get written in the afternoon.

We spoke of home offices and I posted something recently about a bunch of photos of all my different offices in the home, I have this one, the one at the kitchen table, the couch in the den, I have one in my living room, and my wife is working at her computer in the dining room, and I have one in the bedroom when I'm watching TV and I have my laptop open, I might do some busy work.   But I know from 8:00 at night, my day is done no matter how much I hope to get accomplished.   It's a matter of knowing how you work.

Someone asked about how do you take breaks?   What is your need, especially in south Florida, how do you schedule breaks?   I think that, that falls in line with -- how would you take a break in the office?   Did you take scheduled breaks?   Did you

top at 10:30 for 10 minutes?   What about lunch?   I slap together a sandwich or some leftovers, and I'm back in the office.   You might be more cognizant of how the team is working, especially if you are in a collaboration, but especially when it's wintertime and beautiful out, my breaks are to take the dog for a walk.   This time of year, she doesn't get a walk after like 9:30, 10:00 in the morning, or in the afternoon, at least a long walk, it's too hot.   It's how it works for you and how you can make it happen.

>> So, you told me about the power tool.   The one thing about distraction at the end of the day, and I'm seeing a few people talking about that at the moment.   What do we do to close off the office or maybe avoid distractions?

>> People may say, laptop, internet connection, smart phone, whatever is the power tool, that thing right there, with my base guitar on it, that door closes -- especially when you have stuff going on outside, you close the door, I don't want to say locks you in, but looks you into the moment.   Far fewer distractions, when the day is done, you step out, close the door, less inclined to -- if the door is open, you see an e-mail, let me deal with that, one more e-mail.

There's never just one more.   But I have always believed -- and that's also to the point that if you can -- if you can afford it, in the -- if it's part of a living room, a den, part of your bedroom, if you can't block it off, if you need sort of something to

break up the cacophony behind you and focus, you can put up those screens, those big panels, that block it from the rest.   You won't see it -- who wants to clean your office at the ends of the day, mine is a mess, I don't want people to see it.   If it were out in the common area, it would be an eye sore, you could do a row of potted plants or put it on the other side of a sofa.   There's all different ways to separate your work space from your living space when you are, when you have a home office, especially if you don't have one that's a dedicated space, like another bedroom that is not being used.

>> Let me bring in our third participants.   Jeff Zbar, but we will have each one of you participating, we talked about intentionality, our platform differences, about tool that are working for different accommodations for different abilities or disabilities, productivity, lots of great comments.   But here is what I want you to do.   We want to invite to you post questions.   If you haven't done that yet, go to the Q&A feature, also on the tool bar and you can submit them there.   I will make sure that we can ask Jeff. Jeff, a lot of times -- actually, let me give you your assignment as our third panelist here.   So, we work with individuals.   It doesn't matter what type of business or entity that you are in, we are working with individuals who are trying to adapt in the workplace, if it were any other type of business, we have got cuts and clients that we are constantly trying to accommodate.

Give as you list of the challenges and make work-arounds. We have a few folks who are still participating in this webinar right now. Fantastic. Give your best tips for accommodating, user experience for this remote work. Think about the last six months that we have been in this very unique -- I'm not going to say the word, but you know which one I'm talking about, that unprec-- whatever, these are unusual times, but they are also informative time, each of you has had a lesson from the last six months.

If you are in a business, a manufacturing setting, if you are Mike with small businesses, let us know what you have learned over the last few months, want to know what you have to share. And first one, right out of the gate, patience as virtue is one of those things. All right. We can tread ground with some of the questions that might be submitted again. But let me talk about the future. This is one of my areas of passion, and you are a business writer, a nationally known expert for working from home, home based businesses, but also a big thinker is on some of these big questions, this isn't going away, this isn't something like, if tomorrow the vaccine was out here and by Friday of next week, everybody was covered, give me your crystal ball of what's ahead.

>> Two things come to mind, and I don't mean to sound overly dramatic, but I do believe these are two industries I would

not want to be involved in, and that's the owner of office space and a broker of office space. Those are going to be changed. We are still going to need offices, again, there will be people and companies that need them. I don't think you will ever have a law firm or big practice, I don't think you will have seen them as remote as they are now once this is under control. It's not going to go away, but hopefully we can get this under control.

I would hate to be a big landlord who now has tenants, what am I paying X million dollars a year for in rent and utilities and insurance, et cetera, to have people come in, when I only need a third, a quarter, a fifth, whatever of that space, so that I can create some sort of touch down space so they can say I'm going to need a desk next Thursday. I have been writing about telework for 25 years, and some of the early a adopters -- literally, Jeff is going to be in Austin on whatever day, or I'm going to drive down to Fort Lauderdale, and I think -- the people who broker, who handle those leases, they are going -- they are smart people behind there, and I think we will see significant pivots going on. But the -- we have seen a lot of this in the downtown, south Florida, downtown, Fort Lauderdale, Miami, West Palm Beach, the live play work concept are going to come to fruition there.

People are not going to want to leave the house or condo in order to do their work, but they want to still live a robust life. We have had greater connectivity from a transportation standpoint.

But I think that's what we are going to see.   I think that employers as landlords are going to have to take a look -- are going to take a look at the space they are using and I think that their landlords are going to be talking a look at how the, what the future holds for them.   And I think it's too soon to tell, but I think we are going to see dramatic change a lot of those lines, I think it's for the better in some ways.   Obviously it's going to hurt, something as simple as the football season, the Saturday football --

　　　>> The south.

　　　>> And think about -- I went to the University of Florida, think of all the businesses --

　　　>> Did they -- I forget.

　　　They used to, I think -- might be coming back.   But all those little mom and pops, whether they are restaurants or selling apparel, and they thrive.   Like they say about most buses, I forget the statistics, from black Friday Christmas, that's -- it's going to be a dramatic change.   We will hopefully come out on the other end, people who are able to work from home and companies that have employees that they embrace this, and see this as both a challenge but an opportunity, think it through. Think how you are going to able to make this and on the other end.   In some ways, it will not happen in the sense that you have people that will need to be in an office setting, like I said, attorneys, you mentioned royal Caribbean, and other companies

out there, that, they need people in a collaborative environment to make some of their work thrive.   That's the way it's going to be, we are going to have a blended model and look forward that some way this is going to blend.   But we are adaptive and we will make it shine coming through this.

>> So we do have a question here, and maybe we can use this kind of as a Capstone.   We have been talking about when it's like to go into home based work and we have talked about the tools and the technologies that we need, and how we are going to interface and interact and the intentionality that we have to have about training and communications, about culture, about turning things off at the end of the day.   But there's more to this. There's the operations that you were just talking about, most of us would have said back in that building over there, but now it's in the cloud somewhere.   Great question about HIPAA, with health security of information, but there's also lots of other secure and private information that maybe you don't want out there, some of us work in public record setting.   You know, we have got to fix the shops that we are from as well, the case files, the computers, the systems inside the organizations, not just those in our own home.   Any advice for those of us who are business managers or case -- or policy makers, even, that are on this call about, what have we got to be thinking about as we go forward?

>> I would look at it from what would legal say, you know?

I --

>> A true maxism.

>> But in all honesty, how would they say to do it?   I know
that my wife does, she is a nurse practitioner and she does virtual
trainings for children who are learning a certain therapy.   And
they are saying, oh, can we just do it via FaceTime?   No, I'm on
computer that meets HIPAA guidelines and you have to be -- you
can, but I can't.   So we have to connect a certain way.   And, but,
the guidelines are there not to be a roadblock or an obstacle, they
are to help you protect yourselves, whether it's HIPAA or
whatever the industry is, and the protective nature or regulations
that exist, I have got to say, if they are out there, you should have
been thinking about this already before this.   If those regulations
exist.   That's why at the beginning of the conversation we spoke
about not maybe letting people use their own computer.   You
don't know what software is on there, or how robust their
anti-software is, this is where I sort of semi jokingly said run it by
legal, but run it by IT as well and HR, see where are we covered
and where are our weak points?   This is going to be, like we said
a dozen time, I hate the line new normal, but this is life.   And
whether the pandemic we eradicate, we make it the measles,
home officing, telework is not going away.   I think companies
have realized -- the best thing is companies have realized it can
be done and employees have said it's not that bad.   It will be

here so you have to see the solutions sooner than later so you don't get gummed up and get blindsided by something that you should have known, especially if you get a call from some regulatory agency, say we have heard some of you have been foot loose and fancy free with the data and client files and things like that.

>> One of the things that I have been trying to tell folks, and if you are a business on this line, thank you so much for considering and working in a home based environment, because that actually is one of the greatest openings for working in an accommodated setting for a person with disabilities.   Lots of things we have to take care of, but home based businesses can work for lots of folks and particularly for the audience that we deal with.

So folks can ask us more questions, we will stay on the line for a little while longer through the chat and the Q&A.   And they can reach me at info at Able Trust.org or Tony at Able Trust.org. Jeff, if somebody wants know a little bit more about the work that you do, chief home officer.com, but any final words or things that you want to share with the audience about how you can continue their productivity?

>> Yeah, if they want to e-mail me, Jeff@chief home officer.com, I welcome any e-mails.   This is a work in progress for all of us.   (phone ringing) .   Someone asked a question, I saw

a question how to handle toddlers and middle schoolers --

>> We are asking for a friend, my assistant is having a baby and she thinks it's going to be easy because the kid will just be in the basically.   We want a serious answer on how we are going to solve this problem.

>> No, I tell you my answer is always let the baby sleep as long as possible.   As we said early on, telework is not an alternative to day care.   One of the things that we can do and that we did, and this is hard, middle schoolers are especially tough because they may not want to focus on their school work when they get home or if they are at home and trying to study at home, you have got to try to get some sort of accommodation from your employer.   If you can shift your day, if part of your day doesn't have to be -- you had have to be 8 to 6, maybe work earlier, take breaks during the day and that may work for you, another option is if you have toddlers and you have young -- I did this when I had young kids in the household, I had -- I went to the local brownies, we didn't have sort of adolescent girl in the neighborhood, just by virtue of where I lived, but I called the local brownie troupe and I said we need a baby-sitter, somebody to come over after school and entertain my children.   And we were able to do that.   You may have a neighbor who could do that.   I had my mom lived nearby she loved watching the kids and keeping them out of my hair.   It's not an alternative to day care,

you have to make it work.   My heart goes out to first time home officers with kids who are home from school amid all of this and having to try to make both of those work.   It's tough.   I have articles on my website at well, that speaks to some of that.   And again, Google that stuff.   There's a lot of people with a lot of great advice and people out there who may be able to help you to learn how to -- in your community, ways to make it work.   And make it work safely.   You don't want to bring a child in from a neighbor's home if you don't know that they have not been self-quarantining or under some sort of staying at home to avoid infection.   We all have to maintain our own levels of safety.

>> Fortuitous, I didn't do that to you, Jeff, but it looks like you blipped out at the moment, it might have been me.   But I'm going to turn it over to Guenevere.   Home based business is still a business, we still have to have the right attention and focus on people for those of you who work with clients, who work with individuals that we are trying to get into a new setting, this is all possible and doable.   And we would love to get your points. One of the things that Jeff would have said if he were still on, and I'm not sure if you are or not, is that we want to try and update some of his tools.   And if you have got advice or comments about things that we should be considering and talking and helping businesses with in terms of preparing their workforce, particularly workforce that might normally need some level of

accommodation, send it to us.   We are going to update some of Jeff's comments and his resources.   He is very generously offering at chief home officer.com to assist us in getting the word out.   And Guenevere, as I turn it over to you, I want to remind folks, I greatly appreciate the comments and the connections we have had on the chat today.   If you want to let us know about other programs and things that we can talk about, feel free to reach out to us.   We are in this together.   And I appreciate each of you who are supporting the Able Trust.   And I look forward to supporting you, too.   Guenevere, are you still there?

All right.   Well, let me wrap up with these comments, then.

>> I am, sorry.

>> That's okay.

>> I thought everybody abandoned me.

>> No, not at all.   All right.

>> Jeff, looking good there, welcome back.   We volunteered you to update some of resources that you have.   I told them about the idea we had about updating potentially some of the resources that you have on chief home officer.com so that we can add elements about accommodations and ADA and a few other things, thanks again for everything that you did today, brilliant and I love working with you, thank you.

>> Thank you, Jeff.   Thank you, Tony and Jeff, and everyone here in the audience that chimed in today.   We have

been really inspired by what you all have shared and the solutions that each of you have found and shared with one another.   There are still outstanding items and things that need attention.   So share with us those solutions and challenges that you know of. You can connect with us at info@able Trust.org, and we are looking forward to receiving all of your solutions that everyone has found.   What really has struck me was the chats that were shared and comments that were shared in the chat, was just how much each of us really have some real gems of experience in each one of these corners of what we are trying to accomplish. So if we can collect those different best practices and pull them together, the Able Trust would love to do that.   So please connect with us at info@able Trust.org.   If you visit us on the website, you will find the July issue of the Florida trend.

You may have encountered this is you a flip through the magazine, but also you can find us on the website.   This is an article about an alum of the Able Trust -- will connect with this article is a companion link for downloadable resource, you can find this on WWW.AbleTrust.org and you can connect with our different materials and resources to download.

So, what comes next?   The recording of today's discussion will be posted next week to our website along with a key take away summary and we have lots of gems and best practices to add into there.   So thank you to everyone from the audience that

participated with that.   Secondly, follow us on Twitter @ableTrust.org -- @ableTrust and stay up to date on all of our work.

And thirdly, I am moving along too quickly, but thirdly, our next meeting as town hall discussion on September 2nd.   This will be a fantastic way to come together.   And we are doing this with the Florida Department of Transportation.   It will be an opportunity to gather advice from community leaders about the transportation plan.   Registration for this event will be coming soon, next week, so look for that.   When it does hit your e-mail, share it with your family and friends so they have an opportunity to be part of the conversation as well.

>> Guenevere, before you close, I think I hear Jeff back on. Do you mind giving him --

>> Absolutely.

>> Jeff, are you still there?   Maybe he is just on my FaceTime.   Go ahead, Guenevere, thank you.

>> I think he is having some connection issues.   But,.

>> We just wanted to make the point, no matter how much you know about this, there's an opportunity that it could go sideways, quick.

>> Can you guys hear me?

>> There you go, check that out.   You know what?   I think someone out there was, had -- gremlins in the system.   But let

me say thank you very much for having me on board.   It could have happened in the first five instead of the last five.   We did okay.   Thank you so much.   I seriously, if anyone has any questions, feel free to reach out, Jeff@chiefhomeofficer.com and I'm more than happy to help people through any additional questions that we were not able to address through the course of the presentation.   So, thank you, Tony, and thank you for the team, I truly appreciate it.

>> Thank you, Jeff.   Thank you for dialing back in.   We really appreciate being able to be connected today and have your thoughts and your leadership on this.   So I really appreciate that.

>> I have all this technology laying around anyway, I have got a terrific top and a laptop and a smart phone and a tablet. You know?   So -- yeah.

>> Thank you for sharing some time with us today.

>> Absolutely.   Thank you, all.

>> Thank you to everybody in the audience that participated. We appreciate that you joined us this afternoon but will you weighed in some questions and comments.   If we did not get to your question, please share it with us at our website.   It has been a real privilege to learn from one another.   On behalf of everyone here at the Able Trust, thank you for joining us, growing our virtual skills and for your individual work to promote employment opportunities across the State of Florida for so many Floridians

with disabilities.   So, thank you all for joining us today.   Thank
you.

      >> Thank you.