

Working Remote Protocols

As we move to a remote work environment, SSA will leverage our best-practices protocol to ensure continuity of Client deliverables and drive for high productivity

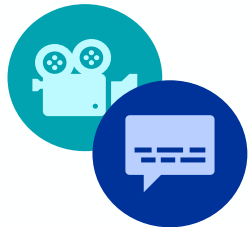
Internal Team Meetings

Standup Meetings



Three standup meetings daily (30 / 15 / 30 minutes) with the full team

Working Calls/Video



For ideation and content creation sessions, maintain an open team phone/video line – even when working individually

Skype Connectivity



Keep your chat function (Teams, Skype) online/active during the full work day

Client Meetings

Share Content via Zoom



Ensure that the content to be discussed is shared via Zoom/Webex (and encourage Client attendees to join)

Utilize Video Calls



Be visible via video on Zoom/Webex; encourage Client attendees to participate as well

Send Agendas In Advance



Ensure that all participants know the content of the discussion (and responsible speakers) in advance

Client Workshops

Share Content In Advance



Ensure workshop material is distributed at least one day in advance to allow participants to prepare (and encourage advance questions or comments)

Ask and Answer Questions



Encourage participation via video calls and asking participants direct questions; plan a mechanism for audience questions as well

Take Notes & Markups



Help participants follow along by taking visible notes and marking content via Zoom/Webex or Mural when possible