



Telepracticum during Covid-19

(WOP-P Students in 2018-2020)



Introduction

Due to the situation created by the COVID-19, most of our second-year students, during the 2019-2020 academic year, do the professional internship (Practicum) remotely. They work, as WOP Psychologists under supervision, in different sectors and/or areas such as consultancy services, software development, recruitment and selection services, information and communication technology, talent management, digital platforms for the company processes, e-commerce, sportswear manufacturing, and consumer goods, among others. Testimonials are from students from a variety of nationalities: Spain, Philippines, Serbia, Paraguay, United States, Georgia, Germany, Portugal, Turkey, Tajikistan, Italy, Netherlands, and Brazil.

Below, you can read some of their comments. Of course, students reported difficulties, but we have selected the testimonials that could help to understand how remote working can be organized effectively. They are classified into 10 categories:

- [1. Organization of the individual work](#)
- [2. Organization of the team work](#)
- [3. Preparation for tele-working](#)
- [4. Personal adaptation to tele-working](#)
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1- Organization of the individual work

“Currently, I am part of five teams, and I have an individual project. For every team, we meet weekly, and I meet one on one with my supervisor weekly for my individual project. I also have subgroup meetings depending on the need. Apart from these, I am in charge of how I spend my time, and I log my hours on a timesheet.”

“I have 2 – 3 times meeting per week with my project groups I have been working in. Furthermore, I have once a week a meeting with my tutor is necessary, where we talk about organizational things. Our team is quite connected, so we implemented a virtual coffee break every day at 11, which helps to socialize a little bit. Since I have a child, I don’t have a problem with organizing myself properly. Everyday I need to get up around 7, so it is easy for me keeping up with the actual working schedule, which is from 9:00 – 16:00 h in my case (7 hours per day). In the morning, I normally take care of all the emails reaching the general recruiting team e-mail address. As well, I do organizational things regarding our actual recruiting processes. In the afternoon, I normally work on the projects we are conducting at the moment.”

“In the beginning of each week, I get assigned responsibilities/tasks for the entire week, along with percentages of time that is supposed to be allocated for each task, so I organize my time accordingly. I have different “supervisors” (or persons I respond to) depending on the task, however, there is a “task coordinator/mentor responsible” who I can consult anytime I have any doubts, questions, concerns, etc. I start every work day at 8 am and finish at 5 pm (with a one-hour lunch break included). I am required to send a “check-in” and “check-out” email each morning I start my work day and when I end it, along with a daily report, listing the activities I was working on that day and the amount of hours I allocated for each activity.”



1- Organization of the individual work

“My work is delivered to me by email and when I finish every task I receive additional tasks or suggestions to improve.”

“My company tutor, one of the CEOs, calls with me regularly to check in with my progress and give me more projects. I organize myself by deadlines when it comes to remote work responsibilities.”

“Every morning we have team “stand-up” where we plan activities of the day and assign responsibilities to people. For example: I announce how many interviews I have that day planned; teamlead tells us which positions are priority that week for active sourcing and set’s us time slots for this activity. This way I always know my schedule of the day. Besides that every week we have department meetings, where other new projects are announced and everyone can volunteer to take part or they are assigned to people. For example, last two weeks we were working on engagement survey, this week we started new project of aligning all the processes of our three offices and so on. So, usually every day my schedule consists of interviews, active sourcing, doing my part of each project and dealing with some of the administrative work, such as scheduling interviews, coordinating meetings and updating our internal “Wikipedia” about the processes and procedures that take place in our department. If I still have some time left in my schedule of the day, I always ask to “shadow” other interviews for C-level positions or take part in the activities of different teams: for example, I always try to get know and take part in learning and development interventions.”



1- Organization of the individual work

“We have a daily meeting at the beginning of the day by videocall. During it, we explain a little bit how it went yesterday, in our professional in personal live. Afterwards I am free to do what I want. I have a lot of autonomy to prepare my objectives each day, which are revised with a certain frequency by my mentor (peer) and my external tutor. They give me feedback regarding the adequacy and how to improve.”

“As before the crisis we have a big meeting with the whole lab each Monday. There we discuss the current research topics and projects and discuss what has to be done. Then my tutor gives me tasks to work on, which I do during the week. If I need help or if I am done, I share it with him either using GoogleDrive documents or for the communication we use slack for the whole team.”

“I have three areas of work, Talent Attraction & Employer Branding, Training & Knowledge, and Culture and Performance. Usually, my organization depends on the area I am assigned to per day. However, since some tasks are now impossible to do due to the pandemic crisis, I tend to organize my work plan n function of the area that has more tasks pending. In the last month, I have been working a lot on the Culture and Performance area, and it has been very interesting and challenging.”



2- Organization of the team work

“My teamwork-related activities just include the regular meeting with my professional and university tutor, as well as one more person that is in charge of the assignment I am currently doing in the organization. We meet via MS office only, and I am currently designing a Leadership development Program for future managers. Moreover, I am doing a training regarding teleworking for (the company). The only other communication and technologies I am using is WhatsAPP, Skype and emails. Even though, most communication is done via MS Office.”

“I must say, now after 4 weeks of adapting to the situation, the teamwork and work in general is really productive and fun. For the virtual meetings, we are meeting via webex (video conference call).At the moment we are conducting internal organizational recruiting projects. I’m assigned to three projects in total: early careers, candidates and stakeholders experience and quality standards. In our weekly meetings, we are speaking about the tasks which have to be done by the upcoming week. Each project team is led by a SCRUM Master. The SCRUM master keeps the project flow efficient etc. In my company we are working with the agile working methodology and mainly with SCRUM. For my projects, I have to search online for information, or come up with items for surveys etc. My tasks differ a lot. Other tasks I’m carrying out remotely are conducting interviews, writing feedback to the candidates, coordinate the recruitment processes and schedule the interviews. We work with workable, outlook, and webex. Those are our three main tools.”

“Once a week, the CEO of the company gives us a speech talking about the current situation and informs us about eventual updates. Regarding the contact I have with my team, it happens every day.”



2- Organization of the team work

“We collaborate through shared documents and online databases, with access granted only to the members of the team. For quick communication (both task-related and informal), we use a joint Whatsapp group (less often Skype chat). I have only had one team meeting so far virtually, and it was done via Zoom. However, majority of the tasks recently have been individualized, as it is easier to coordinate, and the nature of the business is such that it does not rely greatly on team-based project (as it is a recruitment agency).”

“Every Monday we have online weekly kick-off meeting, which is led by our CEO and management, introducing us goals and objectives of the week for each department, giving us updates about the current situation around the pandemic in Germany. Also, same company wide meet-up is organized every Friday evening, to sum up the week and discuss successes or failures of the week. As I mentioned before, we have daily video call meetings for recruiting team and weekly video call meetings for HR department. Besides those weekly meetings with hiring managers for each of the position that I’m responsible for. For the meetings we always use Zoom or any other platform that allows us video calls. Other than this for internal communication during whole day we use SLACK, where we are planning our activities, coordinating interviews, sending/receiving requests and so on. Besides work related meetings, every day we have “coffee dates” with different people from the company, so we can get know more people and don’t feel isolated at home. We also have “Online lunches” and “online co-working sessions”. “



2- Organization of the team work

“We usually use Microsoft teams and rarely skype. Chat and video call functions of teams, outlook, yammer, online platforms. We have check in calls everyday in the morning with the team. We have weekly meetings with our senior management team (almost 70 people joining in total across global talent acquisition).”

“We usually use Zoom for videocalls. We also use Slack for keeping everyone informed and Recruitee to inform about our advancements in the selection process each of us is involved. Finally, we use Trello for writing down our objectives and check when we achieve them.”

“All the meetings are carried out through Skype or Microsoft Teams. I have meetings every day with my team (in the morning) to discuss what each one of us has been doing, ask for help, and keep in touch. We also have a team catchup three times a week with our direct manager. Besides, we have a meeting with everyone in the Porto office (about 150 people) with our director. The company also organizes some online activities to keep people in touch, such as weekly yoga classes and “bingo championships”.



2- Organization of the team work

“I spend 6-10 hours a week in meetings, and on average spend an hour on emails daily.”

“I am in contact with my supervisor almost every day. Everyday I get instructions through an outlook email from my supervisor on what to work on throughout the day. Sometimes to clarify some things we do on what the app calls. We also have a zoom meeting 1 time in two weeks.”

“On average, I exchange around 7-10 emails weekly with colleagues/supervisors/company tutor (all combined), along with 2-3 phone calls per week, depending on the complexity, stage and the duration of the task. There is, as well, an everyday exchange through WhatsApp.”

“It depends on the week. I have informal calls with my tutor 2 or 3 times a week, about 30 minutes per call. I have 2 to 3 zoom meetings a week that can last up to 2 hours and 15 min. Additionally, I am in several professional group chats on WhatsApp, and I spend time reading and responding to the messages in the chat. Furthermore, in addition to being attentive to the group chats at all hours of the day, every day of the week, I regularly check my work email.”



3- Preparation for tele-working

“It was very fluid. We were given one week off as an adjustment period, and there was a lot of support from leadership and from the university that (the company) was part of. It took about two weeks before meetings really kicked into gear, but after that, everything has been very fluid.”

“There was no special training or preparation for the transition to online work. It was rather sudden, as we came to work one day and were told we have the choice to continue working from home effective the next day, due to the tightening of the protective measures, including movement liberties. However, we received both in-person and detailed written instructions on how to proceed and the tasks we would be assigned to, and this has been the common practice ever since then.”

“Moving to remote working was very easy and fluid. Company decided to move to online as soon as this recommendation was made by the authorities. Every employee was warned beforehand, so they could have taken all the necessary equipment from the office to their houses. IT management supported everyone to set up laptops, high speed internet, additional data security applications and etc. As everyone was more or less used to online working on their tasks, no additional training was needed, but during first week every teamlead was having meetings with their teams to see how they were adapting to new situation and if they needed something else. We have “home office task force” committee, which takes care of everything related to remote work: suggestion of new applications, getting discounts for home workouts and food delivery, ordering and providing us with equipment that might help during this time, for example standing desks, comfortable chairs and desks and so on.”



3- Preparation for tele-working

“The Norwegian government ordered that companies should send their workers home to work from there. Moreover, the university was closed but the teaching staff got instructions how to continue classes from home which they started implementing right away. Once I heard these news I stayed home and informed my professor that I am not going to leave the apartment anymore. He agreed with me and I continued working from home. So I would say the process was for me quite smooth as it might have been challenging for the professors to start online teaching. I am not aware of any training or preparation.”

“The implementation was fluid, as most workers were already used to working online and using online tools. Before starting the full-time remote work (which happened in the middle of March), we had a "trial day" where we all had the opportunity to check if we had access to all the tools we needed to work from home. In addition, the IT Team is always available to provide support. The company also provides employees with the possibility of having online psychological counseling during this period of isolation and facilitates workshops (e.g. stress management).”

“It was easy, thanks to my external tutor. He provided me the tools required and gave me instructions about how to use it. My onboarding process (which I did not finish yet) lasts one month, and at the very beginning of it, I received training for using the software I need.”

“Except for some minor technical problem switching to homeworking was not hard. No training was therefore given to us.”



4- Personal adaptation to tele-working

“So far, it has been easy for me. My mentor and the CEO of the company helped me when I needed. I could always reach them so far.”

“First week of the practice was rather difficult to adapt, because company started remote work exact the same day as I was supposed to start my internship. Therefore, not everything was determined and there was a lot of the confusion, because usually on-boarding process in (the company) takes more than 2 weeks and consists of dozens of meetings, trainings and other activities. But after 2 days they created new online onboarding path for new joiners and after that everything was very smooth. Every day I got presentations about all topics and my tutor set-up online “informal get to know” Zoom meetings, so I would feel more comfortable during work meeting. After I got all the equipment, my tutor explained my responsibilities, showed me how to use our HR system by screen sharing and for two weeks I was shadowing all the interviews, so I could understand scope of every position that we are hiring for. Before asking questions and/or if everyone was busy and didn’t have any time to explain to me something, I was searching in previous documentation to see how they were doing specific tasks before, I did individual research about the industry itself to know more about software engineering, positions and job descriptions, languages and frameworks they use.”

(Related to find out problems by him/herself) “No. Everybody was helping during this process for me to work and also to feel better. They made me feel as a part of the team very quickly. I had a busy schedule from the beginning. I started to know my colleagues and the organization.”



4- Personal adaptation to tele-working

“It’s still not my preferred mode of work, but I am comfortable with it. My tutor has been very helpful and accommodating. I enjoy having a certain level of autonomy, and so far, I feel like everything has been balanced in that regard. I know who to ask if I have questions here, and they listen and are very quick to deliver. I know I am an intern here, but I feel as if they treat me as if I am a client using a service from them (I mean this in the best way possible) – they are that quick and eager to help me.”

“For me it was easy and fluid, as for the research work at the university I was working mainly alone and with my laptop so that was not a big change. The only change was that now we don’t have in person meetings but via skype, which works well. In addition, some projects that we wanted to work on and which include the involvement of two companies has to be paused for now, as it can’t be done virtually.”

“It was super easy. I consider myself a person who connects immediately with my colleagues and on their part I felt the same. I have a supervisor at the company a little older than me who helped me a lot in the beginning. I never had a problem that a colleague did not help me.”



5- Feelings associated with tele-practicum

“This experience has been and is very interesting, unique and very engaging. I feel that during this experience I have been more focused on self-development compared to any other time. And now I fully understand meaning of working under stress and pressure. I’m really happy that from the first day I have a lot of tasks and responsibilities and people, who are always ready to help me. Company and especially my department always make sure that I won’t feel isolated or scared because of this uncertain time. As a final comment, I would say that probably doing my internship in (the company) and comparing my stories and experiences to others, I realize how important and beneficial it is to take care of employee’s well-being and satisfaction. Cause even in this time, everyone in my company is very happy and productive and dedicated to do their maximum to help company go through this hard time. I’m writing my thesis about organizational citizenship behavior and I clearly can see now what can be antecedents of such behaviors, cause I witness OCBs almost every day of my work.”

“I think that the way we see the teleworking must also change the way that we measure the work and the results we get in the time we get. The tools we use must change and also our own space must change. The ideal would be to get a working station inside of our homes where we can separate our personal life from the working life, but we also need to have a place to go sometimes and see our colleagues, have the real human contact and share what we learn.”



5- Feelings associated with tele-practicum

“I felt different than usual but not necessarily bad. I am still able to work and develop skills. Teleworking is not a bad experience, it is just something different, humanity is a flexible being and we can adjust to anything.”

“I am satisfied with how this experience has been unfolding so far. The circumstances are, indeed, extraordinary, and I feel that now more than ever it is important to keep an open mind, and be adaptive and flexible as possible in order to embrace all the challenges, but also opportunities that the situation brings. I hope, however, that by the end of my internship period, I would be back in the office, and get the feeling of the true dynamics and work environment in the company.”

“I felt supported and helped.”

“Honestly, the work experience has been great to me. The rest of the crisis is of course difficult. But work has been more pleasant.”

“I felt confident and relaxed. I knew everything was going to be fine, and that my external tutor would adapt his expectations to the situation.”



6- Relations with supervisors

“My supervisor uses emails and Google Hangouts to communicate with me. She has also given me instructions and an agenda through Google docs, and all the tools and resources I need are in the Google Drive folder, or the company intranet, or my internship handbook.”

“My mentor is somewhat organized. In my first week, she was a bit busy with dealing corona-virus issue. Still we communicated quite lot.”

“Management function is very well organized in my opinion. Besides every day meetings, that I have mentioned before, every week I have one-on-one meeting with my tutor, to discuss how my internship is going, if I have any problems with other people, if I need additional help or tutoring for something, how is my capacity and if I feel overwhelmed by the new responsibilities or I think I can handle more. Communication and feedback is always two-way. Supervisors, teamleads and co-workers are always ready to answer all my questions/concerns any time of the day. New suggestions about side projects or any initiatives are always encouraged.”



6- Relations with supervisors

“It is organized really well. The purpose of every activity is clear and explained by my manager. There are processes, procedures, online learning modules to learn about way of workings. We also use video calls through teams to have handover and teaching processes.”

“Lots of emails, phone calls with instructions, and text messages. Depending on urgency. Phone calls are for matters that needed to be dealt with right away.”

“I think it is well organized. We all have a very good relationship. My colleagues are transparent, very helpful, and understanding. My boss is very present, we talk every day and we have regular meetings to understand how everything is going and to plan my future tasks.”

“They are guiding me through constant feedbacks. They also call me to check how I am and see if I have any doubts about the job.”



6- Relations with supervisors

(Related to initiate a communication with supervisors) *“I think I could. With the senior people in my team for sure. I always can contact them. And I think with my immediate boss as well. In our company, everything works through outlook. I just would need to have a look into his calendar and set an appointment.”*

“Writing emails or messages on slack about tasks I should do, clarifying tasks via skype and commenting on work that I share on GoogleDrive.”

“Communication is certainly two-way. We are continuously reminded and encouraged to, primarily, call, or email (or send a message in our WhatsApp group) whenever we have questions or doubts with regard to the tasks, anything related with the internship or in case we are experiencing any difficulties related with online work or life during these special circumstances.”

(Related to initiate a communication with supervisors) *“Yes, I can initiate communication, she is available anytime, and responds to emails fast enough.”*



7- Effectiveness of remote work

“I think it’s very effective. I have more control over my work, and I take more ownership over my achievements. I have a comfortable home, more comfortable than the office, which makes things easier. The feeling that I’m not constantly being watched and listened to is also great. The other interns would probably agree. Consultants have complained that it’s harder to get assignments in this crisis, which is understandable. (Related to the impact of online work on results) It requires a different way of communicating. It is turn-based, and requires more structure. In the beginning it was all a bit slow because no one was used to this way of doing meetings. Now it goes much faster.”

“The professors were a little bit overwhelmed with transferring the online teaching to zoom, so they had less time for research. Now that it is working and that we have as well Easter break at uni, they have more time to concentrate on research. Also, some exciting projects evolved around Corona so that stimulated the research. I don’t think that the online work per se decreased the effectiveness but the fact that most companies in Norway decreased their work and therefor the project I was supposed to be involved in couldn’t start. Moreover, due to the transferring period and the arising problems with online teaching the effectiveness of research decreased slightly. (Related to the impact of online work on results) That depends on the development of the crisis and if we can start working on the planned project. In case that we can’t then of course this changes the plan and objective of the internship. On the other hand new exciting topics as social psychology in times of Corona arose which can add to my internship experience and in these research projects I can as well implement my research competences and learn a lot. However, then it would not be so much on WOP- psychology but more on research and social psychology which are interesting as well.”



7- Effectiveness of remote work

“Online work for my company is super effective. When using an objective measure, we can see that all the plans, goals and OKRs that have been set for the quarter are achieved (for HR department) so far and management doesn’t have any need to modify these OKRs. The results are presented to us every Friday. On more of the unofficial side, during our weekly HR meetings, first half an hour we always discuss how effective is online working, compare remote processes to physical processes and everyone in my department mentions that they are even more effective and productive now, compared to normal situations. (But I have to mention, that this is applicable for my department, as considering the sector of my company, developing HR systems, we didn’t freeze or slowed down any hiring processes, because crisis doesn’t really affect our annual profit. Therefore, we get more applications and also, we reach out to other software developers, who have been fired because of this crisis from more affected companies. This factor actually increases workload for recruiting team during this remote work). (Related to the impact of online work on results) First of all, I think because of this system I will be able to develop competencies, that I wouldn’t have developed in other way, such as working in emergency situations or dealing with virtual teams. Apart of it, I also have possibility now to work not only with my team in Munich, but also teams from Madrid and London. Also, because if the online flexibility, now I can be and I am involved in the processes and tasks, that weren’t part of my responsibilities, for example doing more active sourcing and being part of further learning and development interventions”

“I would say that we needed 3 weeks to get used to the situation and working effective. The first three weeks were not effective at all, but now I think we got it. Maybe sometimes we have too many meetings, but that’s all. Everybody knows his/her tasks at the moment and got used to the quarantine status. I think, the others share my opinion.”



7- Effectiveness of remote work

“It shapes everything that I’m doing, I think. It shapes how I communicate and the modes through which I build my relationships with my colleagues. It shapes how I conduct the assessments that I have to do. It’s very different from what I would have expected, but I am learning to appreciate it.”

“It has been a good experience; projects are in progress and new ones are coming. My colleagues would say the same. The workload has increased.”

“They (colleagues) are active, responsive and resilient. They change their ways of work according to the current circumstances in order to be effective, efficient and keep the team spirit alive. (Related to the impact of online work on results) This is a new way of working. It was already but right now it is evolving quickly and has to be a part of our lives. I believe in that in the future we will appreciate this experience a lot and use the knowledge and skills that we gained through this practice.”

“It was quite effective. I had no difficulty because of remote work. Yes, I think they liked me. I introduced myself in our informal meeting, there was no problem. They were very kind and motivating. (Related to the impact of online work on results) I had agreed with another company previously. I couldn’t travel so, it has cancelled. I had to change my company due to current situation and I found a company that I could work online. It has huge effect for me since now I’m with my family. I’m not alone, I did not need to spend money and I feel more motivated working online from my home.”



8- Personal previous experience with tele-working

“Yes, WOP-P master helped me a lot to know virtual teams and to improve my online working skills. We had classes about virtual teams during first year and we had the chance to work in virtual teams for winter school. I actually was giving winter school virtual team experience as an example during my onboarding meetings.”

“Yes, we needed to work virtually for Winter school. Plus during the Masters there were some projects where we had to work virtually. These are my only experience and I would say that I was well prepared for a situation like that.”

“During the master’s program we had to work online many times. Winter School’s experience was most intense one when it comes to communicate with people who are in a different country. Those experiences helped, but still this is different.”

“I experienced online working only in WOP master program. My virtual team experiences in the master program have a huge impact on my online internship currently. I feel more comfortable with my current situation and online communication is easier for me because I experienced it in the master.”



8- Personal previous experience with tele-working

“Apart from the virtual team work experience related with the Master’s Winter School Joint Intensive Learning Unit, I have previously collaborated on a research project in a virtual manner, having periodical Skype meetings and writing follow-up notes, navigating through an online project management tool to carry out tasks, etc., where we mainly had to rely on written communication. The virtual team work practiced throughout the 2-years in the Master had made this experience easier to adapt to, especially when it comes to collaborative work on shared online documents and remote communication with team members.”

“I didn’t have any experience before in working entirely remotely and WOP-P master helped me a lot for this transition to be very smooth. Working in virtual teams during preparation for winter school, respecting others’ way of working, taking into consideration time differences and operating into very diverse environment gave me a lot of skills that is very useful right now, because my company has over 50 nationalities that work remotely from all over the world.”

“The virtual component of the winter school, as well as previous group work in the master, has given me previous experience with working and collaborating with my team online.”

“I have some experience due to the work that we needed to develop for Winter School, which helped me to organize and be more autonomous while doing my work.”



9- Previous experience of the company

“Yes, my company had a previous experience in online working since they provide a digital questionnaire services to their clients. They create and provide these questionnaires virtually.”

“Since the company has offices in different cities (there are three offices in Prague alone), significant amount of work has been coordinated in a similar way so far. For example, job interviews have been conducted online when the circumstances would be such that would not allow for face-to-face interviewing. Recruitment aspect of the recruitment and selection process heavily relies on technology and has been done through social media platforms and other online websites. Business skype is commonly used form of communication between colleagues, apart from emails and telephone calls. The use of online shared documents and tools for online collaboration in day-to-day tasks have been an integral part of the company even prior to this crisis.”

“They had limited informal previous experience with remote work. It had been used in that if the CEOs would leave work early, they could continue working remotely.”

“Consultants had experience in online working. Interns did not. They had to implement a lot of changes for me to work from home.”



9- Previous experience of the company

“Yes, there was a home office option also before the crisis, voluntary basis. There are a procedure and elearnings about the off-campus working. Jobs tasks can be performed off-site from (the company), independent of company equipment and personal interaction, for max. 20% of the time. However, it was not applicable for interns before the crisis.”

“Even though in (the company) they didn’t have an experience when whole company was working simultaneously remotely from home, but every employee out of 500 have had possibility in the past to work twice a week from home, whenever their attendance in the office isn’t absolutely vital. Also, because they have three offices right now, in Munich, Madrid and London, everyday online meetings for goal specification and current situation discussion is a common procedure for everyone.”

“Yes, in my company they have a predefined day of the week (usually Wednesday) where one element is at Home Office (it is rotative, but everyone has the opportunity of working from home). With COVID-19 Pandemic, we all started to work from home every day and not only one day per week. But I think the change was very natural and smooth, there was no delay at the beginning or any kind of technical problem at all.”



10- The future of tele-working

“I think that it will be used far more than before. Workers who wanted to telework but were not allowed to now have the evidence that it can be done. I still believe that working face to face is the best way to go, but in situations where this is not ideal, I believe that telework should be established as a valid work option and must be valued as such”

“I believe that the technology can be also used in the future, even with more intensity. Moreover, I think that COVID-19 is actually pressuring the organizations to invest and actually adapt towards more digitalization and teleworking. However, I believe that personal contact is crucial and cannot be substituted by telework. Therefore, in the situation of normality teleworking will decrease to a normal amount. Maybe some organizations will let their employees leave the freedom to choose on their own to either telework or be present depending on the assigned tasks. I think, that the current situation definitely forced every organization to think about teleworking and make it more effective.”

“It definitely will be used more often because we have got adjusted to teleworking, moreover, most of us learnt something more about teleworking which we did not know before and which can be more enjoyable and time consuming.”

“If we were all trained in remote work, this could be a new norm so that flexible working hours and working from home could be an option to allow employees achieve a greater degree of work-life balance.”



10- The future of tele-working

“I think this experience will surely bring in some changes in the way work has been done “normally”. It is incredible to bear witness to the all the adjustments organizations have been “forced” to make due to the situation, but more importantly, the speed with which we seem to be adapting to it. These times of ambiguity and uncertainty can be especially fruitful for innovation in the aspect of organizing and structuring work, so I believe many things can be incorporated once these “extraordinary times” pass.”

“I think telework can work, if people have proper internet connection, the online tools would work fine, even in times of high usage. At the moment, webex doesn’t work properly due to the amount of people using it. Furthermore, people would need to have a training, which shows them how to communicate well virtually and what are the main aspects about telework. Furthermore, social events like online game nights or virtual coffee meeting would need to be organized, so that people stay social and could connect on another level.”

“I think the concept of work will change in the next years because of this pandemic. Companies will understand that the Home Office is also profitable, and sometimes, it decreases some costs. Especially for the workers. With this said, yes, I think telework will be used with more intensity shortly, even in situations of normality because it can be an advantage. Personally speaking, I wouldn't like it if It became a mandatory thing for al days of the week, however, if it was interspersed with days at the company and days at home, I think it could be very effective and motivating.”