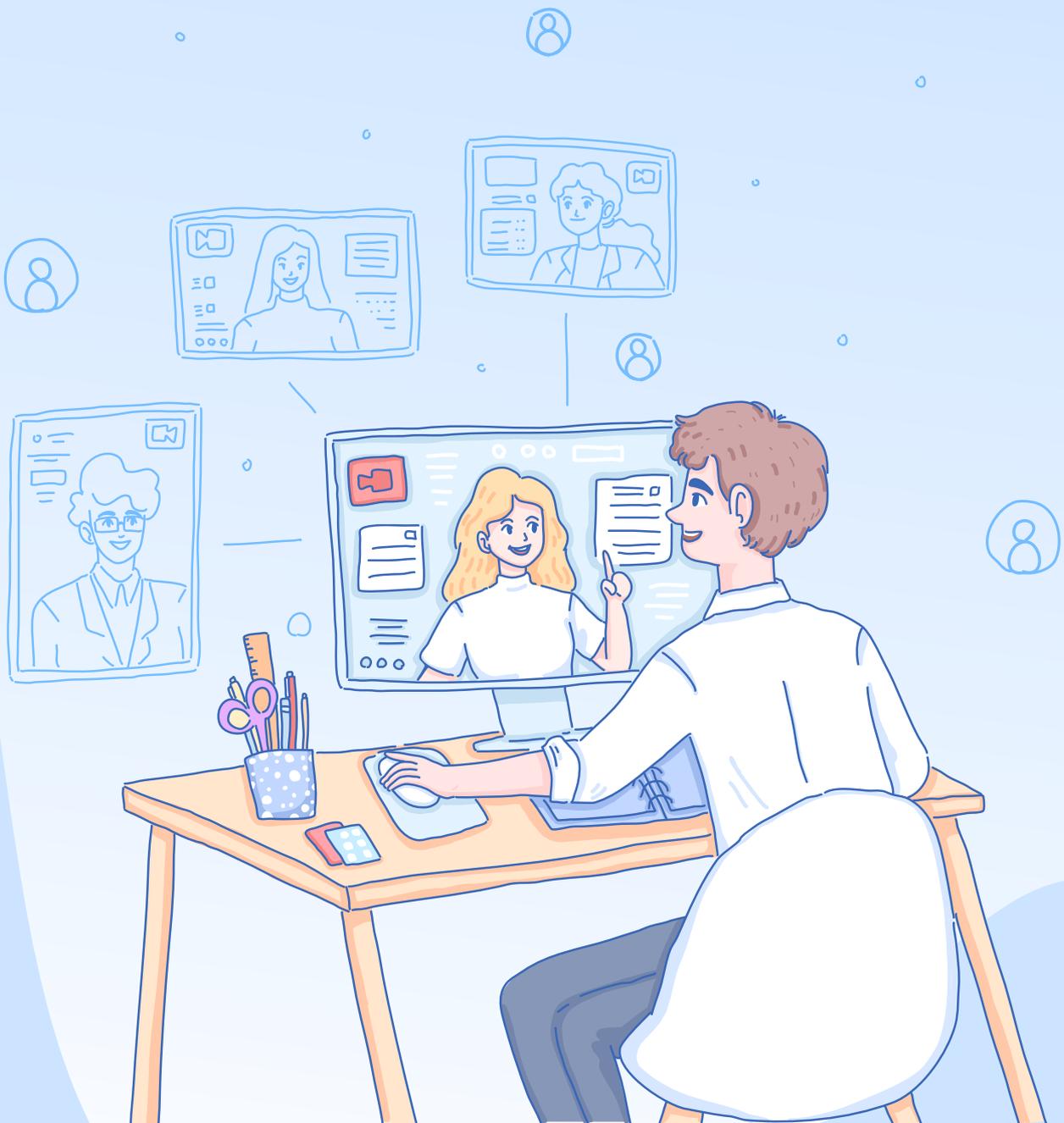


Creating A Remote Recruitment Agency

Ebook By Recruit CRM

Trusted By Recruitment Firms Across **80+ Countries**



WHAT'S INSIDE

- 03** INTRODUCTION
- 04** SO WHAT EXACTLY IS A REMOTE RECRUITMENT AGENCY?
- 05** UNDERSTANDING HYBRID TEAMS IN COMPANIES & WHY IT DOESN'T WORK
- 07** LET'S TALK ABOUT THE ADVANTAGES OF GOING COMPLETELY REMOTE
- 10** OBJECTIVE OF THE EBOOK
- 11** POSSIBLE CONCERNS OF A REMOTE RECRUITMENT AGENCY MANAGER
- 17** THE SECRET SAUCE FOR 'REMOTE WORKING' TO SUCCEED
 - 18** Communication
 - 26** Documentation
- 30** FURTHER TIPS TO STAY CONNECTED
- 31** TIPS FOR EMPLOYEES OF A REMOTE RECRUITMENT AGENCY
- 34** CREATING AN ERGONOMIC WORKSPACE
- 37** SUCCESS STORIES OF COMPANIES THAT HAVE GONE 'FULLY REMOTE'
- 40** ABOUT US

Introduction

The not-so-novel concept of remote working has been riding high on success since the covid-19 lockdown and in no mood to be slowed down. It's almost like giving fresh life to the sentiment that the millennials and Gen Z have been saying for years, ***I want to work, have stability & security but also want to have a life!*** With the pandemic turning the world upside-down, this sentiment made by a certain group of workforce that's the fastest growing and the most prevalent is definitely not to be taken lightly. No one is certain on how long the effect of covid-19 might last but it is certain that working life will never be the same again.

Today, more than ever people have started to work in places outside of their conventional office. There are innumerable corporate giants that have started

adopting hot desk policies, few companies have started working remotely and are hoping to adopt this mould in the future as well. Going to a job, sitting in front of the desk, working for 8 straight hours is not the undisputed norm anymore. The concept of remote working is not new and has been around for as long as people have been commuting to work. However, its adoption has been greatly accelerated by the covid pandemic and duly enabled by technology innovations.



So What Exactly Is A Remote Recruitment Agency?

A 'Remote Recruitment Agency' is one that functions and hires recruiters who work outside a traditional office setting. It could simply mean that they're working from home, a coffee shop, a local co-working space or any city across the world. No particular effort is made to align these recruiters to a definite time-zone thereby allowing greater flexibility in working hours that best suit their lifestyle. In other words, a 'Fully Remote Recruitment Agency' encourages a **'Work-From-Anywhere'** arrangement rather than 'work-from-home'.

Also, 'Remote Working' is not to be confused with 'Distributed Teams'. By definition, 'Distributed Teams' are composed of employees who work from cities across the world with multiple physical offices rather than just one centralized

headquarter. These terms are often used interchangeably when they absolutely denote two separate models. Remote working is also not about having all employees in the same city working from an office and allowing them to work from home some days in a week or month.



Remote Teams

No Centralized Headquarter
Everyone Is 100% Remote

Understanding Hybrid Teams In Companies & Why It Doesn't Work

A 'Hybrid Team', on the other hand, is one that has both remote and in-office employees. This is more common in established companies since it's easier to implement. Hybrid teams can undoubtedly lead to happier employees but here come the cons:

1. Having your employees work '100% in-office' or 'Fully-Remote' is far better than adopting this method of 'Hybrid Teams'. It creates a feeling of alienation between the two and leads to problems in how the remote employees would be included and perceived by in-office employees.

2. Effective communication and extensive documentation (as we will explain later in this ebook) is a must for the success of 'Remote Working'. The commitment of in-office employees and work from home employees to this would be different.

3. There will be undeniable office politics. If

few members from a particular team don't approve of the remote employees, you might find them constantly justifying their privilege of not commuting to work every single day. There will be inequalities in this arrangement which can take an emotional toll on the employees.

4. There will be an issue of power difference in meetings.

5. Remote employees might not get the same opportunity and career advancement options as managers are not able to see their work on a daily basis or in-person. At some point in time, there will be a demand

for over-performance from the remote employees beyond those expected from the in-person employees. This will create a toxic work culture and eventually decrease employee retention.

6. Their colleagues and managers might often think that they are not working hard enough since they can't see them. They will provide less influence when it comes to creating new roles for business developments. Now guess who will be considered for the next promotion, someone who's working in-office or remotely.

Therefore, while changing your company's model, forming hybrid teams would be a complete no-no. There are a lot of things one needs to keep in mind when it comes to planning out and structuring a remote working organization and keeping employees motivated without the office buzz. This is why this ebook will be useful

& serve as your fool-proof guide if you too wish to start your own remote working journey.

Let's Talk About The Advantages Of Going Completely Remote

As the realities of the global pandemic are settling in gradually, businesses have been thrust into answering a question that has been around for quite a long time-

"Should my company become 'Fully Remote'?"



Though a lot of companies have been successfully working remotely since the very beginning, many organizations have been thinking about considering it for the long-term (with Covid-19 forcing them to go temporarily remote). So, let's talk about the advantages if a company was to go 'Fully Remote'.

1 Access To Great Talent Across The World

Advantages Of Going Completely Remote

With your company being 'Fully Remote', you're about to enjoy some new hiring advantages too. Without a physical office setting, geographical limitations cease to exist. You can hire in any city across the world where the talent pool is available.

2 Enormous Savings

Advantages Of Going Completely Remote

You end up saving a huge deal of money for the organisation in terms of physical infrastructure cost (both in terms of capital and operational expenditure). When there's the elimination of the office space, think about how much you will be saving in terms of rent or mortgage payments, several utilities and related expenses such as insurance and maintenance costs. These generally add up quickly limiting growth opportunities for a company as well as its profits. Payroll costs will also reduce as you hire in low-cost countries or cities.

3 Reduction In Office Politics

Advantages Of Going Completely Remote

With the elimination of a physical office, office politics will also reduce. Working remotely will let employees skip on the competition for boss attention, political infighting, backstabbing and other major productivity killers. All in all, 'Fully Remote Companies' produce much happier employees who are more productive, loyal and generally stick around for longer. This is a major win-win situation for everyone.

4 No Limitations To Scalability Of The Organization

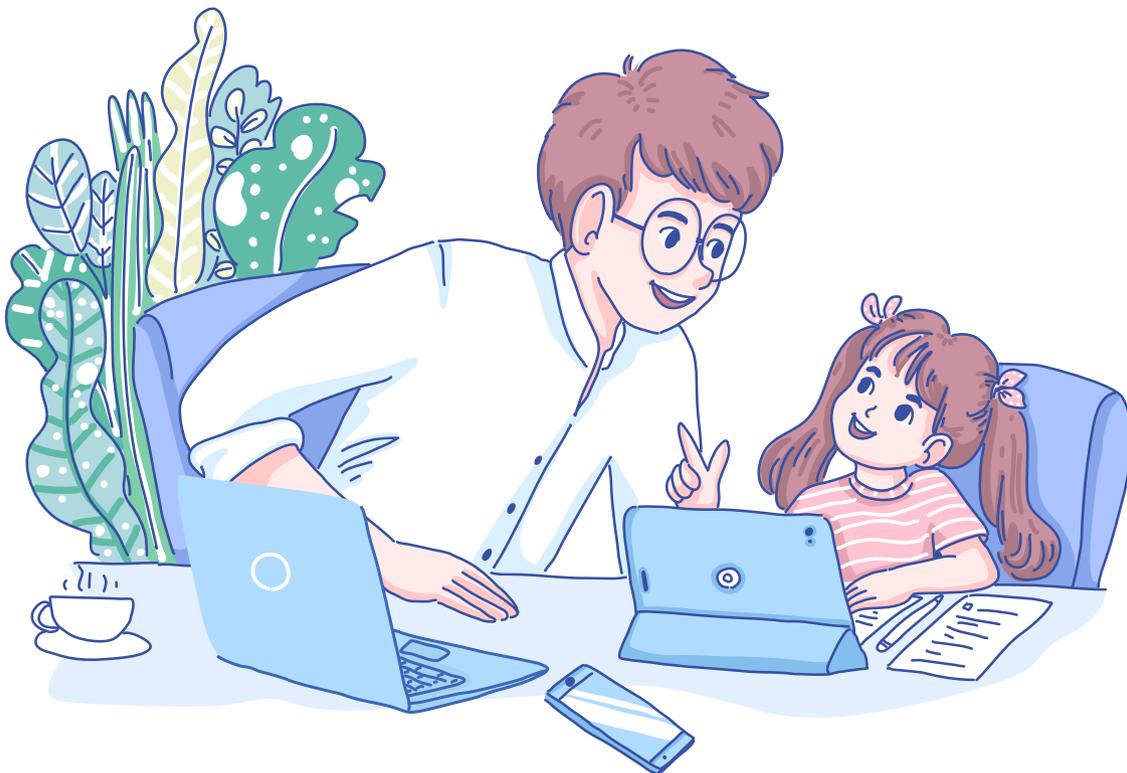
Advantages Of Going Completely Remote

Scalability is a crucial characteristic of any organization that determines its capacity to grow profitably. With no limitations of office infrastructure and ability to hire from any location, it will be easy to ramp-up at will and that too quickly.

5 Flexibility Of Work Timings

Advantages Of Going Completely Remote

Remote employees enjoy the flexibility of work timings to the fullest. This leads to a greater work-life balance which would otherwise have been difficult. They happily go on to fit work into their lives rather than the other way round.



Objective Of The Ebook

Remote working largely requires a change in mind-set. Having worked for many years in a physical office setting most managers find it unimaginable handling a remote workforce.

With major research still being carried out about remote work, there are true challenges companies will face. But real victory lies in managing the remote workers effectively and overcoming these challenges.

Having researched various remote working models adopted by companies around the globe, the objective of this ebook is to suggest processes and systems to effectively create a **'Remote Recruitment Agency'** using numerous productivity tools.



Possible Concerns Of A Remote Recruitment Agency Manager

Any suggestion to create a remote recruitment agency would be met with concerns related to the various functions in an agency and how they could be done remotely. We will address some of these to see possible ways of overcoming them.

1 How Do I Monitor What My Employees Are Doing? Concern of Employers

Working from home is nothing like office work since back in the office you can see them work with your own eyes. But back at home, how do you know even if they're working? But guess what? Technology has made everything possible nowadays. There are tech tools available online which have been specifically created to monitor remote working. Some of these are Hubstaff, Time doctor & Workpuls. These cost as low as 5-7 \$ per employee per month. All employees need to download this tool on their machine (desktop/laptop). This needs to further be switched on whenever the employee is doing company work. The tool thus tracks the total time every day that the employee has been working. Employers can lay down policies regarding the number of hours to be clocked per day or per week, start and end time etc. The employee can also tag various tasks that they do during the day like, speaking to clients, candidate shortlisting, candidate assessments etc. This tool also monitors the keyboard/mouse activity percentage for every 10 minutes. It moreover takes random (up to 3) screenshots between that interval of time. Much as the idea is not to spy on employees, it surely ensures that nobody fools around during work hours and is strictly working. The employees can always switch off the tool when they are doing any personal work on their co-

-mputer.

2 How Will Team Interactions Happen Between Individuals? Concern of Employers

Any form of team interaction and knowledge sharing can happen online. Millennials and Gen Z are also known as digital natives for very specific reasons and one among them being the ability to commit to the world of the internet. For 'Remote Working' to succeed, effective communication and extensive documentation is a must. We shall cover these two aspects in greater detail further in this ebook.

3 What About Team Bonding? Concern of Employers

To build a long-lasting company culture, team bonding is crucial and no one can deny that. Apart from encouraging ice-breaker conversations, to have your remote employees get to know each other better, here below are some team building activities that can be implemented:

a. Storytelling Prompts

Everyone has a wide variety of stories to tell. All it takes are just a few little prompts. To get ideas rolling, bring everyone on the same page. Keep your prompts light and fun so that people are comfortable sharing their stories with their colleagues. This can either be done weekly or monthly where someone from a specific department takes on the responsibility and schedules meetings with small groups of people to share stories.

b. Set Up Fika Breaks

This concept of Swedish coffee break is absolutely not new. Fika breaks are opportunities provided to colleagues where they get to know each other better. Outside of regular meetings, Fika breaks encourage employees to have a cup of coffee without having to talk or worry about work. A program like this can be easily implemented for remote team members and can even be automated via certain apps.

c. Digital Breakfast Club

Host a digital breakfast club where not more than 10-12 people come together to eat breakfast via video call. They can make light conversations and this is actually fun since few people usually go all out with their breakfast spread. Always remember that each member must get a chance to talk.

d. Host An Online Scavenger Hunt

There are various ways through which one can conduct scavenger hunts for remote teams. For instance, create a list of 10 common household items and ask small groups of people to work together to find as many items on the list as they possibly can.

e. Host Trivia Events

Ask your company's self-proclaimed experts to create the trivia questions and host this event via video chat. The questions can range anywhere from your team's favourite TV show, cuisine or band. The idea is to create as much as interaction online between teams as possible in a fun way so that all team members get to know each other and are more bonded together as a team.

Well, meeting in person with team members is also important and this can be achieved by having an off-site or outbound meeting periodically (once every quarter or six-monthly) where the entire team gathers over a weekend or maybe for 3-4 days and specific team building activities can be arranged. This can coincide with company founder's days or some annual celebrations or can also be built around the achievement of specific revenue or profit goals.

4 Will The Employees Have A Feeling Of Belongingness? Concern of Employers

The employees will always have a sense of belongingness if they are motivated and engaged enough. The same technology that makes remote work possible, will also help in facilitating this. To foster a sense of belongingness, make sure to touch base regularly, include them in celebrations, acknowledge contributions in front of team members and host virtual brainstorming sessions. It's rather easy to feel isolated when working remotely but to help in better productivity and engagement, use technology to your advantage and return to your managerial basics where you make sure that everyone in the team feels included.

5 What About Candidate Interaction? Concern of Employers

For a recruitment agency to work, there's indeed minimal physical interaction needed. Everything has become easier in this digital age. Everyday interactions have become streamlined as AI Bots get intelligent and every aspect of who we are, what we do and what we want is broken down into a range of 1s and 0s. In the recruitment and staffing sector, job seekers usually see an advertised job and apply for it online, upload their CV and wait for a callback from someone who represents the company. Interviews need not be conducted in-person anymore. As

a recruiter, you can either ask them to answer a set of questions and upload that video or conduct a virtual interview so that you can have a sense of their personality and capabilities.

6 How Can A Recruiter Assess Candidates? **Concern of Employers**

Apart from conducting a video interview, recruiters can assess candidates by considering the 'must-have' and 'nice-to-have' qualifications in them. Develop a scorecard and compare candidates accordingly. There are so many pre-employment assessments available online starting from psychometric tests, various cognitive tests, technical tests and so on that can narrow down your list. As a recruiter, you can even give them assignments to complete based on which they can be shortlisted for the final interview round.

7 What About Business Development & Client Interaction? **Concern of Employers**

The primary focus of a business development team is to sign-up new clients for the agency and to get more business from existing ones. Most clients expect the vendors to come to their office physically and meet them in person. Well in that case where is the need to have an agency office. Your salesperson can very well travel to the client's office from her residence and back. Moreover, you can now appoint salespeople in cities where your clients are located and have the recruiters anywhere else that is low cost or has good recruiting talent.

8 How Do I Hire & Train New Recruiters For My Company? Concern of Employers

The hiring of employees for the agency now becomes easier as there is no location constraint. The hiring of part-timers or interns also becomes a good option (now that there is no cost of real estate & infrastructure). The hiring process can be pretty much the same as you would conduct for a physical office. The only difference would be that now the process would be online probably over a video call. If you normally conduct any type of psychometric or aptitude or any skill test, that can very well be done online. There are test providers who provide auto proctored tests wherein the report even tells you if the candidate clicked outside the window, how many times and for what duration. This could indicate that the candidate was trying to search for answers on google or somewhere else. So this is a pretty foolproof system. And anyways, your one on one interview would validate the test results.

Induction and regular training can also be conducted online. Moreover, there are a host of online training options which can be purchased and employees could be asked to complete specific programs as a KRA for specific months or quarters.

The Secret Sauce For 'Remote Working' To Succeed

We have already discussed earlier the pros of building a 'Fully Remote Company'. However, there are two most important aspects that make remote working a success. The degree of efficacy of this model solely rests on how well these two aspects are handled and hence we dedicate separate space to address these. These two aspects are -

Communication



Documentation



Communication



Good communication is the bedrock on which most great organisations are built. Be it on any level, in any situation or any context, a free-flowing, precise and honest communication is indispensable, more so now in a remote work setting. When your team is not meeting physically it becomes all the more important for everyone to know who is doing what, they need to share knowledge and share work. This makes communication all the more critical. To an extent, documentation becomes a subset of this, as it is only 'Written Communication'. It gains special emphasis here as all team members may not be available (even online) together and therefore every important communication now needs to be written down in detail so that everyone can refer to it in their own time when required. Even new joiners to the organisation can learn and understand the context when they read through previous documentation. Use of the correct tools for communication also assumes great importance. The aim of this part of the ebook is to lay down the tools and protocols everyone should follow while communicating within a remote organisation. We will address this by suggesting tools that could be used and the method of use. **Much as we are naming specific tools here because we also use them and vouch for them, you can always search for similar tools from other service providers.**



You can either get buried in thousands of emails or get some real work done. Slack allows a more organized way to communicate within the organization. This should be used as a primary tool for communication within a remote organisation. It also allows adding guests to specific channels of communication. It should be important that all members are well versed with the use of direct messaging, usage of emojis, channels and all integrations within the tool. Slack can be integrated with various apps like Jira, Confluence, Intercom, Wootric, Zapier, Loom and so on.

Why Use Slack?

- a.** You can give projects a dedicated channel, rather than an endless email chain. This will let you save time and you can see all projects and discussions in one place/channel.
- b.** It allows you to have a real-time conversation with any team member you like. Unlike an email, where every message you send out is given equal weightage, in Slack, you can send a direct message asking an update from the team on a specific project and get a response immediately.
- c.** An email tends to isolate information to only the people who are included in it. However, when it comes to using Slack, everyone in a channel sees the same messages so your team knows who's responsible for what and how to move forward with a particular work.
- d.** Since Slack allows integrations with other apps, you don't constantly have to switch between tabs. You can check things out here without actually having to leave the conversation.
- e.** Slack also provides enterprise-grade data protection where you can ensure that only the right people and approved devices can access your company information. By default, it encrypts both data in rest and data in transit. Also, Slack offers governance and risk-management capabilities flexible enough to meet your organisational needs, no matter where you are.



Zoom

Countless companies are embracing a video-first culture. In a world which is defined by remote working and globalisation, the video provides businesses with a way to maintain face-to-face interactions between members of staff. Videos generally bring more context and meaning to a meeting while improving daily interactions. Much as there is video calling available on Slack, Google Meet and so on we specifically recommend Zoom as this consistently provides a good experience. Some important meetings may be recorded (in local computers) or the Zoom cloud so that anyone who missed the meeting can come up to speed.

Why Use Zoom?

- a.** Easy adoption with WebRTC technology.
- b.** You can join or host a meeting from anywhere and on any device.
- c.** There is access to robust security solutions throughout.
- d.** Zoom provides built-in tools for screen sharing. Apart from this, you also have the option of conducting HD video and audio calls.
- e.** Meet securely with role-based user permissions.
- f.** Zoom allows you to schedule meetings in advance. Apart from providing various other integrations, they also bestow streamlined calendaring services with Outlook and Google.
- g.** Built-in recording and transcripts are available. It provides excellent engagement. Their main goal is to supply a futuristic and straightforward experience. Therefore, with things like virtual hand-raising and other such functionalities, it maintains it helps keep the entire team engaged.
- h.** Team chat both for groups and one-on-one messaging are accessible on Zoom as well. It also

provides fantastic user support for all organizations around the world. There are phone supports available across multiple time zones.

Applicant Tracking System And CRM

By far a good Applicant tracking system and a CRM (Customer Relationship Management) goes a long way if greatly increasing the productivity of the team. Much as we build among the best ATS & CRM (Recruit CRM) you can explore any other ATS or CRM that best suits your need. However, the most important features of a good ATS would be -

- **Ease of adding CVs to the database (Bulk import, Parsing, Scraping from LinkedIn Github etc) & searching those CVs**
- **Marketing of those jobs through job boards & social media**
- **Maintaining client database, jobs, pipelines, submitting CVs, client feedback.**
- **Interact with candidates & Clients using the CRM (Email & calling integrations) schedule tasks and appointments with reminders.**
- **Billing & Invoicing**

There would be a host of features associated with the above functions and there are applications available to suit all kinds of needs and budgets.

Zapier

Zapier is a tool that helps you integrate various apps that you will use. For example, an integration of your ATS with Slack using Zapier will allow you to be notified every time a candidate applies to a job, a client gives feedback on the candidate and other such actions happening in your app. This notification can be shared in a Slack channel of your entire team or specific team

members. Similarly, if you are maintaining your policy documentation on an app like Notion or Confluence, any new policy added or any edits made to existing policies can reflect in specific slack channels. This is an extremely useful tool and is a must-have in your arsenal.



This is essentially a time tracking tool and all team members of an organization are required to download this on their device. This tool can be easily integrated with Jira and team members can clock the time spent on specific Jira issues. The recruiters in your remote recruitment agency can select a project and then Hubstaff will track the time that is spent on them. This can also be viewable in the web application. You should specify your team members the amount of time they are required to work every day and based on this your HR & Accounts team can process their monthly salaries. We have already covered this tool earlier in this ebook.

Why Use Hubstaff?

- a.** When a user is running Hubstaff, there are random screenshots of their screen taken after every 10 minutes which will give you an idea on which team member was doing what at a specific point in time. [Read here, why Hubstaff is not at all invasive to employees.](#)
- b.** Each second they label the user as either active or inactive. This is determined by mouse and keyboard movement, i.e. mouse/keyboard movement = active and no mouse/keyboard movement = inactive.
- c.** Hubstaff also calculates activity percentage showcasing how active a particular team in your agency was.
- d.** It's also available in the form of a chrome extension and compatible with Mac, Windows, Linux,

iOS, Android and so on.

e. It can be easily integrated with more than 30 different third-party applications like Trello, Asana,



If your company's mission is to grow and build a great base, then HubSpot is a must. HubSpot lets your entire company work together starting from marketing to sales and even customer service. This inbound marketing and sales platform let you attract clients, convert leads and close them. Companies are better equipped in this case to manage their sales and marketing team.

Why Use HubSpot?

- a.** HubSpot must be used not just because it has a great marketing hub that provides tools to manage your website, publish content, manage your social media platforms, automate lead nurturing workflows but also because it lets you visualise everything full circle.
- b.** There are more than 75 integrations available for use here on this platform. From Slack, Shopify and so on, you can integrate them and make work much easier and fun.
- c.** Apart from these, HubSpot also lets you educate yourself by offering online courses, training, projects, certifications and so on.
- d.** They have a huge community all around the globe and you can join these HubSpot groups (HUGS in short) and learn more from fellow HubSpotters.



This essential chat and messaging tool can be easily embedded onto your website.

This would help you interact seamlessly with all existing and potential clients & candidates. Using customized bots you can create automated responses that let you qualify leads and support inquiries regarding jobs & vacancies, and so much more.

Email

Since it's advisable to use Slack for most of the internal communication within your team members, emails can be used for external communication.

However, there are some tips that you need to keep in mind when communicating via email:

- **Make sure your email looks professional. (First name@Domain name, Full name@Domain name, Contact@Domain name, Info@Domain name and so on)**
- **Be persuasive, friendly and professional as and when the situation demands because at the end there is only one purpose for sending an email and that is for it to be opened.**
- **Keep your branding consistent throughout the email.**
- **Do not try to be super-fancy. Keep everything standard and personalise as per the purpose.**
- **Lastly, don't forget to create a professional signature which contains your company name, logo and contact number.**

Calendly

This is an exceptional meeting scheduling tool and all team members who schedule meetings must be encouraged to create an account and then integrate this with their Google Calendar and Zoom account. Calendly can connect with up to 6 of your calendars and automatically checks your availability and helps you connect with your clients and prospects.

Why Use Calendly?

- a.** You can hold different kinds of meetings and the best part is the fact that your invitees can schedule individual slots.
- b.** You can even host multiple invitees at the same time in the form of a webinar, training session and more.
- c.** With Calendly, you can take up the ownership of the entire scheduling experience. You can send confirmation & reminder emails to improve no-show rates.
- d.** With a remote recruitment agency, your prospective clients, recruiters, candidates might be in different time zones. Using Calendly, you can display availability in your time invitee's time zone with their intelligent time-zone detection.
- e.** You can even empower your entire team to have a streamlined and productive workflow.
- f.** You can even allow your clients to schedule meetings directly from the website.

HR

HR Information System

If your agency has around 10 employees or more it would be useful to have a basic HR system, that would handle payroll, payslips, taxation, leave approval, reimbursements etc. In the spirit of promoting transparency, employees can view company policies and their personal records here as well. There are various online systems available in every country and you can figure out what best suits your needs. Most systems charge on a per employee, per month basis and are pretty affordable.

Documentation



As described earlier, documentation forms another important pillar of a 'Fully Remote Company'. In physical offices, people can visit each other at their desks to ask a question or just listen to conversations going on around them. While these are convenient for receiving swift replies, they can also be majorly distracting and make companies unproductive. By adopting a document-first approach, team members have *"a Single Source Of Truth"* for all answers. Even though documentation takes a little more time upfront, it prevents people from having to ask the same question again and again. What sets it apart is that it remains on record for future reference and also allows asynchronous functioning/collaboration. Each member can then work in their own time zone as per convenience and all members need not be available online together.

How To Ensure Smooth Documentation?

The ideal response to answering a question is to document the answer in an act of playing it forward, such that every new hire that comes after will be able to find this information more quickly. Additionally, it removes the company-wide parcel of having to develop this answer from scratch again. This mentality encompasses many sub-values:

1. Write Things Down

Document everything: in Slack and Notion pages (as discussed below). It is far more efficient to read a document at your convenience than to have to ask and explain everything. Having something in version control also lets everyone hand out suggestions to revamp it.

2. Be Respectful Of Other's Time

Consider the time you are asking others to invest in your meetings. Every meeting should have an agenda linked from the invite, and you should document the outcome as well.

3. Responsibility Over Rigidity

Whenever possible, you should give people the responsibility to make a decision and hold them accountable for that, instead of imposing rules and approval processes.

4. Sense Of Urgency

At an exponentially-scaling startup or a successfully established agency, time gained or lost has compounding effects. Try to get the results as fast as possible, but without compromising your other values and the ways you document, so the compounding of results can begin and you can focus on the next improvement.

For several companies, the frenzied speed of business creates a false sense of justification for avoiding documentation. Once this happens, the only way to continuously learn is to ask another person repeatedly. This is an extraordinarily uneconomical and restless process that leads to exhaustion, watered-down instructions and huge knowledge gaps as team members join in and out. Most employees are not empowered to shift the entire company culture to one that is in favour of documentation. Thus, one typically builds a skillset of how and when to ask other humans to ex-

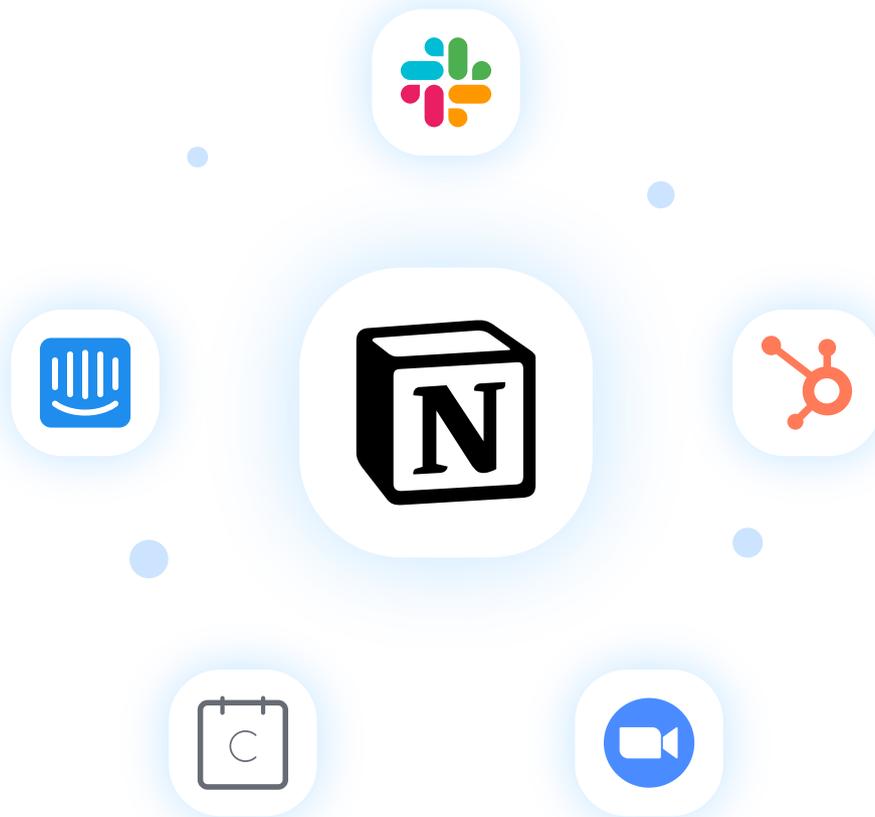
-tract information vital to achieving their goals. They know it's a suboptimal approach but may feel that they have no reasonable alternative. Humans tend to trust other humans more than words written in an online repository, which is why it's so vital to humanize the Notion (or [Confluence](#)) pages by empowering all members of a company to contribute.

The Documentation, However, Needs To Be:



 Using Notion for Documentation

This powerful note-taking tool should be used as the primary tool for documentation. To unify your company's work processes, this can be the common platform for collaboration, note-taking and managing projects. It has a clean kanban board interface that allows easy usage and implies the process of creating and documenting. The most extraordinary feature is that you can work on Notion even in the offline mode!



Why Use Notion?

- a.** You can add a list, plain texts, code snippets and helps you create a breezy database.
- b.** You can do rich text formatting, where other employees who have access to a particular page can come and add comments or share their views.
- c.** Use it to assign tasks and create big projects for your team. This will further allow you to categorize and stay informed on new and old project developments.
- d.** You can create several templates for your notes and replicate or create new pages within seconds.
- e.** Notion lets you integrate tons of current tools to streamline everyone's workflow. You can connect it with Jira, Slack, Google Drive, Google Calendar App and so on.

Further Tips To Stay Connected

1. Ensure regular team meetings
2. Regular online meetings daily (or any other periodicity) are a must to sync up all employees on the activities with the company/teams.
3. In an organization, all meetings between team members/teams should be held on the Zoom platform. The employees of the remote recruitment agency will have to create their own zoom account so that they can create/schedule meetings and invite individuals/team members and share the meeting link on Slack.
4. Discover a comfortable timing for a team-wide or an agency-wide call. All teams would be expected to conduct their quick team meeting before that. You should emphasise your employees that this should be taken as a very significant call. During this call, each team coordinator/leader is



expected to briefly describe the work done by team members the previous day and the plan they have for the present day. Ideally, this call must not last more than 20-30 mins.

5. The rules for effective meetings like having an agenda, preparation, time allotment, closing meeting with actionable points, and responsibility assignments remain the same as for any in-person meeting in the office.

Tips for Employees of a Remote Recruitment Agency

1. Carve out a dedicated workplace. Where you work is as significant as what you perform on and who you perform with. Tell your employees to dedicate a space where only work occurs, enabling them to focus while they're there and disconnect when they exit. The execution of this will look different depending on their workspace and who is present during your working hours, but the key is to find a space that is purely for work.

2. Engage with people. When there's no office to influence spontaneous informal communication, they must be intentional to weave it into their day.

3. As mentioned above, schedule virtual fika breaks and happy hours via video call.

4. Talk about what they normally would. If sports, vacation plans, and uproarious tales of insubordination by children are common

bubblers, work with the team to establish a chat channel to discuss things outside of work. The medium may be different, but the connection shared will remain the same.

5. Drop any shame or embarrassment. You should encourage them to not worry about their background, and feel welcome to let their pets and family find their way into calls on occasion. It humanises the experience and evokes the fact that we're people first and colleagues next.

6. Connect with family and community. Working remotely gives everyone an opportunity to spend time with a different set of people than just coworkers. Ask them to look for opportunities to build bonds with others, which may have been impossible or limited when they had to commute.

7. Separate work from life. This is likely to be

the most difficult hurdle to clear, particularly for new remote employees who have a family at home. Tell them to have a dedicated conversation with their family, helping them understand that just because they are home that doesn't mean that they are available.

8. Respect the routine but experiment with change. Asynchronous workflow is a significant benefit of an 'All-Remote Team'. It's wise to formulate a routine that closely aligns with their prior (office-going) routine. However, ask them not to feel beholden to a set schedule. A perk of 'Remote Working' is the ability to experiment with unconventional working days and hours. It's understood that not everyone shares the same crest of vitality and focus. If they think that they work best in late evenings or late at night, for example, ask them to have that conversation with their specific team and experiment accordingly.

9. Have a power back-up & high-speed int-

ernet connection. Focus on the importance of installing at least a 1 KV inverter as power back-up at their place of work. They will also need to subscribe to at least a 10 Mbps speed internet connection. This should handle any temporary power outages as well as connectivity needed for video conferencing.

10. Adopt a self-service and self-learning mentality. All-remote companies thrive through documentation. Crucially, this demands every team member to be equally imbued with perpetuating documentation, creating a cycle of self-searching, self-service and self-learning. Managers should continuously reinforce this expectation.

11. Create good habits such as-

- **Use Slack Status to indicate do not disturb, lunch break or available status.**
- **Dropping in a message on Slack helps everyone work asynchronously. Call someone only if there is some urgency/emergency.**

- Plan one-to-one or team meetings. Budget a time and ensure the same is adhered to. Document in detail the decisions that are taken

- Always do a video call whenever possible. It's good to be face to face with colleagues especially as you are not physically together in the office.

- Always document giving out the context. Understand that 'more' is good when it comes to documentation.

- Dedicate a few hours a week to having social calls with anyone in the company.

- Employees can often undermine relationships while working in an 'All Remote Company'. Our brain is also wired in such a way that we tend to focus first on the negative and then look on the brighter side. [Read more about how remote workers can continuously undermine relationships while working remotely creating confusions](#)

and misunderstandings. One of the many steps remote employees can take is to use emojis to convey emotion. Though emojis have commonly been reserved for personal conversations that occur outside of the workplace, remote employees should feel comfortable using them in everyday discourse with team members. In 'All-Remote' work environments, where you may never meet a colleague in-person ever, leveraging visual tools to convey feelings or intricate details in tone, emphasis, and emotion can lead to more empathy and a tighter human bond. Emojis are known to create more inclusive communication spaces. When you're working with colleagues where the business language isn't someone's first language, more universal indicators (for instance, "thumbs up" for "great job" or "done", "smile" for showcasing positivity) can reduce the mental burden of interpreting a message.

Creating An Ergonomic Workspace

Ergonomics is essential because when you're working and your body is stressed by an awkward position, extreme temperature or repeated movement, your musculoskeletal system is heavily affected leading to back and neck pains, lower productivity, hampering mood and so on. You are setting up a remote company, which means there will be no singular place for you to work. It's necessary that both you and all your employees take this into consideration and set up an ergonomic workstation by keeping the following in mind:



Chair

Choose a chair that supports your spinal curves. Adjust and regulate the height of your chair so that your feet rest flat on the floor or a footrest and your thighs are kept parallel to the floor. Adjust armrests so your arms gently rest on them and your shoulders are at ease.



Footrest

If your chair is too high for you to rest your feet flat on the floor—or the height of your desk requires you to raise the height of your chair—use a footrest. If a footrest is unavailable, you can even try using a small stool or a stack of sturdy books.



Desk

Under the desk, make sure there's enough space for your knees, thighs and feet. If the desk is too low, modify with boards or blocks under the desk legs. If the desk is too high, raise or adjust the height of your chair. Use a footrest to support your feet as and when required. If your desk has a hard edge, pad it with soft foam or use a wrist rest. Don't store items under your desk.



Keyboard & Mouse

Place your mouse in such a manner that it's easy to reach and on the same surface as your keyboard. Keep your wrists straight, upper arms close to your body and hands at or slightly below the level of your elbows. Use keyboard shortcuts wherever required to reduce extended usage of the mouse. Adjust the sensitivity of the device so that you can use a light touch to operate it.



Monitor

Place the monitor directly in front of you, about an arm's length away. The top of the screen must be at or slightly below eye level. At the end of the day, you do not want to take an appointment in an eye clinic for Digital Eye Strain. The monitor should be placed behind your

keyboard. If you wear bifocals, lower the monitor to an additional 1 to 2 inches for a more comfortable view. Place your monitor in such a way that the brightest light source is to your side.



Mobile Phone

If you frequently talk on the phone and type or write at the same time, place your phone on speaker or use a headset rather than cradling the phone between your head and neck

Success Stories of Companies That Have Gone 'Fully Remote'

There are a host of companies that have successfully gone remote. Much as these are not examples of recruitment agencies there is no reason why the recruitment agencies cannot adopt such forward looking flexible models of remote working.



GitLab

GitLab is the world's largest 'All-Remote Company'. They are a DevOps Platform where you can get a complete CI/CD toolchain in a single application. Delivered as a single application and used by more than 100,000 organizations around the globe including Goldman Sachs, Siemens, University of Washington, Worldline, and so on, they too follow an open documentation approach to maintain complete transparency. It has now more than 30 million registered users.



Zapier

Another '100% Remote Company', Zapier believes in automation made easy. With Zapier you just need to make a quick setup in the beginning and after that, your workflow becomes automated forever. It's said that using Zapier can save you five hours every week and two hours per client by just automatically pushing leads and contacts into the right systems. Trusted by companies like Spotify, BuzzFeed, Adobe, Fox and so on, this successful remote company has been known to make more than 3 million users happy across the globe.



This web design and development consulting service describe their 120+ person team as *"One Big Happy Family"*. Their family is distributed worldwide and stays connected with Slack, Google Hangout, and plain old text. 10up firmly believes in the fact that talent can't be found in a single zip code and an international clientele will always and definitively require a global perspective. From New York to Idaho, they strive hard to bring the best of the global talent together and build a strong company.



Trusted by over 680,000 organizations across 184 countries around the globe, this 'Fully Remote Company' has been trusted by Oberlo, Air Canada, Adobe, Survey Monkey and so on. Hotjar lets you understand how users are experiencing your site and this is done not with numbers but heatmaps, recordings of what your users are seeing, instant visual feedback and so on. This self-funded company has about 100 employees who work remotely from different parts of the world.



This is a consulting agency that builds business software, trains programmers, and produces books & webinars. They're always hiring talented coders who communicate well and can healthily prioritize their work. Arkency has built a culture and environment to help all distributed team members flourish and prosper centring around the three concepts of anarchy, async, and remote.

Arkency founder **Andrzej Krzywda** was quoted saying:

"More than remote, we value async, which means work at a time you prefer. The whole process is constructed around it. Async/remote is part of our dna. I think it's now part of our lifestyle as well. There's a lot of freedom with such an approach."

About Us

All-In-One Software For Recruitment & Headhunting Firms.



Recruit CRM builds cloud-based software for the Global Recruitment & Staffing Industry. We are on a mission to help recruitment firms grow faster with cutting edge technology.

Recruit CRM helps recruiters do everything from sourcing candidates on LinkedIn, sending emails, setting up interviews, reminders, collecting updated CV's & even collecting feedback from clients.

For the vast majority of our users, we are the main tool they use to get work done every day. We have customers in more than 80 countries across every continent on the planet & take great pride in being the highest-rated product in our category on **Capterra**.