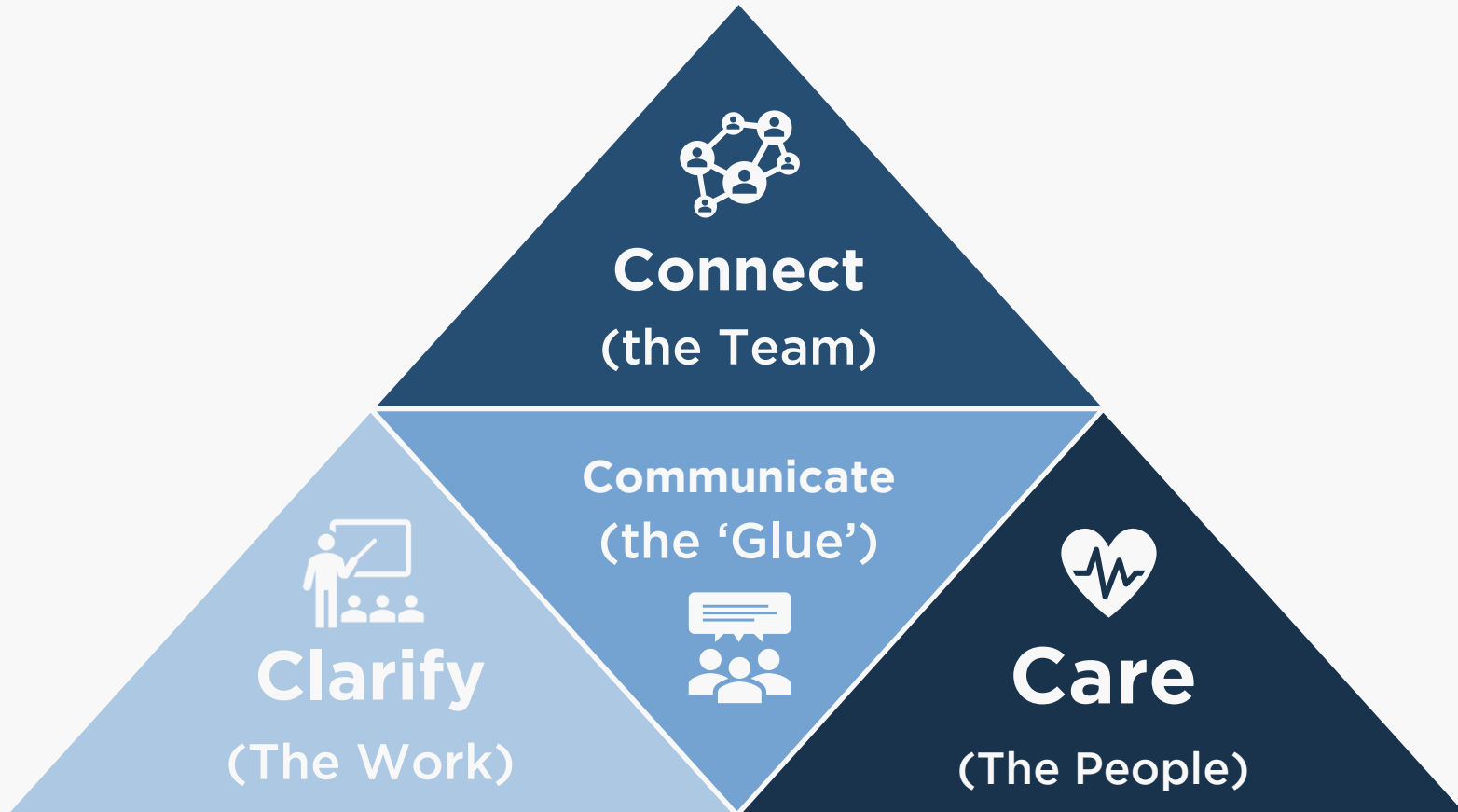






Clarify



Agree clear expectations on what, where, when and how people are working

Define work in terms of outcomes rather than process – agree clear goals + set clear boundaries

Provide permission for people to 'reimagine' how they do their work

Discuss what is going on organisationally including changes in priorities

Help / encourage people to break things down into chunks of meaningful work

If roles inside the team change, ensure all understand their role and those of others

Help people to prioritise – or re-prioritise activities

Have team members report their progress to you + share small wins - facilitate autonomy

As the landscape evolves, be clear about what is changing and what isn't



Communicate



Make communication your #1 priority and actively manage it

Collectively agree what should be communicated in the team + how – share information regularly

Run effective and efficient remote team meetings
Actively facilitate contributions, ensure people come prepared

Provide suitable equipment, resources + training to enable remote work

Get creative with using technology for keeping in touch

Recognise and celebrate examples of effective remote team work

Leverage technology wherever possible to communicate, check-in + collaborate

For eg, a 15 min daily remote 'set up' meeting, a 60 second daily video wrap up, instant messaging chats

Keep your 1:1s and stay in touch regularly [check-in don't check-up]



Connect



Actively work on the sense of 'TEAM' – co-develop plans and priorities

Deliberately set up activities for people to work together and collaborate

Book time to just talk about how people are managing the new 'normal'

Find ways for members to get to know each other more broadly - socialise and connect within + across teams

Find multiple ways to maintain visibility, a sense of inclusion and connection for members

Book deliberate learning and reflection time

eg virtual coffee breaks, eating lunch in a zoom meeting, meeting everyone's pets or kids – make it fun!

Facilitate opportunities for remote buddies, book group Zoom brainstorming sessions

Make use of collaboration tools like shared documents etc



Care



**Work on
strengthening
relationships +
fostering trust**

**Be sensitive to a
need for family
flexibility**

**Find more ways for
people to use their
strengths and
make progress in
meaningful work**

**Offer
encouragement
and emotional
support**

**Be conscious of
workload and
hours – isolated
people might need
encouragement for
self care time**

**Help people
process the loss
and frustration +
look for
opportunities**

**Be even more
available to help
solve problems
and check-in**

**Agree time
boundaries so
work and personal
times doesn't
bleed too much, eg
no calls after 5pm**

**Stay in touch
regularly – check
in on wellbeing**