TIPS for MANAGING VIRTUALLY

Given the rapidly changing environment, uncertainty of it all, and challenges of working virtually, it is more important than ever to stay connected with your team. Working virtually will require new and different kinds of leadership.

Check in daily with your direct reports and hold weekly 1-on-1s to check on:

- Personal and professional well-being
- Issues they might be facing
- Goals they are pursuing
- Other items

Stay Connected.

- Listen. Demonstrate empathy. Acknowledge the professional and personal challenges they are experiencing.

Hold regular team meetings, even more often now that we are all working virtually.

- Provide regular updates on the organization and answer any questions or feedback.
- Invite everyone to participate during discussions.
- Encourage and engage the team to help solve problems they are encountering while working from home.
- Have fun! Connect personally during team calls and consider hosting a fun virtual team event like bingo or trivia.

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Take advantage of technology.

Continue to be "visible" and have an "open door" by letting your staff and your colleagues know the best ways to reach you and the hours you're available.

Set and Manage Expectations.

- Work with your direct reports to reprioritize work; to revisit scope, deliverables, and deadlines; and to create realistic expectations.

- Continue to coach your direct reports, provide feedback, and talk with each of them about what success looks like in this environment.

Be Flexible.

- While you should expect your employees to be productive while working at home, you should also be flexible with regard to the individual challenges they may face while doing so. Responsibilities such as childcare, caring for family members, or internet bandwidth will make keeping regular work hours difficult or impossible for many people.

- Trust your employees and give them the freedom and flexibility to work on the schedule that helps them be the most productive.

Focus on **outcomes**, not activity or hours worked.

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