

# Being Successful When COVID-19 Forces Us To Work From Home

Does our team have experience working remotely?

YES

Is the process usually productive?

YES

Continue focusing on what works. Be aware that even productive teams can experience difficulty when normal routines are disrupted.

**Recommendation:**  
If immediate feedback isn't already the norm, empower one person per team to pause any meeting and **course correct in real time.**

NO

Lack of productivity can increase conflict and redundant work, especially when the reason is unknown.

**Recommendation:**  
Ask for team members' opinions on why the remote experience is frustrating. Identify the 2-3 things that are causing the most problems, then **fix one thing at a time.**

NO

Are we aware of another team that has experience?

YES

Leveraging others' knowledge and experiences can reduce time needed to learn.

**Recommendation:**  
Reach out to groups who excel at remote work and ask about their approach. Apply 1-2 of their tips to our team. At the end of each day, **assign a pass / fail grade** to our team and adjust as needed.

NO

The technology that enables us to work remotely also connects us to thousands of others.

**Recommendation:**  
Ask people in our broader network for suggestions. For the fastest results, **contact people in our industry / specialty** who might be able to give the most relevant tips.

Key behaviors to promote team effectiveness when we're required to work from home

Listening

Patience

Candor

Openness

Flexibility

Curiosity