



PLANNING

- **Have a schedule** – ensure that you keep a healthy work-life/home-life balance. A functional work schedule will help productivity and sensible boundaries go a long way.
- **Create a suitable working space** – if you aren't lucky enough to have a home-office, ensure you have a fit and functional space to work. Keep it tidy and clean with adequate lighting.
- **Schedule regular breaks** – you could consider practising the Pomodoro Technique to help keep you focused (work on a set task for 25 minutes then take a five-minute break; after four intervals take a longer break).
- **Move around** – sitting for too long is bad for your body. Due to coronavirus you might not be able to leave your home, but at a bare minimum take time to stretch and move a little. Yoga and Pilates can also help. Keep yourself energised with healthy snacks and meals.



COMMUNICATION AND TECHNOLOGY

- **Keep communication consistent and regular** – online groups set up via tools such as Slack, Facebook and Skype IM can be helpful to create virtual 'water cooler' moments and keep communications immediate and engaging.
- **Innovation and collaboration remain vital** and tools such as Zoom and GoToMeetings are helpful to facilitate sharing and meetings. Access to screen sharing tools can further boost collaboration.
- **Use the Cloud** to enable easy access and sharing of documents for all.



BEHAVIOUR AND MINDSET

- **Keep it social** – provide an opportunity for people to share and 'get together'. For example, you might want to consider implementing a weekly or bi-weekly online team meeting. Balance realism and productivity with a sense of fun. Allow the opportunity for questions.
- **Be mindful of cliques developing** – make sure everyone feels welcome and is included.
- **Communicate and celebrate achievements** – to keep people focused and positive.



FOR LEADERS (AT ALL LEVELS) TO KEEP IN MIND

- **Ensure key contact information and necessary processes / project plans are kept updated and are easily available.** Ensure office phones are diverted to mobiles.
- Given ongoing uncertainty, **ensure the tone of communications is positive**, yet realistic. Lead with facts, not fear.
- **Agree hours** – enable flexibility where possible, taking into account people's personal circumstances and the rate of change currently (for example, schools closing).
- **Set and agree tools and guidelines for the way people communicate** – avoid important information getting lost by limiting over-reliance on emails.
- **Keep the personal touch** – check in with colleagues to offer support (work and personal). Some individuals desire more social contact than others and some individuals might be alone 24/7. Regular FaceTime can bring a human touch.
- **Be mindful** of teams working in different time zones and cultural differences / language barriers. Ensure everyone is clear and comfortable.
- **Recruitment** – for new hires ensure there is a robust induction plan which works remotely.



How to Connect with People in a Virtual World, listen to the CRF podcast with Nick Morgan [here](#).