

Transitioning to the New Digital Normal

	Awareness	Alignment	Action	Accountability	Acknowledgement
Why?	<ul style="list-style-type: none"> When everyone is working remotely, you can lose the human element, which can lead to misunderstanding and even mistrust 	<ul style="list-style-type: none"> The biggest problem of working remotely is that, not everyone in your team is potentially on the same page, which can quickly lead to a chaotic organization 	<ul style="list-style-type: none"> When working remotely, people may not know what needs to get completed by when and how. This can lead to inconsistent and delayed outcomes 	<ul style="list-style-type: none"> When working remotely, there can be lack of visibility on project progress, which can quickly lead to lack of accountability 	<ul style="list-style-type: none"> Remote workers yearn for appreciation, even more so in the digital world
What?	<ol style="list-style-type: none"> Define engagement and governance models Hone your Emotional Intelligence skills Be kind and understanding. Going digital does not mean losing the human element 	<ol style="list-style-type: none"> People will have more distractions than ever so Focus, Focus, Focus – As a leader, take on few things and do them well Create a culture where people decline meetings that do not align with the top focus areas 	<ol style="list-style-type: none"> Make action items public Designate a person in every meeting to assign action items Have each person update their action items daily until it is done. Make it part of their DNA 	<ol style="list-style-type: none"> Make sure to document what role each person plays for a given project and hold them accountable 	<ol style="list-style-type: none"> Recognize and reward right behavior Catch people doing the right things and reward them Communicate and virtually celebrate team wins
How?	<ul style="list-style-type: none"> Engage a discussion with your team on how everyone wants to work together remotely – make them part of the solution Start your meeting with some compassion – inquire how people are doing. Open up about how you are coping with the changes Request people to have their cameras turned on – this will help employees read each other’s body language – which is often lost in the digital world Consider having virtual watercooler sessions where people can share and discuss random topics and leaders can join as well 	<ul style="list-style-type: none"> Post the top focus areas on your internal website. Send out a communication to everybody including stakeholders Consider implementing some guidelines for meetings - Every meeting should have: <ul style="list-style-type: none"> Clear agenda + Desired outcomes Linkage with focus area Reading materials sent in advance so everyone can come prepared for the meeting Try and make sure no meeting goes for more than 45 minutes tops – In a home setting it is hard not to get distracted 	<ul style="list-style-type: none"> Use an action tracker tool to enter, manage and report action items Consider using Kanban Boards to catalog and report action items based on categories Consider ending every meeting reviewing open action items pertaining to the topic at hand – Give a shout out to people who have completed their action items 	<ul style="list-style-type: none"> Use RACI model to define what role each person plays for each project. Make the document publicly available Consider having a stand-up meeting at the same time every day for 30 minutes to discuss pending items and catalog progress 	<ul style="list-style-type: none"> Consider gamifying your operations where teammates can give each other points for a job well done. Acknowledge and reward those who are at the top on the leaderboard Consider “Digital Hall of Fame” wall with names of award recipients on internal website Consider a virtual “happy hour” to celebrate accomplishments - People bring their favorite beverage and have fun talking with their teammates over a video call