

Managing your team when coming out of lockdown



Good Zoom etiquette

- 1. Use gallery view**
- 2. Mute unless speaking**
- 3. Videos on when talking**
- 4. Let's be as interactive**

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- **An expert in balancing the the human connection at work and commercial realities.**
- **Cofounded Vend and grew it from 0-250 people in 6 countries in 4 years.**



- 1. Safety Plan**
- 2. Evolve your culture**
- 3. An introduction to ADKAR to help you make changes**



Safety Plan

Remember the outcomes:

- **keep your staff safe**
- **keep your workplace safe**
- **don't become our 1st workplace cluster**
- **don't spread virus into community**
- **don't spread virus within workplace**

How to make it

Include your team where possible

Make it unambiguous, easy to understand

Communicate it via email

Ask everyone to reply to acknowledge



Things to include

Bubbles at work



Things to include

Contact Tracing Register (available immediately if required)

Health checkin at start of every shift

What to do if someone falls ill

Things to include...

2 metre rule, 1 metre (if other measures)
Fit for purpose PPE

Things to include...

Disinfecting surfaces

- door handles
- back of doors
- kitchens and bathrooms

Hand hygiene

Things to include...

Lunch room

- own mug
- wiping down table
- accessing shared coffee and tea

Things to include...

Re-induction of new ways of doing things



Beware

That new risks haven't been introduced



Take this opportunity

Change your culture when you all come together again



Leave behind

- **Out dated processes that have been re-engineered in lockdown**
- **Old rules re flexi working arrangements**
- **Excessive time to push things through**

Retain

- **Skills and desire to engage virtually**
- **Virtual collaboration**
- **New relationships formed cross-dept**
- **Work-life blend**
- **Ability to act quickly, nimbly**
- **Increased transparency**
- **Concern for mental health & wellbeing**

Add in

- **Increased transparency on business model**
- **Agile business practices (e.g. sprints) to respond more quickly to changes**
- **More focus on hearing from customers**



Make a plan

- **1 change you most want to implement**
- **Once that is done, 2nd change**
- **Once that is done, 3rd change**

Excelling as a remote employee

Adapting nimbly to changes

Rapidly adopting new technologies

Behaviour change



ADKAR

To bring about individual change

- **A**wareness of why change is needed
- **D**esire to personally change behaviour
- **K**nowledge of how to change
- **A**bility to implement skills & behaviours
- **R**einforcement to sustain the change

Awareness

Driving & Restraining Forces : Awareness

Driving Forces	Restraining Forces
Communication	Credibility of the source
Access to information	Denial of reasons as valid
Observable conditions	Debate over reasons for change
Personal vision / aspiration	Rumours / Misinformation

Desire

Driving & Restraining Forces : Desire

Driving Forces	Restraining Forces
Likelihood of gain	Fear of the unknown
Desire to be part of something	Comfort with how things are now
Alternative is worse	Bad history of change
Ownership of the solution	Personal situation
	Change resistant culture

Knowledge

Driving & Restraining Forces : Knowledge

Driving Forces	Restraining Forces
Training and education	Insufficient time
Experience	Inability to learn or remember
Access to information	Inadequate resources, money
Mentor / Coach	No access to needed info

Ability

Driving & Restraining Forces : Ability

Driving Forces	Restraining Forces
Practice	Psychological blocks
Examples, role models	Physical, intellectual limitations
Access to the right tools	Time available to learn skills
Feedback & measurements	Availability of support resources
Time	Existing habits

Reinforcement

Driving & Restraining Forces : Reinforcement

Driving Forces	Restraining Forces
Celebrations	Rewards not meaningful
Rewards & recognition	Rewards not associated with achievement
Feedback	Absence of reinforcement for accomplishments
Performance measurement	Negative consequences, e.g. peer pressure
Accountability mechanisms	

Next up: The new future and what it means for you



Thank you

**I am offering free, completely no obligation
30 minute phone calls if you want specific
advice or a coaching conversation.**

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