At Connect the Dots Consulting, we are committed to providing practical and timely leadership coaching and development. At a time when leaders are stretched to the limit, we want to share a Toolkit for effective "Work from Home" Leadership. These tried-and-true leadership practices are worth a reminder in these volatile times.

Staying Productive and Connected

Many leaders are trying to determine how to manage and measure the productivity of team members who are now working from home. This is a complex challenge that requires leaders to balance the need for work to be done, the unique personal needs and limitations of team members, as well as their own definition of "working from home."

We have heard a wide range of questions and comments from leaders:

- "I'm not sure how much to check in and what my expectations should be."
- "I realize that some of my team have to balance children and pets, while others do not. Should I have different expectations based on personal situations?"
- "We've lost the opportunity for 'hallway' and casual conversations to connect."
- "Our work schedules are much more fluid. How do I help my team set boundaries, so they do not burn-out and respond to ever changing requirements?"
- "How can I keep my team engaged with each other and our other business partners?"

We recommend the following steps:

1. Review and revise your team's key performance indicators for the next 3-4 months.
2. Gather input from your direct reports.
3. Define expectations for each of your team members.
4. Meet with each team member to discuss and agree to the expectations. This gives you the opportunity to understand and consider the personal needs and limitations of each team member.
   - ✓ *Adjust expectations as best as possible in recognition of each.*
   - ✓ *Agree to 1 or 2 key areas of focus for each week.*
5. Set-up regular 1:1 and team check-ins to:
   - ✓ *Manage progress.*
   - ✓ *Allow time for casual conversations and personal updates.*
   - ✓ *Make adjustments.*
   - ✓ *Provide support and guidance.*
6. Leverage technology tools like calendar functions and video platforms to share you and your teams' availability ("busy, available, off-line" etc.) and set expectations for using them.

Things to keep in mind:

- Recognize and acknowledge that working from home is now significantly different than it was prior to the COVID-19 season.
- The majority, if not all, of your team members are working hard to maintain and increase their productivity – they don't want to disappoint you, the organization, or themselves.
- Give them permission to accept that things are different right now and that you understand that they are doing their best.
- Encourage them to stay connected with their teammates and colleagues using technology for not only formal meetings, but to "hang out" and maintain their relationships.

We would appreciate hearing from you as to the strategies that are working or not working in our virtual workplaces. Please drop us a note, follow us on Linked In and Twitter, or check out our [website](#).

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