

# The New HR Leader's Guide To Coronavirus: Getting Things Done Remotely!

## 1. Ensure your team has needed tools.

Beyond their **laptop** and **mobile phone**, suggest to your folks that they have the following: A **comfortable chair and desk**. A **headset** for video conferencing (specifically a noise-cancelling one with a mute button). **Video conferencing** capability (Skype, LiveMeeting or Zoom). A **scanner, printer, copier**. And **IT department phone support** to access your company's virtual private network (VPN) & any HR platforms and software.

## 2. Keep them informed & in the loop.

Ensure your team members know what's going on. To make this happen, you should schedule a **daily 30-minute call** to kick off the day and/or wrap up the day – or as an alternative, it could occur every few days ...but at a **minimum once a week**.

During this coronavirus period, people are nervous about rumors, how the business is doing, what upper management is thinking, layoffs and other things. So this means YOU need to stay in the loop on these things as their leader. This means communicating more, emailing more, texting more.

## 3. Set clear expectations & guidelines.

Don't be shy about setting availability expectations with your team. Set up work-from-home guidelines, such as **emails** must be responded to within 24 hours, **use text** for urgent matters, and **no calls between certain hours** to make sure teammates are not working 24/7. This will help the team stay productive.



## 4. Manage key projects and priorities.

Stay focused and on top of things by scheduling regular individual one-on-one check-ins on assigned high priority projects. Every single task you give to your team should have a **deadline** associated with it. Otherwise, procrastination, misunderstandings and delay can take over. However, make deadlines **clear and be reasonable, sensitive and flexible**. For example, Don't expect something tomorrow that you know will take a week to complete.

## 5. Don't isolate yourself from clients.

Set up video calls with them regarding shared projects. Also share tips on how you're each getting on with remote working.

## 6. Be a cheerleader and keep spirits up.

Remember that not everyone actually wants to work from home. Aside from this virus, working at home can be stressful for some. Isolation, loneliness, childcare issues and distractions are real for many. The key is to communicate frequently & support those struggling with remote work. To help, ensure each team member has everyone's text & email contact info. Also, make sure they **feel comfortable contacting YOU**...24/7. As their leader, listen, hear them out and acknowledge their stress & difficulty...AND embrace your job as the **CHEERLEADER** for your team.

## 7. Recognize and reward your people.

Make sure they feel valued and appreciated by providing **TIMELY** thank you's, acknowledgments and recognition – and later, promotions, bonuses and monetary rewards for great work.

For more strategies for excelling as a new HR manager, director or VP,  
check out "The New HR Leader's First 100 Days" at:

**NewHRLeader.com**