

BEST PRACTICES



MANAGING A WORK FROM HOME TEAM

Workforce Insights by the Columbus Chamber of Commerce

FOUR-PART WORK FROM HOME SERIES...

COLUMBUS
CHAMBER
OF COMMERCE

The Columbus Chamber of Commerce is researching best practices to assist our members and the Central Ohio business community during these challenging times. Many organizations that have been deemed non-essential are still operating with teammates in remote locations and finding success by incorporating work from home (WFH) guidelines for their workers.

The Chamber has collected an extensive list of reliable and relevant resources regarding COVID-19.

Visit **Columbus.org** for more information.

ADAPT TO CHANGING EXPECTATIONS WITH STRONG LEADERSHIP

Research from University of California Irvine professor Judith Olson found those businesses in which workers understand expectations, have similar work styles, know and like each other, have technology that allows them to collaborate, and know how to use that technology are best poised for success. The supervisor or manager is the key conduit - responsible for translating the organization's response to COVID-19 for each employee.

With news and circumstances changing daily, if not hourly, during this time, employees look to their leadership for guidance and reassurance.

"This is the time for leaders to deliver **transparency, competency and empathy**. To have a change of mindset from fragile or robust to anti fragile."

Brandon Dupler, Dupler Office

Brandon recommends this video: [Things That Gain From Disorder Video](#)

"As always, leadership is key...It's easy to read any of the thousands of articles on the internet about leadership during COVID-19, it's a lot harder to do it, especially in unprecedented situations. **But the leaders who were proactive, creative, and energetic** in February 2020 are the ones who are doing the best in March and April, and who will adapt the best as we grow into the so-called new normal together." - *Bill Nolan, Barnes & Thornburg*

In turn, it is important for managers and those in leadership positions to alter their expectations. Making expectations realistic, achievable and focused on outcomes is critical, as leaders guide their organizations through a remote work environment. [Inc. magazine offers excellent tips](#).

"While our goals are the same- helping businesses and business owners - we have put a strong emphasis on self-care. Getting out for walk breaks midday, making sure we are eating healthy and getting enough rest are all ways that we can make sure we are in the **best mindset to help our clients and our community**."

Brittany Douglass, ActionCOACH

"We understand the burden WFH can put on people by completely blurring their work and home responsibilities, especially parents. It comes down to putting trust in them. Everyone is a capable adult who is in charge of managing how they get their work done each day. We are allowing for a lot of flexibility for when people work, as long as the work gets done. **Remember that everyone is doing their best** to juggle work and home, so be patient and flexible."

Dawn Marinacci, Ologie