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.

IMPLEMENT CONSISTENT AND PREDICTABLE REPORTING

According to research, the most important factor in ensuring success within a virtual workplace is <u>consistency of messaging</u>. Check-ins should be regular, predictable and presented in a forum in which the employee knows that their concerns and questions will be heard.

Many platforms are available to keep teams connected and engaged with work and each other. We recommend the creation of a group communications platform that will give all team members a line of sight on group projects and key information.

At the Chamber, we're using Microsoft Teams. We have created department and inter-department teams to ensure we're all aligned on priority projects. We have increased the frequency of managers meetings to semi-weekly to boost cross-functional communication.

Regardless of frequency, many companies find that allowing time at the beginning or end of the group meet up to allow some basic social interaction, such as spending the first few minutes just catching up with each other, is beneficial.

WHAT OUR BOARD & COMMITTEE MEMBERS ARE SAYING...

"I lead a daily meeting, as well as a daily COVID-19 crisis meeting, with time ranges from 30 – 60 min to **address the issues that are changing fast** with our team, members and the business community." – *Lori Kaiser, Kaiser Consulting*

"**Do a culture check in with your team.** Ask them to give a 1 to 10 score on how they are doing both professionally and personally." – *Rachel Friedman, TENFOLD*

"We have Slack channels called #ologiepets #wfhconfessions #ologieparents and #thewire. Those bring regular laughter and engagement. **We have fun with non-work related video meet ups too**, like virtual happy hours, sometimes with a theme (Tiger King), and even an engagement celebration." – *Dawn Marinacci, Ologie*

"We had our first fully-remote quarterly team meeting last week, and we planned a fun building activity with cross-functional teams using the "Breakout Rooms" functionality in Zoom. We've also **scheduled additional causal 1:1 time** for all team members as well as virtual team lunches for social time during the day." – *Brad Griffith, Buckeye Interactive*