Leading in Volatile Times: Sharing Your Ideas Back with Our CMC Community

Here are suggestions participants made in our live webinar session:

Introduced a morning "scrum", where the team can get together and discuss their ideas and concerns to solve issues. It has allowed me to step back and focus on managing people rather than the work.

We do daily update meetings to cover all the teams, and to inform staff of changes and to take questions on their concerns.

Skype calls, because it is important to see each other while we are working remotely. Also, we make a point to talk about non-work related items, as we would if we were still in the office.

Virtual coffee chats multiple times a week for those who are interested. Many are navigating stressful family situations so you can't assume everyone wants/needs the check-ins. We're giving some people time to figure things out.

We have Morning Toast and Jam: 30 minutes over coffee to check in with each other mentally, and then set our strategy for the day.

I keep the issues we collectively face in the forefront of our daily huddles. I'm realizing (learning) that the fears are lessened when there's regular communication.

We have started a weekly team newsletter with input from the team, which includes some positive non-work related things, like recipes, etc. A lot of staff input.

I have asked for people to share creative ways they're quarantined outside of work, for example: how are you going to celebrate Easter? Very interesting how it brought the team together. We also learned how to cook the same meal.

Humour goes a long way. It helps people embrace the situation. I've been asking people during this time, what's the weirdest/oddest thing you've bought online? I've learned that this humanizing question is helping people connect with one another differently.

To help us focus, we've returned to our timelines and discussed as a team how we can still deliver on time. What things can be dropped? How can we change some of the timelines?

Most of my team is off work right now. I try to check in and see how they are doing.

As so much has been changing day to day, I send a daily update email with headings for the information I have at the moment, including when I don't know any more than they do; being transparent about when I just don't have an answer at the moment, but what I'm doing to try to find out.

Care packages to employees who aren't used to working from home.

Encourage video use and talk about non-work things, such as seeing people's home offices, sharing tips on talking to your kids about COVID-19, sharing photos from your home.

We have done mindfulness exercises and practised at suprvisors meetings to ensure they continue practise during these stressful times and stay connected.

I pick one person to connect with a day, allowing them to share what they are feeling and what they're working on.

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I'm not a manager, but I've been reaching out to team members every day. This includes people I don't normally interact with daily, to check-in with them and making time and non-judgemental space for them to be honest about how they're doing. I've also been a big player for my team using online platforms to stay connected.

I send my team apps and websites for fitness and meditation a couple of times a week to help them take care of themselves.

Don't only check-in with staff on work, but also on a personal level to see how they are doing and how I can help. Adjust working hours, etc.

Virtual round-tables during WebEx meetings for all to share questions, what they've been doing, how they've been coping, and tips and tricks.

Creating routine to establish expectations as a team member. The morning check-in call, the afternoon challenge, the daily goodbye.

Ensure you thank team members for the little things every day as they are now physically remote from you.

Good one for our team is not to take advange of people being available - continue to respect "working hours" as best we can.

Flex work hours based on the VPN that wasn't designed to have so many staff using it at once. I have also set up weekly Skype meetings with staff.

We're asking our new staff to take part in Lunch & Learns/Show & Tells. People can sign up for a lunchtime slot while we're all taking a break and spend about 30 minutes chatting to us about their chosen topic (which doesn't necessarily have to be job related!)

We use Slack and encourage our teams to use it socially by creating common interest channels. The biggest trending channel right now? #bread!

I Skype bi-weekly with the team that reports to me, but I also make sure that I inform them about what the management team is talking about.

Friday afternoon team video calls with themes - hat day, favourite mug, pet day - allowing for a touchpoint to talk about family and how your week has been.

I've been hosting Team Connects two times per week and asking the team to submit a theme - coffee talk, crazy hat event, Simon Says, and every Friday we have a department-wide virtual happy hour. Also, continued to host regular one-on-one check-in meetings.