

# Managing your team when coming out of lockdown

# Good Zoom etiquette

- 1. Use gallery view**
- 2. Mute unless speaking**
- 3. Videos on when talking**
- 4. Let's be as interactive**

# Mel Rowsell

## Coach | Consultant |

## Facilitator | Speaker |

## Author

- **An expert in balancing the the human connection at work and commercial realities.**
- **Cofounded Vend and grew it from 0-250 people in 6 countries in 4 years.**



- 1. Safety Plan**
- 2. Evolve your culture**
- 3. An introduction to ADKAR to help you make changes**

# Safety Plan

## Remember the outcomes:

- **keep your staff safe**
- **keep your workplace safe**
- **don't become our 1st workplace cluster**
- **don't spread virus into community**
- **don't spread virus within workplace**

# How to make it

**Include your team where possible**

**Make it unambiguous, easy to understand**

**Communicate it via email**

**Ask everyone to reply to acknowledge**

# Things to include

**Bubbles at work**

# Things to include

**Contact Tracing Register (available immediately if required)**

**Health checkin at start of every shift**

**What to do if someone falls ill**



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# Things to include...

**2 metre rule, 1 metre (if other measures)**  
**Fit for purpose PPE**

# Things to include...

## **Disinfecting surfaces**

- door handles**
- back of doors**
- kitchens and bathrooms**

## **Hand hygiene**



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# Things to include...

## Lunch room

- **own mug**
- **wiping down table**
- **accessing shared coffee and tea**

# Things to include...

**Re-induction of new ways of doing things**

# Beware

**That new risks haven't been introduced**

# Take this opportunity

**Change your culture when you all come together again**

# Leave behind

- **Out dated processes that have been re-engineered in lockdown**
- **Old rules re flexi working arrangements**
- **Excessive time to push things through**

# Retain

- Skills and desire to engage virtually
- Virtual collaboration
- New relationships formed cross-dept
- Work-life blend
- Ability to act quickly, nimbly
- Increased transparency
- Concern for mental health & wellbeing

# Add in

- **Increased transparency on business model**
- **Agile business practices (e.g. sprints) to respond more quickly to changes**
- **More focus on hearing from customers**

# Make a plan

- **1 change you most want to implement**
- **Once that is done, 2nd change**
- **Once that is done, 3rd change**

# Excelling as a remote employee

## Adapting nimbly to changes

## Rapidly adopting new technologies

**Behaviour change**

# ADKAR

To bring about individual change

- Awareness of why change is needed
- Desire to personally change behaviour
- Knowledge of how to change
- Ability to implement skills & behaviours
- Reinforcement to sustain the change



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# Awareness

## Driving & Restraining Forces : Awareness

Driving Forces	Restraining Forces
Communication	Credibility of the source
Access to information	Denial of reasons as valid
Observable conditions	Debate over reasons for change
Personal vision / aspiration	Rumours / Misinformation



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# Desire

## Driving & Restraining Forces : Desire

Driving Forces	Restraining Forces
Likelihood of gain	Fear of the unknown
Desire to be part of something	Comfort with how things are now
Alternative is worse	Bad history of change
Ownership of the solution	Personal situation
	Change resistant culture



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# Knowledge

## Driving & Restraining Forces : Knowledge

Driving Forces	Restraining Forces
Training and education	Insufficient time
Experience	Inability to learn or remember
Access to information	Inadequate resources, money
Mentor / Coach	No access to needed info



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# Ability

## Driving & Restraining Forces : Ability

Driving Forces	Restraining Forces
Practice	Psychological blocks
Examples, role models	Physical, intellectual limitations
Access to the right tools	Time available to learn skills
Feedback & measurements	Availability of support resources
Time	Existing habits



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# Reinforcement

## Driving & Restraining Forces : Reinforcement

Driving Forces	Restraining Forces
Celebrations	Rewards not meaningful
Rewards & recognition	Rewards not associated with achievement
Feedback	Absence of reinforcement for accomplishments
Performance measurement	Negative consequences, e.g. peer pressure
Accountability mechanisms	

# Next up: The new future and what it means for you

# Thank you

I am offering free, completely no obligation  
30 minute phone calls if you want specific  
advice or a coaching conversation.

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