

# Remote Leadership Considerations: Suggested Agenda for Regular Team Calls

## Topic 1. Health & Safety Message

### Can include...

Reiterate concern for health and safety of team

Reminder of any resources available from HR (employee hotlines, emergency services, etc.)

Reminder of general safety guidelines: social distancing, stay at home, wash your hands, etc.

Shared tips for how team members are staying focused in isolation

## Topic 2. Acknowledge Outstanding Performers

### Shout out to...

Individuals or groups stepping up and doing an outstanding job

Anyone just making life more bearable for customers or co-workers

Anyone achieving a victory, no matter how small

## Topic 3. Today's Facts & Figures

### Can include...

Status of ongoing situations:

- Facts and figures; what they mean
- Trendlines: how the situation is getting better or worse and by how much
- Actions we are taking or decisions we are making to accelerate / slow /alter / stop the trend

Any changes in strategy, organization/people, process, technology, policy, etc.

- How this change affects you
- How and why we made this change
- If the situation/strategy/policy is evolving, what you can expect in the future and by when

## Topic 4. Ongoing Business Priorities; Future Success

### Can include...

Reiteration of main priorities and the big picture

Any change in priorities to cope with changing conditions

Explanation for why the change was made

Specific instructions to the team: what we need you to start / stop / continue doing

Discussion or reminder of any strategies being put in place to position the team for future success once the current crisis subsides

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## Topic 5. Gratitude & Reassurance

Can include...
Thanks to team members for continuing to perform under difficult circumstances
Reassurance that business will continue; crisis will eventually end
Reassurance that leadership will continue to support you in doing your jobs
Date/time of next team call and give a preview of any potential topics

## Topic 6. Take Questions

Tips for taking questions...
Anticipate the questions you'll get; prepare answers in advance
Answer honestly and directly
If you don't know the answer, say so and follow up with an answer as soon as possible
If you aren't allowed to share information, say so and estimate when you'll know more or will be able to share more
Tell team to contact you with any questions unaddressed because of time constraints
Take questions not suitable for a team discussion offline