Leading out of COVID:
Managers' Checklist

Overview

This is one of a series of checklists for business leaders and managers, focused on emerging safely from the COVID crisis, avoiding issues around employment law and rebuilding teams that are motivated and ready to take the business forward successfully.

To see other, related resources please visit workhorizons.com/resources/covid

If you would like to discuss any aspect of this with us, please call 0121 663 1710 or email info@workhorizons.com

General Considerations

- What will be different?
- Do you want it to revert to business as usual?
- Do you need to create project teams?
- What will they address?
- Who will lead them?
- Who will be in the teams?
- Was decision making effective? Does anything need to change?
- Was decision making too concentrated at senior levels?
- Did you find there were too many levels of management?
- Did people accept accountability, not just acknowledge responsibilities?
- Has the learning from this situation been captured?
- Would a thorough benchmarking process be appropriate?
- What issues do you foresee?
- What are the two biggest worries?
- Are there any issues to address with the broader society, neighbours, local government?
- If you knew you couldn't fail, what would you do?

Are internal communications effective?

- Transmission
- Reception
- Comprehension
- Frequency
- Relevance
- Transparency
- Completeness
- Consistent
- Feedback

How do you build resilience for people and processes?

- Shock absorption
- Change implementation
- Adaptability
- People strength
- Critical consumables

Wellbeing and wellness

- What is available to people for their mental wellbeing?
- What is available to people for their physical wellbeing?
- Is there a plan for wellness?

Dealing with a second wave

- What lessons have been learned?
- From which external sources are you taking learning?
- In the lockdown were the correct number of people laid-off, too few or the wrong ones?
- Is there crisis scenario planning?
- What action plans have been enacted to deal with issues highlighted?
- Is the technology available?
- Can you spread the risk?
- Can you avoid reliance on people who let you down in the lockdown?
- Will the staff be able to deal with the frustrations?
- Will there be a need for a different approach to leadership?
- Does there need to be expectation management?
- Do you need a project team to prepare?
- Which are the most effective media, including Social Media?
- Can you ensure consistency of message?
- Can you ensure feedback from staff?

Seeking Support

A smart leader recognises where they have the expertise to bring about the necessary change and where they need to call on others to provide advice and resources.

- Does the organisation have adequate HR, welfare and coaching support?
- Is the leadership team fully prepared and capable of dealing with some difficult personal issues?
- Is the organisation truly effective at implementing and embedding change?

About Work Horizons

Work Horizons is a team of highly experienced organisational renewal, people management and coaching professionals, who share a commitment to helping people find purpose in their careers and to leverage people's enthusiasm and engagement to achieve successful organisational renewal. We work with individuals and leaders of organisations to make positive change and bring about improvements in performance.

Our team is results-focused, working across the UK and internationally. Our strengths are enhanced by our agility, our deep experience-base and wide sector knowledge.

Contact us

If you would like to discuss leadership and people challenges in the context of change, please contact us on 0121 663 1710 or email info@workhorizons.com