

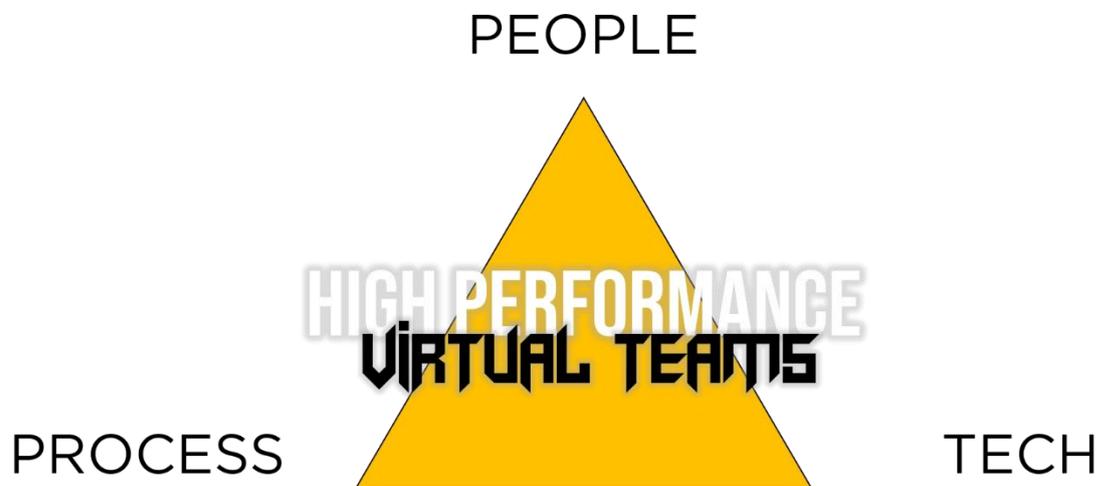
Key Work from Home Processes

A tool will not solve every problem.

In our line of businesses try to look for and implement tools to help create the processes for them. Then after a few months, they stop using the tool and complain that it is not working.

Tools must be used to enhance processes that you already have and not be used to create them.

If you are reading this document, there is a high chance that you had purchase the Microsoft Office365 and Microsoft Teams digital tool from us. This document is a supplementary to help you to achieve better use of the tool.



In this time of crisis, we need to ensure that our teams that are working from home, are in a constant High performing state. Communication processes are very crucial during these times.

Microsoft Teams will help you in this because it has the capabilities to formulate a central location for everyone in your team to chat, video call and share documents without leaving to another app.

But this needs to be coupled with some key meeting rhythms as part of the process.

Microsoft Teams will help you facilitate these meeting rhythms when you do them via the video call function or use the chat function to share updates during the day. Finally, you can edit documents on the fly from a central location that everyone can access. This is what productivity means.

The following pages are some key examples of the Meeting Rhythm process you need to incorporate into your daily team habits

The Daily Huddle

The purpose of the daily huddle is to get everyone aligned. Many teams have suffered from lack of productivity or by doing double work when the teams do not communicate and do not know what the other person is doing.

In a Work from Home environment, it is very important that constant communications happen. In a High Performing Teams that are Working from Home environment, this is even more prominent.

The purpose of the daily huddle is not meant for 'reporting to my supervisor on what I am doing' but its about getting everyone in the team aligned to the tasks and the main things of the day. This huddle will also bring quick help to one another when it is needed.

How do you run these daily Huddles?

1. It happen at the exact time every day and with a set agenda.
2. Everyone takes turns to talk about the pre-set agenda, typically up to 5 mins each
3. It is recommended that you do it standing up BUT in a work from home environment, then you would do it through a video call, where everyone's video MUST be turned on.
4. Depending on the number of people, the Daily Huddle should not take longer than 20mins/30mins.

This is the way that meetings should be run... **Predictable, Specific and Timed.**

Here is a sample agenda of a Daily Huddle which you can refer to and you may modify it accordingly. But however you modify it, remember... that the purpose is to align everyone and to grow them.

Daily Huddle Agenda
WINS <i>(What would you consider a win/achievement for you since yesterday?)</i>
The MAIN Thing <i>(Out of everything you want to achieve today, what is the one Main Priority/Area)</i>
Daily Metrics/Goals <i>(What are the specific areas you want to achieve today)</i>
Support or Help Needed from my Teammates <i>(What are the areas you need help with and from who)</i>

Like any habit, the start is always the hardest. Make no mistake, establishing rhythms is the hardest thing to do. You will get many complains and rejections at the start. Just like a parent trying to convince their child to brush their teeth every day.

Eventually, one of 2 things will happen...

1. They will see the benefit and they will get used to it
2. They wont like it and they will leave.

If no.2 happens, be alright with it because this technique is to build high performance teams in virtual environments and if people can't play this game, they will lose out.

The Evening Huddle

In times of crisis, overcommunication is a technique to keeping teams in high performance mode. Normally a Daily Morning Huddle is enough, but it depends on the velocity of change your team operates in. If need be, add more huddles during the day.

The Evening Huddle is useful in Work from Home environments because:

1. People working from home can get lonely and burnouts can happen faster. More interaction within the team can help
2. In times of crisis, the velocity of change happens much faster, decisions may have to be made on a daily basis. Having evening huddles aligns back the team on what has been achieved for the day and any learnings that we take from there to improve it better tomorrow.

An Evening Huddle is run in a similar fashion but the agenda is different. Here is a sample agenda that you can follow or modify from:

Evening Huddle Agenda
Key Achievements To Celebrate with me Today <i>(What metrics did I manage to achieve?)</i>
My learnings from today <i>(What were some key learnings from today?)</i>

Some may need to add in a Midday Huddle if required. Agenda for midday and evenings tend to be different. Midday Huddles are more Progressive updates.

Once the crisis is over, you may choose to remove the Evening Huddle, or leave it there if it works well and drives your team to do more.

The Weekly Plan

In these crucial times, the year’s plan and targets may have been planned out, but things have rapidly changed. This may not be about survival rather than growth. Whatever the target may be, it must be shortened to the next quarter plan AND it needs to be broken down to weeks.

There needs to be a clear plan of action on a weekly basis and establishing a rhythm of a weekly plan can bring foresight to what tasks we need to do.

Typically the Weekly Plan is thought about on Sunday, or on Monday morning, and its presented on Monday morning to the team. Similarly like the other Huddles, everyone takes their turn to share what their plans are for the week.

The purpose of this is to:

1. To create structure in what we want to achieve for the week
2. To align everyone to what we do
3. To spot areas which we may need help or someone needs our help on

Here is a sample agenda for the Weekly Plan that will be presented by everyone

The Weekly Plan Agenda
<p>My Quarter Goals and % achieved <i>(What are my goals for the quarter and based on a % how far am I?)</i></p>
<p>One significant thing <i>(What is ONE significant thing that happened in my life that happened last week and why was it significant?)</i></p>
<p>Week’s Goals <i>(What are the specific areas you want to achieve this week)</i></p>
<p>Critical areas that I need help on <i>(What are the areas you need help with and from who)</i></p>

The weekly plan is structured in a format to help team members be accountable. We would normally create this in a shared document on Microsoft Teams OneNote so everyone can refer to it.

Many successful companies in the world practice some form of a Daily Huddle. Some call it Daily Scrum or Daily stand-up, but it all means the same thing. It's really about alignment and when your teams are aligned, you will find that they are more productive.

We hope these processes will help you to practice better Work From Home environments that your teams can excel in.

If you should need any help with the tool or these practices, please contact us at: