



MANAGERS CHECKLIST MANAGING COMMUNICATIONS ON THE VIRTUAL FRONT LINE

A New Way Forward

Manager's checklist – Managing communications on the virtual front line

Assessing your team's status and readiness

- Is your team's contact information up to date and accurate?
- Is your team's remote workplace set up properly?
 - Are your team's equipment and applications in compliance with relevant data protection rules?
 - Has IT assessed the security of the applications, collaboration platforms, and communications tools your team will be using?
 - Has your Data Protection Officer assessed new platforms?
- Are your team's communications channels set up properly?
- Without being too intrusive, try to ascertain the context of each member of the team.
 - Are they living alone?
 - Do they have children at home? If so, are they home schooling?
 - Are they caring for elderly family members?
 - Are they caring for special needs family members?
 - Are any of their family or friends sick?
 - Has their partner been made redundant or furloughed?
 - Do they have medical needs that require attention?

Establishing a single source of truth

- Does your organisation have a singular repository of Coronavirus information?
 - Where does it exist?
 - Intranet
 - Microsite
 - Mobile application
 - A Facebook or WhatsApp group, a Slack channel, or a similar platform-based option.
 - Is it accessible by mobile?
 - Is there a way to access information offline?
 - Who is in charge of updating it, and how often?
- Is there a way to alert your entire organisation in the event of an urgent update or development?
- Are there any international members on your team?
 - If so, have they been briefed on the local health and government guidelines, or are they aware of them?
 - Are there other team members who report to them?
 - Has their local team's website been updated with a single source of truth?

Having some fun

- Are you making sure to include informal interactions in your communications plan?
 - Group communications and team bonding
 - Individual communications?
 - What is the cadence of your non-work-related communications?
 - Group
 - Individual