

COVID-19 LOCKDOWN. LESSONS LEARNED.

Bring the learnings from the lockdown in to your business.

Emerge stronger, wiser and better.

Most organisations value the 'lessons learned' concept, yet not all apply it well or reshape how they work from the insights gained. However, doing this well can mean huge opportunities are achieved. With COVID-19, it's essential that an organisation learns from the experience to enable it to function in a now changed world.

The next three pages feature questions and process you can adapt to perform your own lessons learned review. This is a free resource I've created intended to help. We're in this together, so let's emerge together *stronger, wiser and better.*



COACHING & TRAINING | LEADERSHIP & COLLABORATION

QUESTIONS TO ASK YOUR TEAM | Working from home through lockdown

These are examples of the questions you can ask your people in order to learn about their lockdown experience. Some of the six areas feature commonly in Peak Performance Plans that some organisations use, and of course you can add your own to make them relevant to your business. Collating the answers will give you insight patterns. Then you can plan to build greater resilience and/or update things like your *working from home* policy/strategies. Other performance areas you may want to assess are collaboration, relationships and cohesion. All of this with a view that should another similar crisis occur, you are better placed to get through.

Did your wellbeing improve, decline or was there no change through lockdown?

What did the organisation do well to support your wellbeing?

What could we have done differently to support even more?

WELLBEING

In terms of systems and processes, what worked well and what worked better than expected?

What could be improved if we found ourselves in lockdown again?

SYSTEMS & PROCESSES

Your productivity - did it improve, decline or not change through lockdown?

What was essential for you to have in place for your productivity to be high?

What things during lockdown created a strain on your focus and productivity?

PRODUCTIVITY

During lockdown, were priorities made clear around what you should focus on and achieve?

If priorities changed, did what you were asked to work on/deliver, make sense?

CLEAR DELIVERABLES

How would you rate the flow of Communication during the lockdown?
(Between you and colleagues and between you and the business)

What did you really value hearing about?
What did you need to hear more about?

COMMUNICATION

How would you rate the organisations Leadership through lockdown?

What could happen to improve leadership should we revisit a lockdown scenario again, and how would it help?

LEADERSHIP

LESSONS LEARNED | Lockdown insights for your organisation

Once you've engaged your people and understood their lockdown experiences, collate their feedback and design how you'll leverage their insights to become stronger, better and wiser as an organisation. For you, this might have a focus on building resilience, working from home policy or your crisis management/business continuity strategy.

KEY PERFORMANCE AREAS ASSESSED

These are the key areas essential to performance during lockdown, with many of your people working from home.

LESSONS LEARNED: THE ESSENTIALS TO HAVE IN PLACE

Collating feedback from your people, these are the key lessons learned, translated into strategies to support working from home performance

HOW IT WILL MAKE US STRONGER, WISER, BETTER?

State here how these 'essentials' will make your business stronger, wiser and better?

IMPLEMENTATION: WHO, HOW AND WHEN?

This is your business end. Who will lead putting these essentials in place? How will they do it and by when?

Wellbeing			
Systems & Processes			
Leadership			
Clear Deliverables			
Communication			

BROADER QUESTIONS FOR YOUR ORGANISATION

These are bigger questions to ask as an organisation, with again answers potentially feeding-in to growing who you are as an organisation and how you can operate at a new level.

Through lockdown, how well did we deliver on our core purpose? What would we do differently to live our purpose more, should another crisis occur?

PURPOSE

How well did our culture hold up through the lockdown? What 'positives', (character, values, behaviours) did we see within ourselves, that we should celebrate and embed into our culture?

CULTURE

What did we discover about our customers/stakeholders during lockdown? What was most important to them?

CUSTOMER

Beyond lockdown, what should we do less of? What should we do more of?

LESS / MORE

What are the risks that this crisis has exposed and what are our solutions to those risks?

RISKS / SOLUTIONS

Establishing what has now changed, what new opportunities are there for us to explore?

OPPORTUNITIES

NEED SUPPORT? This is a free resource I've created for leaders within organisations to learn from the COVID-19 crisis. If you like what you've read, please share and if you are looking for a facilitator/coach to guide you through a lesson learned process, then contact me: david@elevatecoaching.co.nz