

# A Leadership Post Pandemic ‘Fast Start’ Plan to Reengage Team Success

## 7 Step ‘Post Pandemic’ Business Plan

***There is always opportunity in adversity!***

No doubt, the recent pandemic is causing unprecedented challenges for all businesses. But resilient companies and their leaders continue to look for creative opportunities in this adversity. In recent weeks we have witnessed business leaders taking action to drive productivity, preserve client confidence, and maintain marketplace influence. But the greatest opportunity is still in front of us and may happen sooner than you think.

As with any race, being the first runner ‘out of the blocks’ is important if you intend to win. The dash back to effective business normalcy is no different. When more and more restrictions are lifted in your marketplace, will your business and team members be best positioned for success or languishing behind searching for guidance and leadership?

***With every opportunity some people hesitate, some follow and some lead! What will you do?***

Consider the following steps to best prepare for a successful transition back to normal business and take advantage of the opportunity to acquire a larger post pandemic marketplace footprint.

## 7 Post Pandemic Ramp Up – ‘Fast Start’ Steps

### **STEP ONE: TAKE ADVANTAGE OF THE DISRUPTION**

This is a great time to examine, evaluate and shake up routines. Because of social distancing almost everyone’s work routines have been disrupted. This is a perfect time to decide if any work activities, tasks or routines should be eliminated or amended once social restrictions are lifted.

- Strategies:**
- ✓ **Identify and eliminate possible time wasters**  
*(What can you do differently to eliminate wasted time? How can you and your team members get more power out of your hours?)*
  - ✓ **Review employee job descriptions**  
*(Is everyone working effectively, and should any responsibilities, projects or assignments be re-evaluated or reassigned?)*
  - ✓ **Review team member plans and directions**  
*(Everyone was moving in certain directions before the disruption. Should each person continue their previous path, or should something change?)*

## **STEP TWO: RAMP-UP RECRUITING**

This is a great time to look for high quality candidates! When people are forced out of their normal routines many will open their minds to opportunities they may not have otherwise considered. Now would be a perfect time to begin a dialog with candidates who might consider a new career opportunity as things begin to return to normalcy.

- Strategies:**
- ✓ **Create or review your hiring criteria**  
*(What requirements, competencies and experiences would make a perfect addition to your team?)*
  - ✓ **Review your hiring and selection procedures**  
*(Should any changes be made that might improve your recruiting or selection process?)*
  - ✓ **Create a more holistic recruiting plan**  
*(Many managers do not have a diverse and consistent recruiting plan. Should you consider new creative sources for recruiting? How can you alert candidates to the important opportunities available with your company?)*

## **STEP THREE: IDENTIFY THE GAPS IN TEAM MEMBER DEVELOPMENT**

A brief break in work routine and the possibility of making changes going forward makes a perfect time to identify 'gaps' in employee development. What should each team member be doing to improve skills and what additional resources will make them better?

- Strategies:**
- ✓ **Determine skill or competency improvements needed to move team member productivity to the greatest level**  
*(Do you have a plan to create these improvements and motivate employees forward?)*
  - ✓ **Review team member work routines, project procedures or pipeline/funnel processes for possible improvements**  
*(How can you help team member's ramp up and sustain their post disruption productivity more quickly?)*
  - ✓ **Verify that members are continuing to make progress on their personal improvement plans during the disruption**  
*(Should something change? What should they be doing now, differently or better to improve their chances for success in the future?)*

## **STEP FOUR: EVALUATE PRE-DISRUPTION GOALS AND DEADLINES**

Determine whether pre-disruption goals and deadlines are still valid and valuable. Should post disruption goals and expectations remain the same as they were or should the strategy directions and timelines change?

- Strategies:**
- ✓ **Determine where social distancing has caused turbulence in team member workflow and accomplishment**  
*(Should short or long-term expectations or team member goals and/or incentives reflect recent challenges and current situations?)*

- ✓ **Consult with team members to determine their opinions about their current situation along with their expectations and plans for future work achievement**  
*(Has social distancing contributed to team members being 'off target'? What can be done to get them tracking again?)*
- ✓ **Determine whether team members are committed to their current goals and action plans**  
*(The pandemic disruption has contributed to stimulating a variety of complex employee emotions. Fear, stress and uncertainty can cause team members to hesitate rather than charging back to normalcy.)*

### **STEP FIVE: CONDUCT TEAM MEMBER ONE-ON-ONES**

Participation creates buy-in, ownership and adaptability. Conducting One-On-Ones with team members, asking for their thoughts and opinions about what should be done going forward and brainstorming 'fast start' ramp-up plans will help to relieve employee concerns, energize team member plans, and help solidify commitments.

#### **Strategies:**

- ✓ **Make sure to review and discuss all three important One-On-One topics**  
*(The three important topics are Work History, Personal Employee Development and Future Work/Activity Plans.)*
- ✓ **Recognize the emotional impact of stress during a transition**  
*(Change can be difficult. Even though many employees have been working from home, going back to the workplace may cause doubt and uncomfortable circumstances. Be prepared to recognize and deal with stress induced employee behaviors.)*
- ✓ **Openly communicate**  
*(Keeping communication open and flowing improves trust and employee commitment. You need employees to trust that you care about them as they transition back to work. Just remember: people do not care what we know, until they know that we care!)*

### **STEP SIX: CREATE YOUR 'RAMP UP FAST START PLAN'**

To accelerate ahead of your competition and take best advantage of your reactivating marketplace as pandemic restrictions loosen, create a Ramp Up 'Fast Start' Plan. Research on change suggests that even though productivity should improve during a transition it usually slows down. But with the right plan in place your team and company can lead rather than follow.

#### **Strategies:**

- ✓ **Create a launching pad of shorter-term company and team member expectations**  
*(Great leaders know that sometimes the best way to successfully accomplish the big picture is to determine and achieve the benchmarks that will lead to that goal. What is your big picture goal, how will it be accomplished and how will you communicate it?)*
- ✓ **Determine how success will be measured**  
*(Well-planned benchmarks and timelines provide leadership with measurement opportunities for both progress and success. What will you look for when your team goes back to work and how will you measure their individual and group successes?)*

✓ **Benchmark against yourself, not others**

*(Leaders who take best advantage of the ramp up opportunities will be the ones who proactively ask and answer the questions: Where are we now? Where do we want to go? How will we get there? And... how will I know if we are making progress?)*

## **STEP SEVEN: JUMP START SUCCESS AS A MOTIVATING LEADER**

Employees need and want leadership. They are more aware of their leader's capabilities during difficult times and transition. If you want your team members motivated and following your lead, then consider what great leaders know and do during challenging times to motivate people and enhance their productivity.

**Strategies:**

- ✓ **Create and communicate your expectations and what success will look like**  
*(Research suggests that employees are tired of attempting to follow leaders who are simply reacting to conditions and environment. They will be more motivated to follow a leader who they believe has a plan, cares about them and what they do, and is taking them somewhere achievable and important.)*
- ✓ **Believe in your team and they will believe in you**  
*(Do not hold back. Communicate, coach, develop and delegate responsibility to show team members you believe in them and their abilities. Now is not the time to hoard responsibility or go easy on team members. Great teams overcome challenges and break barriers... together. If you want your team to be most successful going forward then challenge them, believe in them and let them do what they can to prove your confidence in them is well founded.)*
- ✓ **Be prepared to reward both effort and excellence**  
*(Look for opportunities to acknowledge and reward those team members who are willing to commit their energy to the transition and provide successes. Create and communicate your plans and expectations. Delegate responsibilities that allow for accomplishment and achievement. Be prepared to openly acknowledge and/or reward everyone who becomes an integral part of your Ramp Up – Fast Start success.)*

When this pandemic is over there will be a significant separation between companies who win and everyone else.

The greatest opportunity during this current adversity will be eventually recognized as, 'How quickly and effectively did your team go back to work? And, how much additional market share did we acquire because we were ready to effectively serve first?'

In the future and looking back, how will everyone remember your company, your team and your leadership when this is all over?

**For additional information / assistance please contact:**

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## Leadership 'Fast Start' Strategy Checklist

When this pandemic subsides there will be a significant separation between companies who win and their competition.

The greatest opportunity during this current adversity will be eventually recognized as, 'How quickly and effectively did your team go back to work? And, how much additional market share did we acquire because we were ready to effectively serve first?'

**Instructions:** Consider these 7 steps to prepare for a successful transition back to business normalcy and take advantage of a significant opportunity to capture market opportunities.

Check off the strategies you intend to use to 'Fast Start' your team and your business as social distancing restrictions are lifted. (Refer to the Leadership Post Pandemic 'Fast Start' plan document for more information.)

RAMP UP – 'FAST START' STEP	EXPLANATION	STRATEGY CHECKLIST
<b>Step One: Take Advantage of the Disruption</b>	This is a great time to examine, evaluate and shake up routines. Because of social distancing almost everyone's work routines have been disrupted. This is a perfect time to decide if any work activities, tasks or routines should be eliminated or amended once social restrictions are lifted.	<input type="checkbox"/> Identify and eliminate possible time wasters <input type="checkbox"/> Review employee job descriptions <input type="checkbox"/> Review team member plans and directions
<b>Step Two: Ramp-Up Recruiting</b>	This is a great time to look for high quality candidates! When people are forced out of their normal routines many will open their minds to opportunities they may not have otherwise considered. Now would be a perfect time to begin a dialog with candidates who might consider a new career opportunity as things begin to return to normalcy.	<input type="checkbox"/> Create or review your hiring criteria <input type="checkbox"/> Review your hiring and selection procedures <input type="checkbox"/> Create a more holistic recruiting plan
<b>Step Three: Identify the Gaps in Team Member Development</b>	A brief break in work routine and the possibility of making changes going forward makes a perfect time to identify 'gaps' in employee development. What should each team member be doing to improve skills and what additional resources will make them better?	<input type="checkbox"/> Determine skill or competency improvements needed to move team member productivity to the greatest level <input type="checkbox"/> Review team member work routines, project procedures or pipeline/funnel processes for possible improvements <input type="checkbox"/> Verify that members are continuing to make progress on their personal improvement plans during the disruption

## Leadership 'Fast Start' Strategy Checklist (Continued)

RAMP UP – 'FAST START' STEP	EXPLANATION	STRATEGY CHECKLIST
<b>Step Four:</b> <b>Evaluate Pre-Disruption Goals and Deadlines</b>	Determine whether pre-disruption goals and deadlines are still valid and valuable. Should post disruption goals and expectations remain the same as they were or should the strategy directions and timelines change?	<input type="checkbox"/> Determine where social distancing has caused turbulence in team member workflow and accomplishment <input type="checkbox"/> Consult with team members to determine their opinions about their current situation along with their expectations and plans for future work achievement <input type="checkbox"/> Determine whether team members are committed to their current goals and action plans
<b>Step Five:</b> <b>Conduct Team Member One-On-Ones</b>	Participation creates buy-in, ownership and adaptability. Conducting One-On-Ones with team members, asking for their thoughts and opinions about what should be done going forward and brainstorming 'fast start' ramp-up plans will help to relieve employee concerns, energize team member plans and help solidify commitments.	<input type="checkbox"/> Make sure to review and discuss all three important One-On-One topics <input type="checkbox"/> Recognize the emotional impact of stress during a transition <input type="checkbox"/> Openly communicate
<b>Step Six:</b> <b>Create Your 'Ramp Up Fast Start Plan'</b>	To accelerate ahead of your competition and take best advantage of your reactivating marketplace as pandemic restrictions loosen, create a Ramp Up 'Fast Start' Plan. Research on change suggests that even though productivity should improve during a transition it usually slows down. But with the right plan in place your team and company can lead rather than follow.	<input type="checkbox"/> Create a launching pad of shorter-term company and team member expectations <input type="checkbox"/> Determine how success will be measured <input type="checkbox"/> Benchmark against yourself, not others
<b>Step Seven:</b> <b>Jump Start Success as a Motivating Leader</b>	Employees need and want leadership. They are more aware of their leader's capabilities during difficult times and transition. If you want your team members motivated and following your lead, then consider what great leaders know and do during challenging times to motivate people and enhance their productivity.	<input type="checkbox"/> Create and communicate your expectations and what success will look like <input type="checkbox"/> Believe in your team and they will believe in you <input type="checkbox"/> Be prepared to reward both effort and excellence

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