

# Running an effective #WFH team

Lessons from the future



**TalentKraft**

15 April 2020



# What we will talk about today

- About TalentKraft and the work we do
- Challenges faced during a month of WFH
- 5 productivity lessons



## About TalentKraft



**TalentKraft**

### HR Consulting

- Talent Attraction
- Talent Retention

### Chatbots

- Recruitment Screening
- Training

We have been 100% working from home  
since 17th Mar 2020.



## The work we do

As a professional services firm, our main tasks can be categorised into:



Research & gather information



Analyse data & generate insights



Prepare client communication



Present and discuss outputs with clients



## How we (used to) work

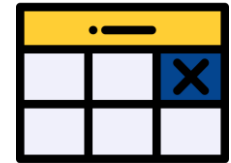
Before the current COVID-19 pandemic, we worked in a very fluid manner



Lots of team-oriented work, with consultants working in teams



Frequent update meetings that happen on an ad-hoc basis



Constantly changing project timelines and deadlines



1 month or more of  
WFH can have  
significant impact on  
your team



Top five  
productivity  
lessons on WFH

After one month, here are  
**5 key WFH lessons from the future**

- 1) Your team needs to have basic tools in place  
(hardware, software, life tools)
- 2) Work has to be divided into specific tasks
- 3) Focus on outcomes, not inputs
- 4) Morale and personal connection are even more  
important
- 5) Effective onboarding of new members is critical



## Lesson 1: Basic tools need to be in place

# The tools required can be broken down into 3 main categories

Basic tech equipments	Proper work environment	Appropriate softwares
Laptop / PC	Comfortable chair	Communications <ul style="list-style-type: none"><li>● Slack</li><li>● Google hangouts chat</li></ul>
Headset/ mic	Sufficient desk space	Tasks Allocation <ul style="list-style-type: none"><li>● Monday.com</li><li>● Asana</li></ul>
Proper Wifi		Meetings <ul style="list-style-type: none"><li>● Zoom</li><li>● Webex</li></ul>

More information can be found in [previous webinar](#), held on 7th April.





Lesson 2: Work has  
to be divided into  
smaller tasks

# Management has to change the way they work in this new arrangement

Ask yourself these 4 questions before you delegate any work:

- a) Who are the people working on the task
- b) What is the specific output expected
- c) When is it required?
  - i) Are interim check-in meetings required? If so, book time immediately
- d) How much time is required (estimate of workload)

Answering these 4 questions help you get more concrete and better translate work into specific outputs and timelines.



# Example of Monday.com, task allocation tool which we use

Clear tasks, status, in-charge, due date, etc.

The screenshot displays the Monday.com interface. On the left, a 'Tasks for the week' list includes 'Prepare intern onboarding materials', '+ Add', 'Webinars', 'Casey Coach Video recording', and 'Internal processes for Casey Coach- Phase 3'. A status dropdown menu is open over the first task, showing options: 'Stuck', 'Working on it', 'Done', and 'Waiting for review'. On the right, a detailed view for 'Prepare intern onboarding materials' is shown, featuring a 'Write an update...' field, a 'Write updates via email' toggle, and a list of updates from user 'Zanyu' (posted 2m ago). The update list includes: 'Create email account' (checked), 'Assign buddy', and 'Share TK onboarding pack'. At the bottom of the update view are 'Like' and 'Reply' buttons.



Lesson 2: Work has to be divided into smaller tasks

Increase interaction through likes, replies and reminders



Trust your employees and believe that they can deliver what's required



Lesson 3:  
Focus on outputs  
not inputs

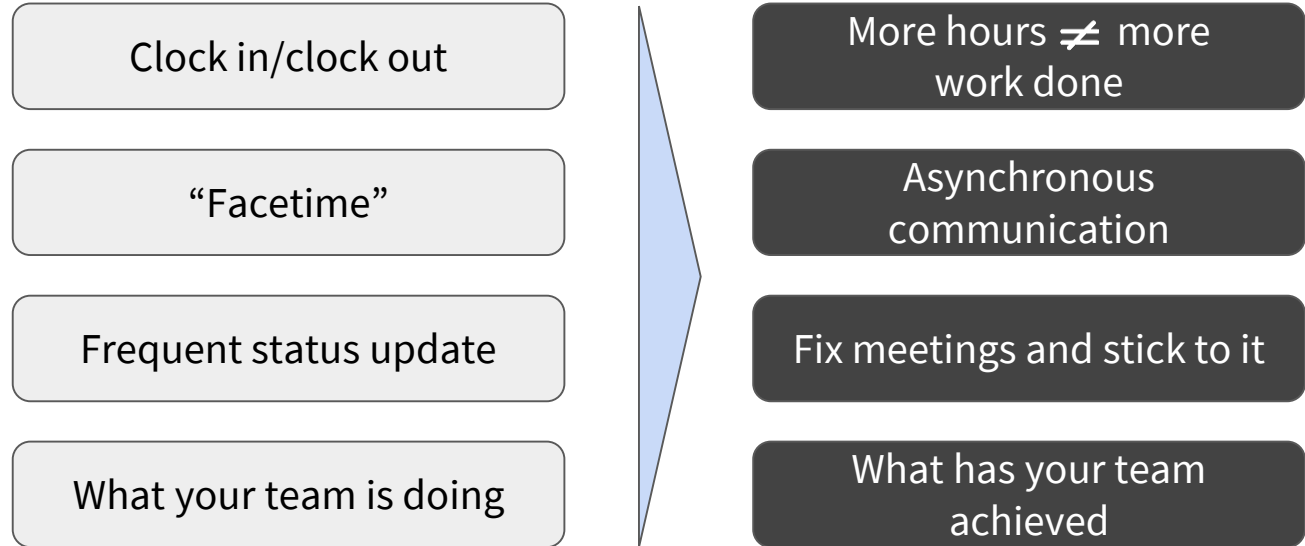


There may be challenges to WFH that they may not have faced back in the office. Trust them to manage their time appropriately.



### Lesson 3: Focus on outputs not inputs

## From focus on input to managing by output





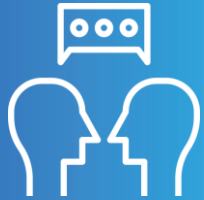
## Lesson 4: Effective onboarding of new hires is critical

WFH means you have to be more deliberate during the new hire onboarding process

Here are some key elements of onboarding:

- Company info/business update
- Working tools, processes
- HR, finance, other key policies
- Team culture and way of working
  - Leverage HR analytics

Join us for our upcoming webinar on  
“Contactless Onboarding for New Joiners and Interns”



## Lesson 5:

Morale & personal connections are ever more imppt

# Spend more time to connect with your team and keep their morale up

Activities that you do in real life can be done virtually

1. Weekly team lunches
2. Virtual exercise sessions
3. One-on-one “coffee” sessions
4. Use of team productivity tools



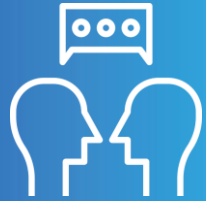
# TK Tuesday Team Lunch



## Lesson 5:

Morale & personal connections are ever more imppt





Lesson 5:

Morale & personal  
connections are  
ever more impt

Tools like SalesScreen can help maintain  
morale



Screenshot of TK SalesScreen  
dashboard





## Your immediate agenda

### Five actions you should take NOW

- 1) Create a checklist for your team and ensure they have what they need
- 2) Talk to your management team and align on the changes they will need to make in how they work/manage
- 3) Agree key targets with your team so that they can translate them into specific tasks
- 4) Start building your 'onboarding pack'
- 5) Put in place some 'quick win' team morale boosters