



Whether you're working remotely one day per week (or more) or full-time — by choice or because of a health situation or weather event — it's important to ensure that you are set up to be productive and to thrive!

This includes having a designated workspace with the right technology; ways of dealing with kids, pets, and other potential disruptions; and a schedule that allows for the social contact and stimulation that ordinarily comes from being in a workplace with others. For some of us, this might be a new experience and there might be some feelings of change and ambiguity that come with that change.

The Thriving Virtually Reference guide was created as a tool for ALL EMPLOYEES, to help transition to a work from home environment. This guide contains strategies and tips to be successful as a remote worker and to help you thrive in a virtual environment!

ROUTINES

Getting yourself and your body into the mindset of working. Structure and norms set the tone and stage for the rest of your day.

WORK **ENVIRONMENT**

Invest time into creating a work setting that makes you feel comfortable and productive.

WORKING **AGREEMENTS**

Learn to carve out balance and boundaries with your colleagues and family to design working agreements and contracts.

PRIORITIZATION

Focus on what's important. Use strategies and techniques to be productive and tackle the most important tasks of the day.

Keep your mindset and body sharp. Explore stress management, meditation and other self-care tips and techniques.

LEADING IN UNCERTAIN TIMES

Change can be different and difficult. Dive into agility skills and recommendations for leading yourself and others through change.



Additional resources and links to help you thrive virtually, and door signs to print.

COMMUNICATION

Communication is more than information sharing. Learn to build commitment and engagement through communication.

SELF CARE

RESOURCES

Stick to your usual **ROUTINE** for going to work

It sets the stage for the rest of the day and the tone for the rest of the day.



Make sure you have the steps that are going to set you up for success BEFORE you dig into work is really important — do whatever you need to get that the day started the right way.

So try to do the things you do on a normal work day,

minus the commute

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Getting yourself and your body into the mindset of working

Mentally that transforms your brain to get you ready for the day

Be available during your normal working hours — log off at the end of the day, as usual.

Create start and stop times, block off time in your calendar for breaks and lunches.

Create boundaries. otherwise it is easy to work a 12-hour day.





— even if it's just for you or a video conference —

... it will help you approach the day more ambitiously.

ROUTINES

Working when you're not supposed to can be disastrous for relationships and for energy levels.







Getting yourself and your body into the mindset of working

Creating a ritual that separates your workday from your off time can be an important distinction between the two.

Define your MORNING routine

You can have a checklist you fill out each day (maybe even include what you plan to wear)

- Set an alarm to get up at the same time each day
- Take a shower
- Put on make-up (if that's what you do normally)
- Start a pot of coffee
- Change into your regular clothes

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End of the workday

How do you signal that your workday is done? Maybe it's a change of wardrobe, a sweater, a pair of shoes ...

"I like to wash my hands and face as soon as I walk out of my office."

Psychologists say this simple act serves as a powerful metaphor for 'cleaning the slate' and helps us mentally wipe away tasks and demands.



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Find or create a dedicated **WORK ENVIRONMENT**

Find a spot that you're going to call your "office" a space where you get into the mode of work at home.

Have it separate from your family space ... something people can identify as a working zone.

A benefit is that when you leave that space you can mentally check out and take a break, so work doesn't follows you through the whole day, or your whole space.

No matter how organized your day is or how comfy your home office is, nothing can make a bigger difference with productivity than having the **RIGHT TOOLS** to do so.

The right desk and high-speed Wi-Fi make work go smoothly.

Work with your manager to make sure you have what you need to be successful and to have it feel like a true office:

... monitors, headset with microphone, desk calendars are examples.

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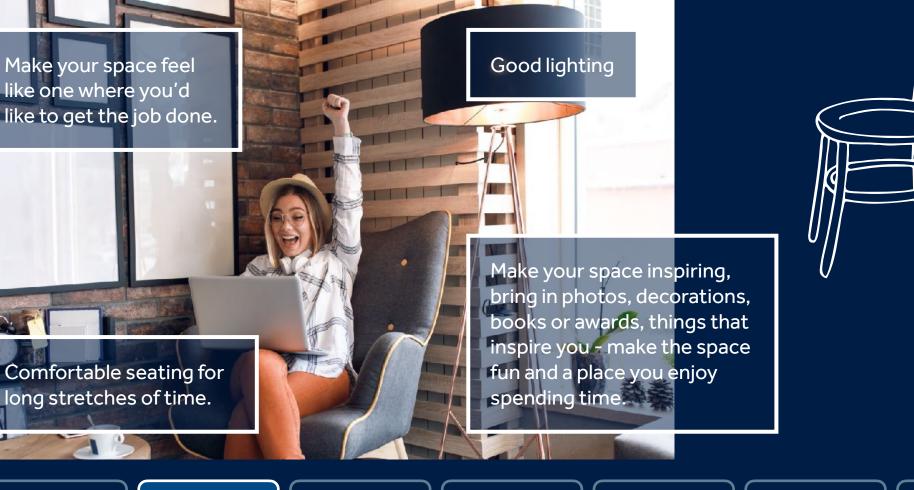




Make your setting inviting

Invest some time into creating a work setting that makes you feel comfortable and productive.

Make sure to have a clean. organized and clutter free space to work in.



Don't fall prey to claiming the first thing you see — settling into a chair at the kitchen table where everyone eats, or plunking down on the communal sofa in the living room.

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ENGAGEMENT and INCLUSION in a virtual environment

Part of working at home is your physical space, but how do you create an engaging, inspiring and welcoming virtual environment?



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 Create shared online work spaces, like MS Teams.

Find ways as a team to understand how and when to connect.

Invite and include the entire team for all activities if applicable.

 Highlight individual contributions, awards and milestones to the entire team. Recognize and celebrate each others work — use our Recognize! website.

Create a team "bulletin board" to celebrate team successes.

Do "meet me" and engagement activities on calls.

Host or attend virtual coffee dates and happy hours.



Designing WORKING AGREEMENTS with colleagues and family

Working from home comes with certain perks and benefits — shorter commute, flexibility to start and stop your day, less office distractions, and some would say higher productivity.

However, there are a new set of distractions that might come with your new home office experience.

... and let's not forget the four-legged friends — your dog, cat, or potbelly pig those beloved house pets.

What if you have a spouse that works from home?

Children at home?

Or a spouse that stays home to take care of those children?



The key is about carving out your balance and your boundaries. It comes down to partnering with your family and your colleagues to design working agreements, contracts, if you will.

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Create SCHEDULES

Work with your family to create schedules

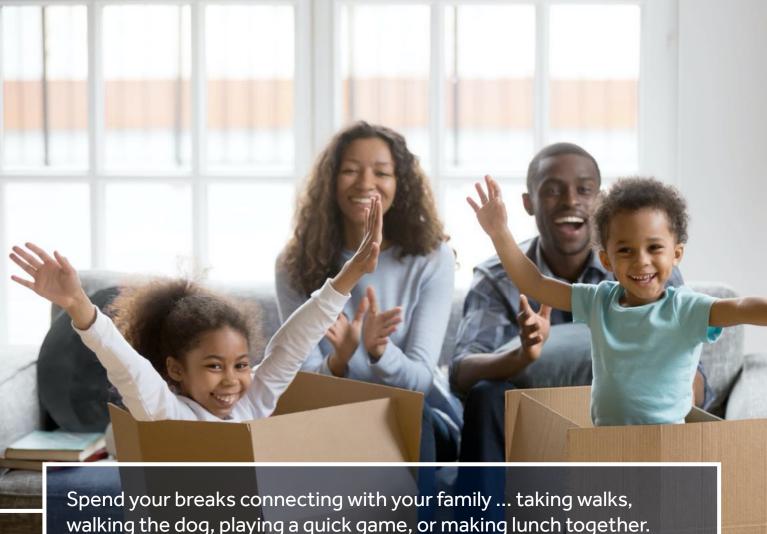
Create flexibility within your schedule

... revisit your schedule frequently with your family and discuss how you would adjust. Consider school or seasonal breaks, illness, deadlines, or team meetings.

Share your office calendar with your family.

Let them know when you can take breaks.

Explain how you use your work time, and at what points you can be flexible.



Use door signs to show or indicate your status:

Do not disturb! In a meeting! I can chat now! Focus in progress! Bring me a cookie!

(at the end of this document you will find signs you can print for this purpose)

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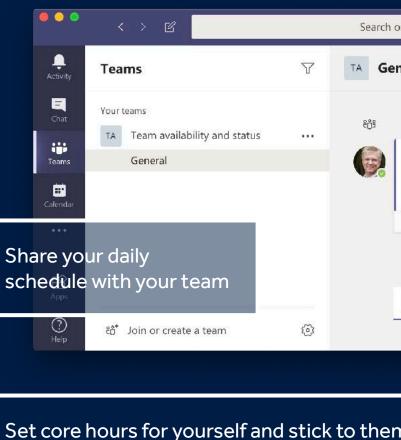
Create BOUNDARIES with colleagues

 have candid conversations with your boss and team about your family life and situation and boundaries.

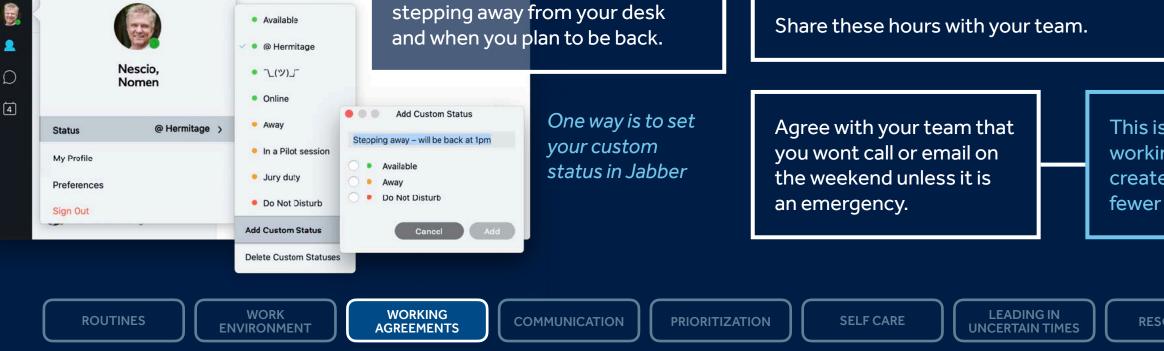
Share when your home and work life clash (e.g. sick child, vet appointment, etc) and you must step away.

...

Share your breaks with your team — let them know you'll be stepping away from your desk and when you plan to be back



5pm) and check only emergent emails beyo



or type a command					
eneral Posts Files Wiki +					
My status on Wednesday 6th, "this morning I'll be in meetings but you can ping me" "In the afternoon I'll be heads down, but you can message me"					
← Reply					
Start a new conversation. Type @ to mention someone.					
A₂ C ⊙ ☞ 달 ▷ ♀ Q …					
m (e <i>.g. 8am to</i> ond those hours.					
s especially important for ng fathers as gender bias may e perceptions that you have responsibilities at home.					

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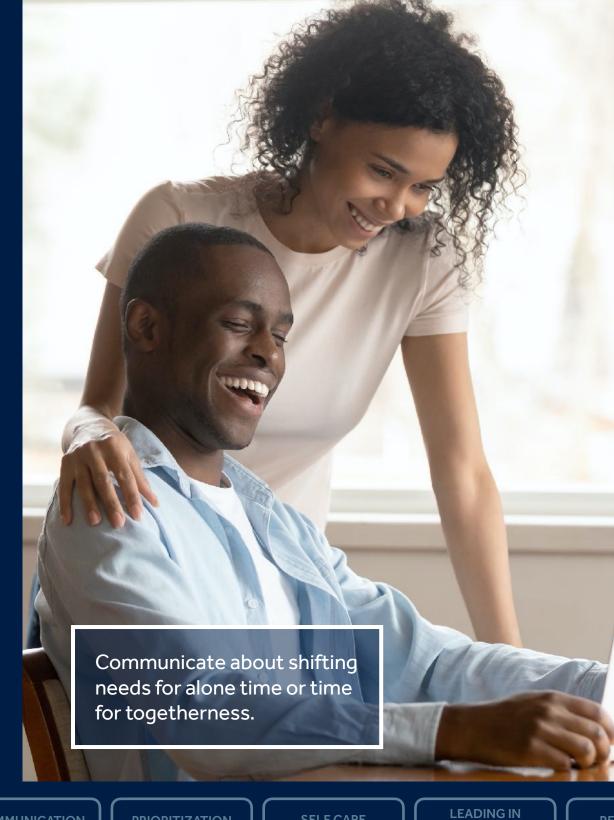


CONTRACT with your partner

You need support from your partner as you're living with them, and are physically isolated from your work team.

Connect frequently and consistently to ensure that both individuals' needs are met and frustrations don't flare up.

> A failure to communicate effectively could bring unnecessary tension.



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Don't make any assumptions about how you will balance childcare or other home tasks. And don't hesitate to speak up when an established relationship norm no longer works in this setting.



COMMUNICATION ... is more than information sharing



We want to make sure that our way of communicating is about making a connection, hearing your concerns, and most importantly, supporting your path in **building commitment** and engagement. This is important in both group, and person-to-person dialog.

Explain the **PURPOSE** (why)

If people have a clear sense of purpose, they can endure far more confusion than they could otherwise.

Describe the **PICTURE** (what)

Giving people a picture of what you are trying to create is the vision needed to keep them going. Show them something they want to be part of.

Lay out the **PLAN** (how)

If people have a step-by-step plan, they see the promise of not only an end, but the means to reach that end.

Allocate the PARTS (who)

To get people started we must give them a role to play. Success will depend on making it their own change; it will depend on them getting involved.









Team COMMUNICATION

Communicate — both with work colleagues and with people in your home — so you all can come to an understanding of what's going on.

Create team communication practices/norms.

Set clear expectations for communications.

Tell team mates how you want them to contact you — since they can't just tap your shoulder and start talking.

Be transparent about what routines work for you with your teammates.

Communicate and have regular 1:1, as well as frequent team meetings.

Some people only check emails at certain times during the day (say 12pm and 4pm) to minimize distractions.

It's important to share a routine like this with your team, to set expectations and provide guidance about how to contact you for an urgent need that requires attention outside of your normal routine.

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Encourage informal communication between team members.

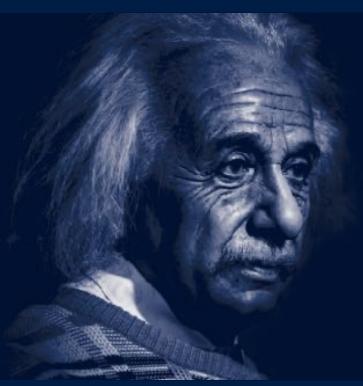
Recognize, publicly and privately, the communication strengths of others.





How to COMMUNICATE

To get your message across, you need to get your audience to:



pay attention to... understand... being able to act upon a message

Make everything as simple as possible ... but not simpler

For maximum signal and understanding, you need to be:

CLEAR

- try to convey immediate. unambiguous meaning

ACCURATE

— tell the truth. the whole truth and nothing but the truth

BLUF — Bottom Line Up Front

- Put your question first in an email
- Make your most important point first
- Lead with the conclusion or recommendation
- One sentence, include deadlines

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CONCISE

— be clear and accurate in as few words as possible





COMMUNICATION **Practices**

Respond in a way that you would talk — be mindful of the tone of your communication — which is harder when not seeing people face to face

Seek feedback on how you communicate.

Check for shared meaning and understanding.

Avoid words and phrases that are unlikely to be understood by colleagues.

Communicate your appreciation for those around you. This is important for keeping teams engaged and also brings positivity to your day. Consider using the Recognize! program to share your gratitude.

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this.id=id;

this.firstName=firstName:

Reinforce purpose, goals and objectives regularly.

Signal the urgency of the response needed from your intended recipient.

> Make it obvious whether action or no action is required from any given communication or message.

Check content and tone of your messages.

Add personality, enthusiasm and warmth to your messages.



Communicating in VIRTUAL MEETINGS

Set guidelines, protocols and expectations with the team up front for participation and meeting cadence.

Build in time for relationship building.

> Use video-conferencing whenever possible.

Use a round-robin format where everyone gets a turn to speak.

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Assign virtual "speak up" partners.

Create and distribute team notes.

End meetings with clear action items and ownership of tasks.



You and VIRTUAL MEETINGS

Be on time and be prepared.

Make sure your volume is good; both speaker and microphone.

The second

Fully participate and turn off all distractions.

Avoid multi-tasking.

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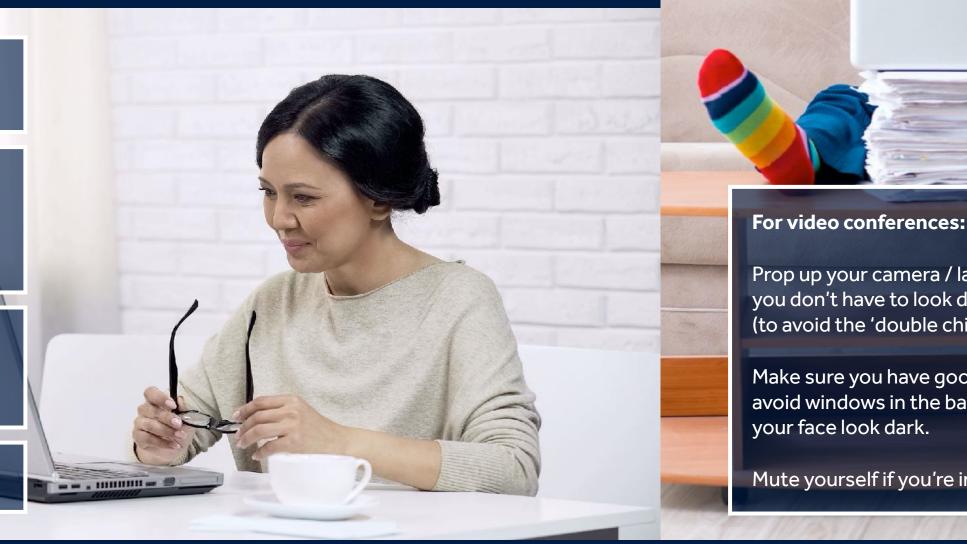
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Prop up your camera / laptop to eye-level, so you don't have to look down into the camera. (to avoid the 'double chin syndrome')

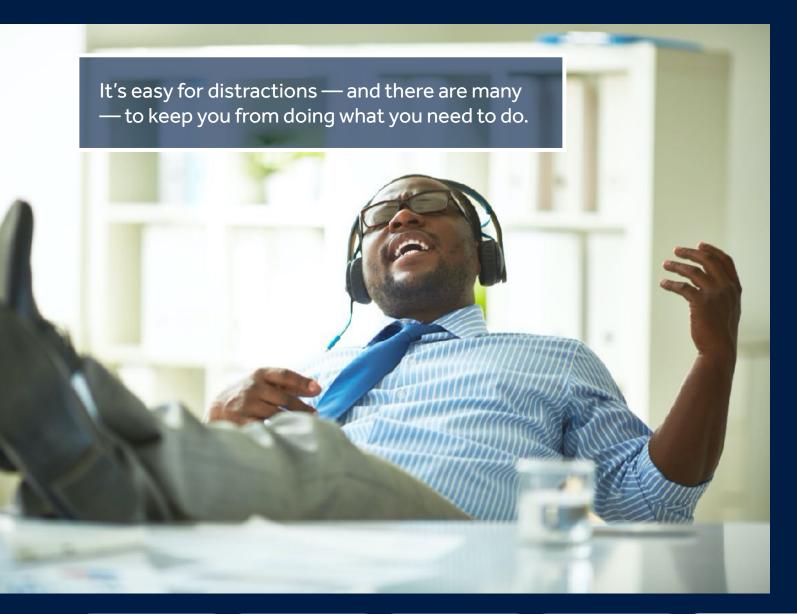
Make sure you have good lighting — try to avoid windows in the background — it makes

Mute yourself if you're in a noisy environment.





PRIORITIES ... focus on what's important



Knowing that clocking in and out relies on getting things done — your priorities are gonna push you through those moments.

Have a running list of the things you need to do.

Go through that list and prioritize which are the most important in terms of MOVING YOU FORWARD in your job, not keeping you busy.

> This will also keep you focused on doing work and not 'home like things'.

Use small incremental chunks of WORK AND BREAK — change things up, so you're not just sitting there struggling with one thing hours at end.

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PRIORITIES ... focus on what's important

Ticking items off your to-do list is a major component of working from home, but you have to think BIG PICTURE too.

When you work solo and from home, it's easy to get bogged down in the day-to-day, but you should always have your overall business plan and long term goals in mind.

Use white boards in the office and post-it notes to help keep track of your immediate tasks and your short term goals.

Use it to visually have a game plan and a space for placing thoughts, ideas and brainstorms as they enter.

> There are excellent to-do apps available too.

Lists can be unending so schedule the things you want to get done today.

Here is an example of a 'closed list' in which you put your must do's above the line.

- PREPARE FOR TOMORROW'S MEETING
- REVIEW TIME CARDS
- BUY MOM BIRTHDAY GIFT
- SET PRODUCTION SCHEDULING FOR ALL SHIFTS
- CALL MARY ABOUT POTENTIAL SAFETY PROBLEM
- EMAIL VICTOR ABOUT PRESENTATION
- LIST IDEAS FOR TEAM LEAD TRAINING

A closed list increases control over your day by applying limits.

Working from a closed list enables you to learn what you are capable of doing within one day, for "Planned Work" vs. work that shows up.

It does not matter in what order you do the tasks, provided you clear the whole list.

Keep a top 3 or top 6 for the day of things that MUST be accomplished before you "clock out" to help you stay on task.

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Put new tasks nat show up below the line.

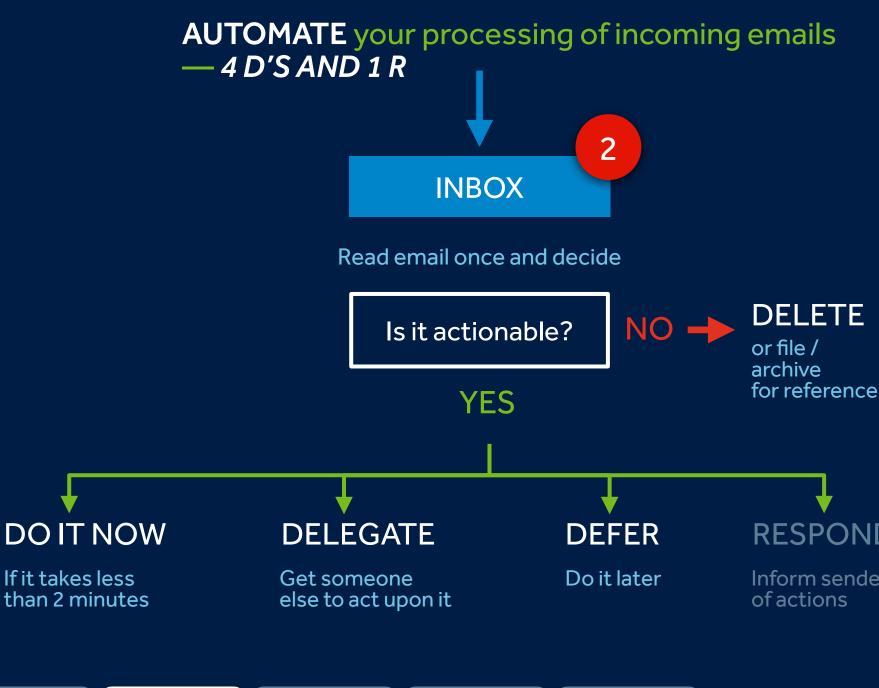
These are lone last

OURCES	
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AUTOMATE as much as you can.

Technology makes a great administrative assistant.

- Schedule alerts for important tasks and appointments,
- Build email rules to filter out unimportant messages during business hours, and
- Use different ringtones for different people so you know when you don't have to answer your phone.



PRIORITIZATION

RESPOND

Inform sender



SELF CARE Keep your body and mindset sharp

If you work from home by yourself for extended periods of time, it can often be a very lonely experience, so you need to work harder on maintaining your ties with friends and colleagues.

Start meetings by adding questions unrelated to work, such as

... what books they're currently reading or

... what they're feeling inspired by today.

Set up virtual coffee and happy hour dates. View any phone or video calls as another opportunity to connect with your colleagues.



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SELF CARE ... is making yourself a priority, especially when working from home

It's about finding healthy ways to comfort yourself, set priorities, stay connected, and create structure.

Make an appointment for "me" time.

Reset your mindset through out the day

Avoid scheduling back to back meetings. Build in the time to reset and refresh.

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Set your start and stop times consistently and have a schedule — avoid over working or working late or early — try to keep and honor those times.



Physical SELF CARE

Set and protect time on your calendar to get up, be active and do some form of physical activity.

Take breaks — mental, physical — remove yourself from the work environment.

It is re-energizing and you'll come back stronger.

If not, you may be sitting for 10 hours because you'll lose track of time — that is not good for your productivity.

Stand up regularly

Go on a 10 minute walk twice a day

Build in walking meetings — schedule meetings where you and other peers can walk and talk and brainstorm and hold each other accountable!

Take walking meetings from your home treadmill if you have one.

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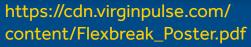
Do stretches

HEALTHIER TOGETHER Flexbreak poster:

HEALTHIER TOGETHER



Medtronic





Managing STRESS

A very important part of self-care is reducing stress. Stress affects your resiliency and your well-being.

Stress can be compounded when working from home because you are often juggling work and life balance, faced with many distractions and can sometimes have a hard time turning off work because it's in your house.

GET ENOUGH SLEEP. Set consistent times for going to bed and getting up. Working from home can make it more difficult to adhere to a good sleep schedule, so act like it's a regular work day and set your sleep parameters.

SCHEDULE A REALISTIC DAY. Think about your home life, your

surroundings, your family obligations, and schedule what can be done and achieved realistically. Avoid overscheduling or thinking you don't need breaks or lunch, or vacations. Balance the day with realism.

DO NOT PROCRASTINATE. Procrastination is stressful.

DO NO RELY ON YOUR MEMORY. Write down or track appointments, assignments and due dates.

BE PATIENT WITH TECHNOLOGY. As hard as you may try to set yourself up with the highest speed internet, working from home might open up slower times with your internet, or getting into a meeting, or maybe your laptop is slower. Be patient and build in extra time in your day for logging in, getting into meetings and working online.

Here are some great tips to follow to help reduce stress so you can become more resilient:

SET UP SCREEN-FREE TIME. Find time in your day without technology. Working at home it can be easy to go from computer, to phone to television. Give yourself screen-free time, time without social media and being attached to a screen.

BE PATIENT WITH YOURSELF. Working from home is not always easy and can be hard for people, especially in the beginning. Allow yourself to embrace the change and to not have it all figured out. It's ok to feel like this is different, or new, and don't have unrealistic expectations for yourself. Give it time, adjust as you go and find a rhythm that works for you.

GET SUPPORT. If you would like to learn more, or you find yourself needing more help around resiliency or dealing with stress, contact your Medtronic Employee Assistance Program (MEAP) for free and confidential support, resources and information. Help is available 24 hours a day, seven days a week.

> MEAP resiliency quide: https://pages.e2ma.net/pages/1807892/20932

MEAP homepage https://medtronicprod.service-now.com/hr/? id=subpage&sysparm_id=MEAP

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MINDFULNESS ... is making yourself a priority, especially when working from home

Mindfulness allows you to experience your life in the present, without ruminating about what just happened, what should have happened, what almost happened, what might yet happen, etc.

— the connection to happiness is very direct.

Mindfulness is the ability to pay attention to what actually matters. It's hard to imagine a more powerful productivity tool than that.

Mindfulness is a way of living in which we are able to step back and be in the present moment in any situation, purposely bringing one's attention to experiences occurring in the present moment without judgment. Mindfulness doesn't eliminate stress or other difficulties; instead, by becoming aware of unpleasant thoughts and emotions that arise because of challenging situations, we have more choice in how to handle them in the moment — and a better chance of reacting calmly and empathetically when faced with stress or challenges.

Of course, practicing mindfulness does not mean we never get upset — rather it allows us to be more thoughtful in how we want to respond, whether that's calmly and empathetically or perhaps, occasionally with measured anger.

Mindfulness can have numerous benefits, everything from decreased stress and sadness to increased levels of focus and happiness, according to general mindfulness research.

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Content from wakingup.com and headspace.com



MEDITATION; techniques that cultivate MINDFULNESS

The ability to notice thoughts and emotions arise and pass away, rather than being merely identified with them, is a kind of superpower. What difference might this make professionally?

Meditation is the training ground for learning mindfulness. At first, we meditate to become familiar with the here and now for a limited period of time.

Over time, however, regularly practicing mindfulness helps us develop the ability to be present throughout the day, every day.

The purpose of meditation isn't merely to reduce stress or to make you feel better in the moment — it's to make fundamental discoveries about the nature of your own mind.

Content from wakingup.com and headspace.com

Try this: See if you can pay attention to anything for the next 30 seconds — your breath, the sound of the wind in the trees — without getting distracted by thoughts. If you attempt this experiment in earnest, you will find that you cannot do it. Only training in meditation will allow you to change this very peculiar status quo.

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These are two of the most popular meditation apps

MEDITATION; techniques that cultivate MINDFULNESS

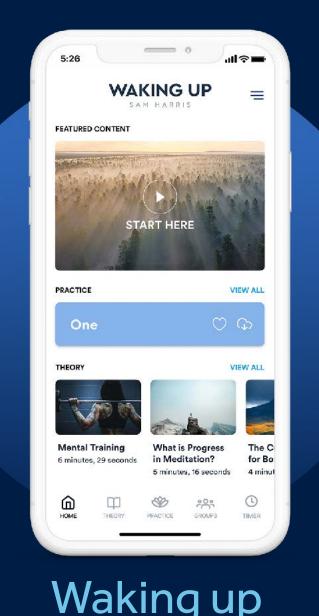
The goal is to recognize that the thoughts that appear in your consciousness can flow in and out. You are in control of the thoughts you acknowledge and act upon.

This may sound simple enough, but most people who try to meditate just wind up thinking with their eyes closed — and many come away thinking that the practice is pointless.

That's why guided meditations can be so helpful. They interrupt our incessant thinking and remind us to pay attention.

When you truly know how to meditate, you discover that it isn't really a practice at all. The freedom you feel isn't the result of something you are doing; it's the result of something you have stopped doing.

So "practice" is nothing more than enjoying what the mind is like when it is no longer distracted.



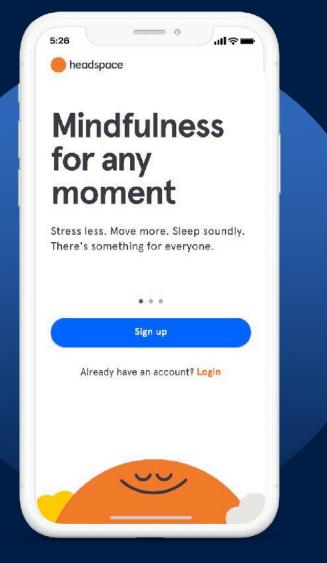
Content from wakingup.com and headspace.com



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headspace



LEADING yourself and others through change

During change, much can be unknown and the reality we used to know is different and we have left behind a piece of the past.

It helps to understand what we have given up and what we are letting go of.

Whether real or perceived, permanent or temporary, tangible or intangible, the loss is there ... and important to acknowledge.



Some areas of losses that are work-related.

- Work environment
- Routine
- Relationships
- Identity
- Sense of future / **Control of destiny**



To be able to let go, we need to understand that there are other options ... we need alternatives

RELINQUISH — "What can we do to let go of something?, What expectations of 'normal' can we let go of?"

REPLACE — "What ways can we replace routines with something else? (can even be personal). Filling a void?"

REINVENT — "How can we reinvent ourselves? Take apart and put together differently? Transfer into new context?"

REFRAME — "How can we think about this differently, in a less dramatic, emotional way without diminishing the past? How can we gain a different perspective? What opportunities might open up as a result of this?"

CLARIFY WHAT IS ENDING AND WHAT IS NOT. It is very helpful to focus on something that is not changing and make every effort to increase your focus on it.

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LEADING yourself and others through change

Some things have ended but you are not completely sure of what the future will look like.

We may feel a lack of certainty and security. We used to have it and now we don't.

Look for ways to reestablish some feeling of control, understanding, a support system, and a compelling purpose to keep moving ahead and staying focused.

Ways to try to rebuild what gets lost:

CONTROL — Where can I get control? What kind?

UNDERSTANDING

— I need information. How do I get comfortable with the new situation?

SUPPORT

— Identify where, who and how – go get it

PURPOSE — Is it still fitting? if not - reinvent

This interim time gives everyone a chance to see things in a new way, imagine new alternatives, and try out new ideas.

This is a creative opportunity.

To fill this gap, you can use a set of temporary solutions that correspond to the real needs of our organization. Something that will build confidence and keep us connected.

STRATEGIES

Try temporary solutions

- allow space to experiment and try out some ideas, even if you don't think they are ideal or will work long term - maybe something you didn't have a chance to, or couldn't do before.

Get involved in learning activities

- a sense of purpose may be created by having the chance to sharpen one's skills and experience.

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We want to be comfortable with where we're going and how we're going to get there.

Keep connected to organization

- stay present and stay curious. Be there for others to show you are concerned about them, even if you can't give them any answers.



LEADING yourself and others through change

Times will perhaps never go back to the way they were, but there will be a new 'normal' reality for all of us.

A better situation is when people

are accepting the change.

WORK

ENVIRONMENT

I'LL DO IT IF

YOU FORCE ME TO. BUT ONLY WHEN

YOU'RE LOOKING.

WORKING

AGREEMENTS

As new information arises, ensure that you utilize these tips and tools to keep momentum through the change.

We need to keep moving, keep connected and show commitment.

STRATEGIES

Be flexible and open to improvements.

Things often turn out differently than we expected.

It is crucial that you keep from locking yourself into an inflexible plan and stay open to improvements.

Quick successes will build your confidence.

Build in small wins so that you can see you are making progress.

But in order to be truly successful we need commitment from all employees. We need advocates.

ROUTINES

COMPLIANCE VS.

COMMITMENT?

We need to look out for

attitudes and behaviors

that are merely compliant.



COMMUNICATION

THIS IS GOOD.

IT WORKS WELL

FOR ME.

PRIORITIZATION

Clarify how you have to be different now.

This is about becoming comfortable and settled. It has to do with the shift in your attitudes, values. or behaviors that will be required to actually breathe life into this change and make the change really work for you.



RESOURCES

COVID 19 Resource Center

COVID-19 MEAP Support & Resources: (Company ID: MEDTRONIC)

US Toolkit

International Toolkit

Puerto Rico Resources

Navigating Virtual Work Environments

Online tools and resources for your wellbeing: Healthier Together

Medtronic Employee Emergency Assistance Fund (MEEAF) – Donate or Apply

Stay connected through MIX: In This Together

Find local resources

GLLD Portal

Get Abstract:

Leadership and self-leadrship for remote workers, Crisis Management, Working from Home, Virtual Teams

Harvard ManageMentor:

Stress Management, Retaining Employees, Crisis Management, Ethics at Work, Time Management, Team Management, **Global Collaboration**

Training:

Investing in Your Well Being, Leading Virtual <u>Teams, Working in a Matrix, Time</u> Management

University of Minnesota's Earl E. Bakken Center for Spirituality & Healing offers an extensive set of articles, videos, and online activities about ways to enhance wellbeing.

and uncertainty.

COMMUNICATION

If you navigate to the Community tab on this website, you'll find a series of tips cultivated for this time of change



DOOR SIGNS TO PRINT

ROUTINES

WORK ENVIRONMENT

WORKING AGREEMENTS

COMMUNICATION

PRIORITIZATION

LEADING IN UNCERTAIN TIMES





Do not disturb



Inameeting



I can chat now



. Focus in progress



Bring me a snack

