COMMUNICATION TIPS TO STRENGTHEN PROGRAM MANAGEMENT DURING COVID-19

**MAXIMIZE NEW TOOLS AND RESOURCES**
- Utilize modern collaboration tools to their fullest and become a power user. Don’t rely on other people to explain the available features and push adoption.
- Show your face in meetings. Be on the video chat, don’t just dial in via phone, so that your team can see and engage with you.
- Work with your HR/communications department to curate messages about the pandemic, employee safety and welfare, and other topics specific to your program.

**PRIORITIZE MEETINGS: BOTH FORMAL AND INFORMAL**
- Establish quick stand-up meetings in the mornings with your direct reports for an agile approach to program management.
- Conduct ad-hoc virtual check-ins with your client in addition to routine meetings.
- Evaluate, iterate and improve—you can’t expect the same methods, no matter how tried and true, to continue to be effective, especially as things are changing so quickly.

**MANAGE EXPECTATIONS AND CHANGE**
- What you may know to be true of your clients’ expectations are pre-COVID. His or her expectations have likely changed dramatically. Review your contract and explore what you can and can’t do and what recent legal changes may be in place to help.
- If you didn’t already have a Continuity of Operations Plan (COOP) for your program before the pandemic, use this time to create one.