

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.