Set Expectations

- Set expectations early and clearly:
  - X is the work you should do.
  - Y is the quality standard.
  - Z is the deadline.
- Provide customer-focused expectations aligned with the company's purpose:
  - We'll keep our customers engaged by doing X.
  - We'll maintain our standards by doing Y.
  - We'll fulfill our mission by doing Z.
Set Expectations

• Stay focused on goals, not activity.
• Be more intentional about communicating priorities.
• Be very clear on behavior expected during conference calls.
• Be mindful of “reply all” responses; this can bog down productivity.
  ▪ The more detail, the better.

Set Expectations

• Clearly communicate expectations of remote performance:
  • Online from A to B and C to D (if appropriate).
  • Summary of daily work accomplished.
  • Others?
• Be cognizant of those caring for others:
  • Children at home.
  • Illnesses.
Expectations of MU Extension & Engagement

- Weekly check-ins with your team will serve as a time for you to review the appropriateness of the current work schedule and hours reported.

**Weekly Plan**

- **Monday**: Communicate and discuss goals and priorities for the week.
- **Tuesday**:
- **Wednesday**:
- **Thursday**:
- **Friday**: Updated & report accomplishments; plan next week’s goals
- **Saturday**:

**TO DO**

- Set up Zoom link for Wednesday’s meeting.
- Call Carrie to check on status of report.
Keeping Yourself Motivated

• Establish a routine.
• Create a timed checklist.
• Schedule “lazy time” and power hours.
• Stretch and exercise.
• Plan and prep your meals.
• Discipline yourself with devices and distractions.

Source: GoToMeeting.com

Over Time...

• Stay in touch, check in and see how things are going:
  • See what’s changed.
  • Be transparent.
  • Be prepared employees might not want to come back!

• Incorporate some fun:
  • Funny memes.
  • Pictures with family pet or children.
  • A Day in the Life video.