AstraZeneca

Effectively working through COVID-19: Employee Toolkit

Top tips and resources to help you develop the mindset and behaviours to navigate through uncertainty, maintain high performance and develop new skills for the future

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Updated June 2020 with return to the workplace guidance

Introduction

We are all experiencing unprecedented challenges to personal and working conditions in our own unique way. This toolkit contains practical resources aimed at maintaining your physical and emotional wellbeing. You will find articles and videos packed with tips on areas such as working from home, dealing with anxiety, building resilience and virtual collaboration.

How to navigate around the toolkit

Click the green link icon to jump to the relevant page or resource

Connect

Click on the underlined text to jump to the appropriate page

Click on the home icon to return to the summary page

Critical stages

From responding to the initial outbreak to preparing for recovery and beyond, the various stages of the COVID-19 pandemic have provided different challenges along the way for all of us. This toolkit is designed to equip you with the mindset, skills and knowledge to work safely and effectively throughout and to prepare yourself for the future.

Pre-pandemic workplace → Post-pandemic workplace

1 Prepare
get the basics right first

In order to make a smooth adjustment it's important to take some time to set yourself up to be as effective as possible. That includes your mindset, environment and wellbeing. Help your colleagues to do the same. Time spent getting things right now will ensure that you can form positive new habits as quickly as possible.

2 Transition
to remote working

This transition raises many challenges, from navigating new technologies to establishing personal boundaries and managing distractions. Resilience and both physical and mental wellbeing are paramount, as is maintaining a sense of connection and regular communications with your team.

3 Embed
and sustaining remote working

With trust and productive relationships, people and productivity can thrive in a remote working environment. Once you have adjusted your approach and established a new routine, you can continue to collaborate, coach and communicate effectively with your peers and work towards your targets and objectives.

4 Prepare
to return to the workplace

Returning to work on a rotational, gradual or full time basis is a time of substantial change that requires breaking down norms and establishing new ones. Continuing to focus on collaboration and communication will help to maintain trust and empathy across the team as everyone adjusts to the new patterns.

5 Embrace
new working conditions

The future of the world of work is uncertain, and we should expect to experience ongoing changes before we can define 'the new normal'. We will all need to adapt to new ways of working.

Key topics

As and when you need to access key topics, you can use the quick links below for top tips and key resources:

- Prepare: get the basics right
- Transitioning to remote working
- Embedding and sustaining remote working
- Preparing to return to the workplace
- Embracing new working conditions

Mindset

- Resilience & positivity
- Looking after your physical wellbeing
- Looking after your mental wellbeing
- Looking after your financial wellbeing
- Returning to the workplace
- Building empathy
- Agile mindset: Test and learn

Knowledge

- Technology
- Working from home
- Communicating through COVID-19
- Prepare for the unexpected

Skills

- Dealing with change
- Buidling trust and productive relationships
- Virtual peer to peer coaching
- Virtual collaboration
- Keeping motivated
- Developing yourself

Pause and reflect

- Pause and reflect
- Ongoing development

Prepare: get the basics right

Top Tips

1 Make a commitment to maintaining your physical and mental wellbeing

2 To maintain your physical health ensure you are keeping safe, following a strict personal hygiene routine and are keeping up to date with any local guidelines implemented for your safety

3 Reflect on times when you have been resilient, what helped you to bounce back? An agile mindset will help you adapt to the changing situation

4 When working from home create a separate space to work in that is free from distractions

5 Get up to date with the technologies that support remote working

6 Set boundaries for yourself (Eg. establish a daily routine with consistent start times to your day, dress for work, take structured breaks away from the computer)

7 Set boundaries with others (Eg. resist distractions from colleagues and at home

8 Make use of your 'usual commuting time' for development: (Eg. read, exercise or listen to a podcast)

9 Set realistic goals each day and make them visible - write them down and tick them off

10 Be prepared – have everything you need for the day within reach

Key Resources

- How do I need to think differently about my work to work effectively from home?
- 7 time management mistakes
- Working from home podcast
- Staying focused when you're working from home

Further Resources

- How to be your best self in times of crisis
- Making time to reflect

Self-evaluation

- How productive are you?

Transitioning to remote working

Top Tips

1 Increase connection through multiple touch points. Don't over-rely on email - pick up the phone and have regular meetings

2 Go on video during meetings

3 Say a quick virtual 'hello' to everyone on your team every morning

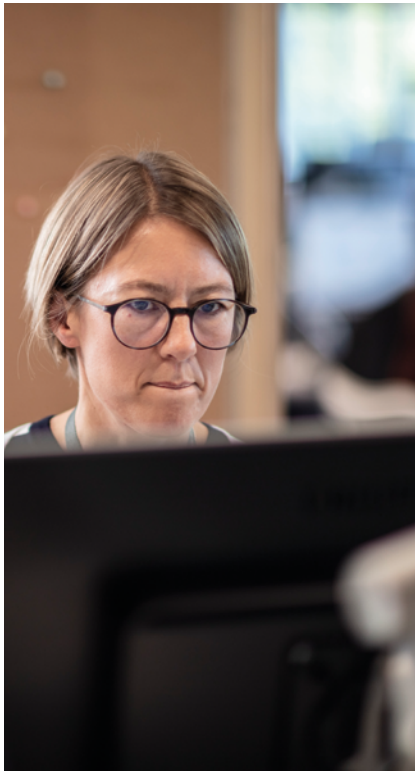
4 Let people know what you are working on and share progress and milestones

5 Practice empathy and kindness, know that everyone is working with a different set of challenges

6 Schedule virtual coffee breaks with colleagues

7 Share and celebrate personal and team successes

8 Be part of the solution: Reach out and offer help and support within and across your team



Key Resources

- Staying connected
- Using digital tools effectively
- Relating to others

Further Resources

- Connected, but alone?
- How co-workers are staying connected while working from home
- Five ways to create stronger connections

Embedding and sustaining remote working

Top Tips

1 Continue to prioritise your physical and mental wellbeing

2 Remember your purpose – set personal priorities aligned to your team's purpose

3 Ensure you are clear on the new objectives for yourself and the team

4 Understand working from home may continue to require some flexibility in terms of your routine, habits and ways of working

5 Clarify the new rules of engagement with colleagues in your team, how and when you will communicate with each other. Agree what has worked well so far

6 Ensure you stay connected with your team and wider network and continue to leverage the communication channels which work for you

7 Master virtual technologies

8 Think about how you need to change the way that you work to meet new demands

9 Maintain a balance between your work and home/family commitments

10 Identify what you have learned - developing yourself will be useful in future crises

Key Resources

- Finding a work/life balance
- Motivating yourself: practical tools and strategies
- Managing conflicting priorities
- Reorganising priorities in changing times

Further Resources

- 20 tips on how to prioritise work and meet deadlines
- Wellbeing and balance

Self-evaluation

- How good is your decision making?

Preparing to return to the workplace

Top Tips

1 Put your own wellbeing first and take time to prepare for a safe return to the workplace

2 It's important we all comply with newly implemented safety measures which will likely have been implemented. Ensure you stay up to date with any changes which have been made in the workplace

3 Consider what returning to the workplace means for you and raise any concerns with your line manager

4 Practice empathy and acknowledge returning to the workplace will impact each of us differently

5 Take time to build and draw on your resilience. Build a vision of a positive future and plan how you can contribute

6 Reassess your habits and approach to work in order to continue to be as productive as possible

7 Set new personal development goals – how can you maximise and utilise the new skills that you have developed?

8 Reflect and share your experience and learnings widely across your networks

9 The current situation will provide an opportunity to learn from a wide range of social innovations and experiments, such as working from home, virtual collaboration and distance learning. Understand the successes and failures of such experiments, look for the changes that if permanently adopted could improve ways of working long term

Key Resources

- A growth mindset
- Beyond Coronavirus: The path to the next normal
- What's next in your career?
- Building business agility

Further Resources

- What makes us feel good about our work?

Self-evaluation

- Are you a positive or negative thinker?

Embracing new working conditions

Top Tips

1 Whether you have remained in the workplace or are transitioning from the home to the workplace, it's likely there will be new measures aimed at keeping people safe which everyone will need to get used to. Ensure you stay up to date with local guidelines

2 Share feedback with your line manager or those responsible for health and safety

3 Practice empathy and respect others' personal situations, help colleagues adapt to the new working environment

4 Draw on the resilience you have built throughout the situation, aim to build a positive vision of the future and review your priorities and goals as they may have evolved

5 A disruption of this scale will create a shift in the preferences and expectations of individuals. Agree with your team going forwards how you use technology, collaborate and adapt based on what you have learned through this time

6 Reassess your habits and approach to work in order to be as productive as possible in the new environment

7 Reflect on what you have learned and what that means for your ongoing personal development. Also consider how you can share your learnings with others

Key Resources

- Future of work: Ways of working in uncertain times
- How to learn from your mistakes

Self-evaluation

- Are you in danger of burnout?

Mindset

- Resilience & positivity
- Looking after your physical wellbeing
- Looking after your mental wellbeing
- Looking after your financial wellbeing
- Returning to the workplace
- Building empathy
- Agile mindset: test and learn

Resilience & positivity

Top Tips

1 Look after your physical wellbeing as this helps manage stress

2 Practice thought awareness. Don't let negative thoughts derail your efforts

3 Learn from your challenges and setbacks, practice an agile approach

4 Choose your response: we all experience bad days in times of crisis. We have a choice in how we respond

5 Maintain a balanced perspective, focus on the positives as well as the challenges

6 Set SMART, effective personal goals

7 Build your self-confidence: Be confident that you will succeed despite setbacks

8 Develop strong relationships with your colleagues. Treating people with compassion and empathy is very important in times of crisis

9 Focus on being flexible. Things change, carefully-made plans may need to be amended or scrapped

Key Resources

- Positive thinking, thought awareness and rational thinking
- Building resilience fluidbook

Further Resources

- Positive psychology can improve wellbeing at work
- 21st century resilience
- Perspective is everything

Self-evaluation

- How resilient are you?

Looking after your physical wellbeing

Top Tips

Physical wellbeing and mental wellbeing are linked. Doing a little in each area is key

Nutrition:

1 Cook healthy meals – cooking can also become a hobby or area of interest

2 Ramp up your immune system – take vitamins, eat vitamin dense foods, get outside for vitamin D (in line with local guidance)

3 Drink water – aim for 8 glasses or 2 litres a day

Movement:

1 Get some exercise - Eg. workouts, gardening, dancing, walking, just move your body!

2 Stand up - at least once per hour

3 Make sure your work space is appropriate – follow ergonomic experts' advice

Recovery:

1 Sleep - aim to get 7-9 hours of sleep each night

2 Take regular breaks - schedule time for lunch and breaks each day

3 Take time-off – disconnect completely to recharge

Key Resources

- Apps to look after your physical wellbeing
- Join Virgin Pulse Challenge
- How we take care of ourselves podcast

Further Resources

- Improving your physical wellbeing at work
- Physical relaxation techniques

Self-evaluation

- Check yourself for signs of burnout

Looking after your mental wellbeing

Top Tips

Mindset:

1 Find what inspires you – music, reading, gardening, crafting, whatever gives you joy!

2 Practice gratitude – recognise one good thing that happened today

3 Practice mindfulness/meditation – and limit the amount of news you consume

Social Contact:

1 Keep in touch and connect – with friends, family, colleagues each day

2 Ask for help – reach out and ask for support, ignoring stress doesn't make it go away

3 Help others - doing good for others makes you feel good too!

Key Resources

- Apps that look after your mental wellbeing
- The Science of Wellbeing (free class through Yale University)
- Managing your relationship with stress
- What is resilience and why is it important?

Further Resources

- Mental health in the workplace fluidbook
- Ways to stay social while in isolation
- Supporting colleagues to stay mentally healthy

Looking after your financial wellbeing

Top Tips

1 Worrying about finances can cause stress which will impact your physical and mental wellbeing. Therefore it's important you spend time planning for this area of your life

2 Take the time to review your current financial situation - including areas such as your savings, retirement, will and life insurance – and create a plan if you do not have one

3 Use a budgeting tool to understand your monthly spending – what is critical and where could you make savings?

4 If you are spending less during the COVID-19 pandemic, carefully consider what you should do with the extra money – this may be a chance to save more for the future

5 If you need to borrow money, take the time to consider your options

6 Pay attention to local financial benefits information to understand what may be available to support you personally

Key Resources

- 30 steps to financial wellness
- The economic impact of COVID-19
- Mercer's guide to money in the time of coronavirus (UK)
- Finance, housing and unemployment worries during the coronavirus outbreak

Returning to the workplace

Top Tips

1 When considering returning to the workplace, resilience will be important. This is another change you will need to adjust to so continuing to focus on both physical and mental wellbeing is important

2 Give yourself time to determine with your team what your collective 'new normal' will look like and how personal and work priorities have shifted

3 Remember, returning to the workplace will have a different impact for each of us. Continue to check in with your colleagues and raise any concerns with your line manager

4 Physical wellbeing and employee safety is paramount. If you are feeling unwell, check your local or company guidelines before returning to the workplace

5 Understand the changes that have been made to the working environment

6 Stay educated on wellbeing benefits that impact you

7 If you or anyone in your team has experienced significant loss or devastation – illness, death, financial, etc, find out from your company's HR team what support resources available

8 Look for networks that allow you to provide support to colleagues and feel supported

9 Remember that continuing to work remotely is just as challenging so continue to focus on your mental and physical wellbeing if this is the situation for you

Key Resources

- Apps that look after your mental wellbeing
- Managing your relationship with stress
- Mental health in the workplace fluid book
- Supporting colleagues to stay mentally healthy

Building empathy

Top Tips

1 Remember that empathy is not agreeing or disagreeing with someone - it is understanding their thoughts and feelings through connecting

2 Get in the habit of asking more questions than you usually would

3 Use active listening skills to really focus on what people are telling you

4 Use the technique: repeat, paraphrase, reflect

5 Always validate other peoples' emotions – if they weren't valid, they wouldn't be experiencing them

6 Practice empathetic acknowledgement: showing someone that you are aware of and understand their emotions, without judging, pitying or advising

7 Avoid making assumptions or drawing your own conclusions about how people feel

8 Share how you are feeling as well, without making it all about you

Key Resources

- Why empathy is a critical skill
- Developing the skills to understand people
- Emotional intelligence fluidbook
- Working in an emotionally demanding role
- Going beyond active listening

Further Resources

- Compassion and the true meaning of empathy
- Habits that will increase your empathy

Self-evaluation

- How good are your listening skills?

Agile mindset: test and learn

Top Tips

1 Focus on improving how you do what you do every day

2 With support, actively seek out new experiences and challenges, with the aim or making sense of them and learning from them

3 Apply critical thinking – look for patterns, make connections

4 Look for different ways of approaching familiar problems

5 Be curious

6 Try out new approaches and experiment with new ideas

7 Look for “stretch assignments”, where the probability of success isn’t a given

8 Build resilience to acknowledge failures and capture the lessons learned from them

9 Seek out feedback and focus on how you can do things better

Key Resources

- Flexibility & agility
- Building business agility fluidbook
- What is an agile mindset?
- Flexibility in the workplace
- Innovation & creativity: 25 ideas

Further Resources

- Understanding the agile mindset
- What is the agile mindset?
- Why growth mindset matters for organisational agility

Knowledge

- Technology
- Working from home
- Communicating through COVID-19
- Prepare for the unexpected

Technology

Top Tips

1 Reduce additional load on your home broadband (Eg. Netflix streaming) to maximise your connection to work

2 Ensure you are still working securely when out of the office, always lock your device and keep apps and software up to date

3 Performing a 'regular restart' of your computer is something we all need to be doing to ensure we benefit from updates of improved performance and features, security and protection for our computers from vulnerabilities

4 Connect using VPN whenever accessing via a public WIFI network

5 Report suspicious emails / SMS / phone calls by using using your company's IT security process

6 Use tools like Microsoft Teams to connect and collaborate with your team and colleagues

7 Remember to keep your workflow apps (HR, Finance etc) up to date with information

8 Check for company updates and stay connected through your usual IT communication channels

Key Resources

- Getting started with Microsoft Teams
- Microsoft Teams platform walkthrough
- Working remotely FAQ
- Using digital tools effectively
- Getting started with Zoom

Further Resources

- Microsoft Teams Community
- Zoom support

Working from home

Top Tips

1 Maintain your usual morning routine to put yourself in the right frame of mind

2 If possible, find a dedicated space for working. A spot with minimal distractions and comfortable seating is best. Make sure you utilise technology to work efficiently

3 If possible, structure your day the same way you would in the office. If you devote your mornings to project work and use the afternoons for meetings, do that at home

4 Build breaks into your work. They are key for mental wellbeing

5 Don't forget two of the most important factors in your productivity when transitioning to remote work - your physical wellbeing and mental wellbeing

6 Create a virtual collaboration contract. What were your norms and how might they change now that you're working from home?

7 Increase virtual touchpoints with colleagues and stakeholders but decrease the length of these meetings. Communicating is key

8 Maintain the social connections you've built with your teammates. Use video calls for impromptu discussions whenever possible

9 Know your goals. Along with short-term, task-related goals, make sure that you're also clear about the wider career goals and purpose you're striving to achieve. Keeping these in mind will motivate you to do your best work

Key Resources

- 5 tips to balance remote working while your family is also at home
- Tips for working from home
- COVID-19 remote work toolkit
- Using digital tools effectively

Further Resources

- Virtual team building ideas
- Working from home with kids
- New to remote working?

Communicating through COVID-19

Top Tips

As the COVID-19 pandemic continues to evolve and impact the way we work and live our daily lives, the way in which we are communicating as an organisation and with each other has evolved too. Many of us are now working from home which in turn brings its own challenges and an increased reliance on using digital channels for communications. Here are some top tips to help you communicate effectively during this uncertain time:

1 **Be in the know on COVID-19.** Keep up to date with the latest information on COVID-19. Visit the World Health Organization website and read the local guidance from your government and organisation on a regular basis

2 **Get tech savvy quickly.** With an increase in remote working, getting up to speed and confident with using technology for collaboration is key. In particular, getting to grips with tools like Microsoft Teams or Zoom will support effective virtual meetings, and tools like Workplace will help with social collaboration

3 **Be seen.** Always go on video when joining virtual meetings. It will help you stay engaged and feel connected with your colleagues

4 **Be part of the digital conversation.** Working remotely makes it harder to connect with colleagues. It's therefore now even more important that you join the conversations on your company's social collaboration platform – connect, collaborate and problem solve together

5 **Be social.** As well as connecting with your colleagues on work topics, make time to meet virtually for a coffee break or end of the week social get together and have some fun!

Key Resources

- COVID-19 MindTools support pack
- 10 communication tips remote workers need to know
- COVID-19: How to work at home, the right way
- Communications fluidbook

Prepare for the unexpected

Top Tips

1 **Expect the unexpected:** be alert to changes in yourself and your colleagues. Increasing connection will help you recognise issues early and address things before they become overwhelming

2 **Don't panic:** your ability to stay calm is instrumental to your success in managing the unexpected. Take a deep breath and spend a moment evaluating the situation and thinking about what you need to do next. To be in the best position to remain calm make sure to actively work on your mental wellbeing

3 **Prepare solutions in advance:** it is not possible to plan for every worst-case scenario, but try to have a strategy for dealing with things that are most likely to happen

4 **Use your critical thinking skills:** take a systematic approach to solving both small complications and significant crises

5 **Keep a list of resources at your fingertips:** when situations arise, and you need outside help to resolve them know where you can go for help

Key Resources

- Guidance from the World Health Organization
- In stressful situations I get angry and blame others
- Problem solving and decision making

Further Resources

- Thrive animation
- Don't let frustration get the better of you

Skills

- Dealing with change
- Building trust and productive relationships
- Virtual peer to peer coaching
- Virtual collaboration
- Keeping motivated
- Developing yourself

Dealing with change

Top Tips

1 Change is complex and can at times be very disruptive for people

2 Build trust and connections to help deal with change more effectively

3 Take time to understand the changes being introduced and what this means for you and the teams you work in and with

4 Reflect on other changes you have experienced – what helped you to work through them and what did you learn?

5 Let go of what you can't control, and focus on what you are able to influence

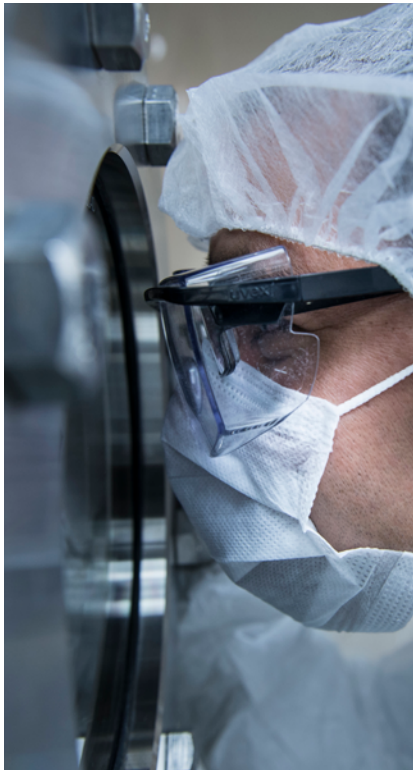
6 Call out your anxiety and fear at the outset, then look for practical advice about what to do next

7 Don't stress out about stressing out - your reaction to stress has a greater impact on your health and success than the stress itself

8 Focus on your values instead of your fears – remind yourself of what is really important in your life

9 Be part of the solutions – how can you help and support your colleagues and your manager?

10 Accept the present but keep looking to the future



Key Resources

- I feel in constant turmoil what can I do?
- Change curve animation
- Make stress your friend
- Constant change
- I feel under pressure and anxious

Building trust and productive relationships

Top Tips

1 Remember that trust can be destroyed very quickly, and once broken is difficult to rebuild

2 Trust builds trust; so if you want people to trust you, first show that you trust them

3 Keep your word about the little things as well as the big things. Communication can be key in this

4 Be consistent in what you say, what you do, and how you present yourself online

5 Follow through on performance expectations and accountabilities

6 Clarify any implied accountabilities to avoid misunderstanding

7 Discuss and air differences before they start to fester and impact on productivity

8 Show support for people, even when they make mistakes. Demonstrate empathy and understanding

9 Be honest and fair when giving feedback

Key Resources

- Building trust
- Building great work relationships - making work enjoyable and productive
- Psychological safety first: building trust among teams

Further Resources

- How to build (and rebuild) trust
- What we don't understand about trust
- Building a positive culture

Self-evaluation

- How approachable are you?

Virtual peer to peer coaching

Top Tips

1 Develop peer coaching skills. This will build capacity in others

2 Establish trust and a personal connection

3 Keep your questions focused and concise

4 Allow time for thinking and reflection, don't be tempted to fill every silence

5 Use a range of media and technology for formal and informal coaching: it is possible to coach in two minutes over instant messenger

6 Don't dictate the medium; be empathetic and let people choose the method they prefer

7 Minimise distractions and do not multi-task during a coaching session

8 Have a clear structure and manage the time closely

9 Use 'nudges' to reinforce desired behaviours; for example sharing recommended articles, videos and podcasts

Key Resources

- Coaching infographic
- Push/pull continuum
- Coaching fluidbook
- I need to become better at coaching - Thrive in Five

Further Resources

- Want to get great at something? Get a coach
- The virtues of virtual coaching
- How to grow a peer coaching network

Virtual collaboration

Top Tips

With the need to work as virtual teams, we need to take extra care to treat one another as human beings with emotions and feelings, and to respect and celebrate diversity of thoughts/preference.

1 Slow Down to Speed Up - take the time to set expectations, to focus, to create processes on how the team will interact, and to put the appropriate tools in place. Review by asking: Do we need some new agreements or to adjust some existing ones? Use the collaboration contract

2 Respect time zone differences: Rotate the role of early riser on a weekly or monthly basis

3 Put extra time and extra planning effort to host virtual meetings, ensure everyone has a voice, promote mental/emotional connection with one another. Create psychological safety by building trust and encourage team members to speak up. Use the facilitation guide

4 Maximise opportunity to express non-verbal cues: turn on video, explicitly check-in on the sentiment of the participants. Communication is key

5 Make people feel like they are physically together: invite people to share where they are, what do they see outside the window. Talking about physical spaces creates "togetherness"

6 Choose from a range of collaboration technologies to keep the virtual team connected. Consider both live and asynchronous collaboration tools. Eg. keep a chat room open for team members to hang out anytime

7 Make feedback more frequent and less formal. Set expectation with the team that it is something you all deliberately practice. Consider meetings with a celebration section on both work and personal milestones

Key Resources

- 7 Habits to virtual collaboration
- Collaboration contract
- Making sense of the complex world together
- Stakeholder mapping
- Meeting design

Further Resources

- How to run a great virtual meeting
- How to be a virtual meeting hero
- An alternative way to approach and design how people work together

Keeping motivated

Top Tips

1 Consider what motivates you. Essentially there are two types of motivation - **intrinsic** which are internal factors, for example something you enjoy doing and **extrinsic** which are external factors, for example being motivated by others

2 Set goals and break your tasks into smaller pieces to make them more manageable

3 Reward yourself when you complete a specific task

4 Avoid feeling cut off from your team. It's likely you are more dispersed than usual therefore effective communication and collaboration is vital

5 Consider what you need to be set up for success. These may be tactical and immediate or may be more strategic and medium-longer term

6 Setting a long term goal aligned to the organisation's purpose can help you feel more engaged

7 Take the opportunity to pause and reflect on what you have learned and what that means for your personal development going forwards

Key Resources

- Motivating yourself
- How to stay motivated and accomplish anything
- How to get more done in less time

Further Resources

- The puzzle of motivation

Developing yourself

Top Tips

1 Take time to reflect on your career aspirations

2 Identify the skills and experiences that you need to develop to achieve your aspirations

3 Work with your manager to define an action plan to develop your skills and experiences

4 Make sure to include different types of activities in your development plan. Remember that learning opportunities do not come only from formal training but also from activities linked to Experience and Exposure

5 Consider finding a mentor to help you develop and grow

6 Feedback is more useful when delivered timely. Don't wait until the end of the year to ask someone for feedback, make it a habit to ask your peers, manager and key stakeholders for feedback on the moment, maybe at the end of a project you have delivered

7 Actively seek learning opportunities in everyday situations, consider an agile, test and learn approach

8 Build a strong network

9 Remember that it is normal for priorities and aspirations to change with time. Make sure to review your development plan periodically and adjust approach where necessary

Key Resources

- How to get the feedback you need
- 12 ways to become a lifelong learner
- Mentoring Matters: Three essential elements of success
- 5 tips to ace your performance review

Further Resources

- Use the 70/20/10 model to think about your development
- What other development can I use?

Pause and reflect

- Pause and reflect
- Ongoing development

Pause and reflect

As we begin to settle into the evolving workplace, we need to reflect on what we have learned during the COVID-19 pandemic about ourselves, about the nature of work, how work gets completed and how we interact with our colleagues.

Top Tips

Use these questions to reflect on your learning

4+1 Questions

1 What have you tried?
2 What have you learned?
3 What are your pleased about?
4 What are you concerned about?
5 What do you want to do next?

Reflection through storytelling

Think of a specific moment which has proven to be a POSITIVE experience or NEGATIVE experience.

Focus on specific moments relating to that experience.

1 What are the high points? What are the low points?
2 What was enabling? What was lacking / hurting?
3 What happened (brilliantly) at the end because of the beginning?
4 What happened (badly) at the end because of the beginning?
5 Knowing what we know now, what do you want to tell your past self?

Acting on the learning – Start, Stop, Sustain

1 What actions should be taken to improve for the future?
2 Who needs to know about the lessons we have learned to drive action?
3 What new behaviour and habits do we want to start, stop, or sustain in the future?
4 How might we (re)design our work to ensure we start or sustain the positive behaviours needed?
5 What are the opportunities and threats to innovate, streamline, exploit?

Different ways to learn and reflect

1 **Self-reflection:** Allocate time to pause, reflect and learn from the past/ present experiences. You may find it helpful to write these reflections down and create a journal of your learning experiences
2 **Learning as a team:** Find opportunities to share your learnings with colleagues in your team and encourage others to share their learnings with you
3 **Peer-to-peer learning and coaching**
4 **Learning as a global network:** Tap into the learning and insights from the internal and external social networks, communities of practice to discuss, seek feedback, gain broader insights to emerging topics
5 **Continuous learning in the flow of work:** Regular lessons learned sessions can help to build learning moments. Think about how you could incorporate these sessions into your regular habits

Ongoing development

Knowledge & resources

Many learning consultancies offer open source learning resources providing access to information on personal development

Expert insights

Many corporate education providers record live webinars and offer access for individuals to watch recordings free

Peer to peer learning

Social media can provide a great way to connect with others, share experiences and discuss learnings

Reflection

Take time to reflect on your personal experience during this unprecedented period:

Capture personal and pivotal learning moments to review in the future

Ask yourself what have been key learning insights from this experience?

What three steps are you going to take as you step into the future?

This document was originally produced for AstraZeneca employees and has been repurposed so that everyone can use and benefit from it during these challenging times. Thank you to our learning partners *hemsley fraser* and *MindTools* for generously offering their resources contained within the toolkit free to access for everyone.