

ANSWERING POST-COVID WORK ARRANGEMENT QUESTIONS

Struggling with questions about how to establish work arrangements post-COVID? Use this tool to explore your options by starting with the culture questions in Column 1. Then, answer Column 2 questions about attitudes, capabilities, and behaviors. Finally, answer Column 3 questions about systems, structures, and processes. Let those answers help you to shape your post COVID-world.

1

What type of culture do we want to build?

2

How do we want employees to feel about the organization?

3

What systems best support our answers to Column 1 and 2?

What impact do we want to make in the world?

What is the customer experience we want to create?

What capabilities do we want our people to possess?

What structures best support our answers to Column 1 and 2?

What opportunities do we want to create for our people?

What results do we want to deliver?

What behaviors should our team members exhibit?

What processes best support our answers to Column 1 and 2?