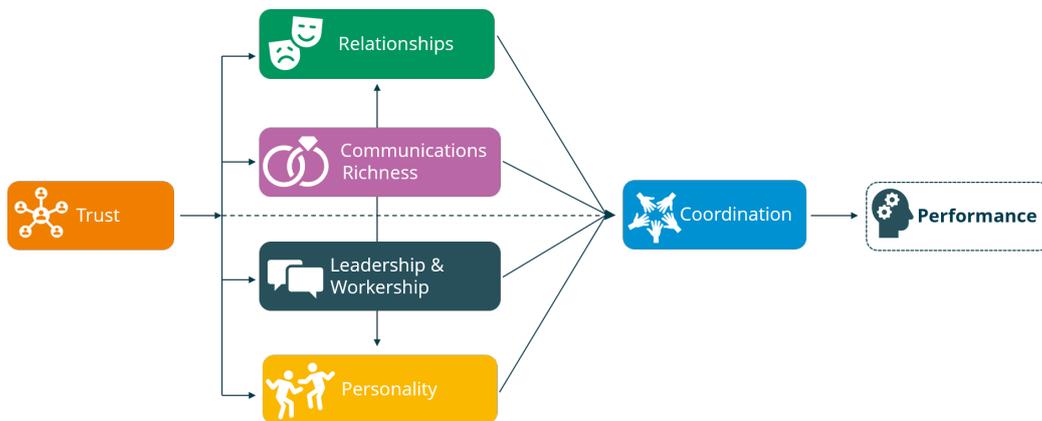






**KEY TAKE AWAY 2:** AWA has carried out research on managing agile teams in collaboration with the Center for Evidence Based Management (<https://www.cebma.org/>). The research identified different factors that improve team performance. The diagram below shows the factors and shows that communication richness is an important mediating factor which enables trust to form; good relationships to be built; different personalities and preferences to be accommodated etc. Taken together these facilitate better coordination of work tasks. Using the right communication tool (i.e. text, email, phone, video conference, face to face) for each task has a fundamental impact on team performance.



Source: Managing the Agile Workforce <https://www.advanced-workplace.com/category/managing-the-agile-workforce/>

**KEY TAKE AWAY 3:** Teams are finding different ways to communicate and stay connected during lockdown and now is the time to develop new habits that make things easier for everyone. It is quite different to being together in the office so why not think about the purpose of each interaction and plan for the intended outcomes? This inevitably takes more time and energy initially - until new habits are formed - but as communication is vital, that investment will pay off - with richer, more cohesive interactions. The illustration below suggests some questions that can be asked when planning interactions / meetings and alongside are some thoughts from participants about what they plan to do differently, for inspiration.

