



# **35 Lessons from Lockdown**

**A COLLABORATIVE COLLECTION**

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**by ICiPS Twitter Members**

# Foreword

Within the space of 9 months, the approach to change has dramatically shifted from a planned and staged approach, to something far more fluid and responsive.

Whilst we await the results of more formal research into this phenomenon, our Members have contributed what lessons they have learned so far. Thank you to contributors and please keep the tips coming.

This e-book is the ninth in our series and is put together by our ICiPS Twitter members alone who are experts in the fields of Continuous Improvement.

**THANK YOU!**

**Debbie Simpson**

CEO – ICiPS

## 35 Lessons from Lockdown

1. New ways of working open up a whole new range of possibilities for change professionals
2. Remote improvement sessions enable greater inclusivity
3. Decentralised leadership allows rapid change, don't just look at systems look at structures and powers
4. Simplified rules are beneficial in many instances, consider this when embedding new ways of working
5. Greater empathy with your customers / users helps meet their needs, builds engagement in when you are looking at processes
6. Everyone benefits from improving their communication skills
7. The business continuity plan needs rewriting
8. Flexibility in how and where we work creates options, think laterally about delivery structures
9. Your employee base suddenly became global
10. Virtual phone systems provide great opportunities for smart call routing
11. You only need the top half of your professional dress code for online meetings ;)
12. Remote working allows fixed costs to be reduced

## 35 Lessons from Lockdown

13. A strong culture will help to keep everyone feeling part of the organisation regardless of where they work
14. Make sure systems are cyber secure, build controls into processes
15. Having a great relationship with your suppliers can only help keep things moving, ensure you include them in any change project
16. Make sure knowledge/procedures are documented on paper in case people are off unexpectedly
17. Digital lunch time coffee catch ups are great to keep in touch and make sure people take a break during the day
18. Keep in touch with the community you serve as it may help understand emerging demand
19. I am better at technical stuff than I thought!
20. You need to rethink how you measure output and benchmark performance levels
21. Take time to look after your colleagues
22. Leaders need to realise that allowing greater autonomy allows grass root change
23. There is knowledge everywhere that could help with your challenge so don't limit yourself to looking internally, network

24. Sometimes you have to break rules to make change
25. Collaboration underpins resilience, if it is a business, community or a city
26. Leaders need to get back to basics – it will be essential to define what the new world looks like as we can never go back to how it was
27. So much time and money saved by not travelling to meetings – more time to get stuff done
28. We are all more adaptable and innovative than we thought
29. Accessible and useful information online is essential for your customers but get customers to trial it as much public information doesn't actually give you, as a user, what you need
30. Dependencies between organisations cannot be underestimated and should be clearly defined with bridges built so knowledge and services can be better shared, to better meet customer needs
31. More jobs than you think can be done remotely but some people don't like working from home so look at flexible opportunities including hot desking
32. Adaptability is the new essential skill for ever worker
33. Everyone is now a change practitioner

34. It appears that productivity has improved through working from home and flexible working works, as people are more motivated – quick win
35. Change professionals should work with HR to lock in behaviours and ways of working that increase productivity

We hope you have enjoyed this ebook and have taken something away from it. Our aim is always to add value to #Continuous Improvement.

There are more books on the website, if you enjoyed this one.

**Our other books include:**

**200 Tips for Efficiency and Effectiveness**

**50 CI Excuses and Replies!**

**50 Acroynms and their Meanings**

**The Top 30 CI Playlist**

**The A-Z of Continuous Improvement**

**The A-Z of 8 Wastes**

**CI Quick Tips**

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