

Team,

You likely heard that a case of COVID19 was reported in Tulsa last week. At this time, TPG is not planning any cancellations to existing networking events, classes, etc. or any immediate changes to our client delivery. However, we do want to make all of you aware of five practical steps we are taking to ensure that TPG (both our business and our team) is ready and resilient should any disruption to business occur over the next few months.

The great news is that all of these steps are general good practices that have potential to push our team to find new and better ways of working together and with our clients—some of them have been on our “bucket list” for a few months anyway, so this is a potentially useful push to get them done. If you have any questions about these—or any additional ideas you believe would be helpful, please reach out to me or anyone else on the ELT.

Five Steps to Better Resilience, Adaptability, and Agility!

1. Prepare for Potential Remote Work (Responsible Party – Everyone)

The most likely disruption to business that could occur are periods of time where members of the TPG team and/or our clients must conduct work remotely. To that end, please consider the below items on an individual and family basis: If you are concerned about your family’s ability to weather an extended “work from home” period, please consider reaching out directly to a member of the ELT so we can determine if there is a way TPG can support you.

- ✓ Do you have a place in your home where you can effectively work remotely with a solid internet connection?
- ✓ Do you have a headset to effectively conduct conference calls and/or video calls?
- ✓ Do you have a few weeks of basic supplies which would allow you to stay close to home (e.g. avoid grocery stores or pharmacies) if you or a family member is sick?
- ✓ Do you have a person on the TPG team who is “up to speed” enough on your project that they could help out if you or a family member become sick?

If schools are closed or a child becomes sick, we understand that working from home uninterrupted may become very challenging. Please just stay in good communication with us about what you need (including flexible hours, presence of children at virtual meetings, additional PTO should a family member become seriously ill, etc.).

2. Stay Home When Sick With *Anything* (Responsible Party – Everyone)

If you or a family member is ill (with COVID19 or something else, particularly involving respiratory symptoms and/or fever), PLEASE exercise an abundance of caution and stay home. Let someone in the office know so that we can clean the surface areas around your desk.

3. Step Up Sanitation of Training Areas (Responsible Party – Class Preppers and Clean-Uppers)

For the time being, please add wiping down tables and the kitchen before and after every day of class. While we trust our own team members to stay home if they aren’t feeling well, we can’t always rely on the same transparency from clients. Facilitators, if you see that someone is ill, please kindly suggest that they go home and rest—give them their certificates. We will allow them to attend the next offering of the class for free.

4. Build Better Ways to Work Together Remotely (Responsible Parties – See Sub-Bullets)

Here are a few practical steps we are taking or exploring related to this.

- ✓ **Kanban Remote Preparedness (Responsible Parties – Dylan and Sam as Point People)**
 - This team is a great place to practice remote work in the short-term.
 - Kanban Team – please start transitioning now to a **digital board solution** for the short-term, as well as ensuring a **Skype bridge is set up for all meetings** until this situation has abated.

- ✓ **Team Business Meeting and SITREP Meetings (Responsible Parties – ELT)**
 - At this time, these will be in person with a Skype Bridge.
 - We will be prepared, however, to host these 100% virtually if needed.

- ✓ **Transition to Microsoft Teams (Responsible Parties – Dianne, Aaron, and Amy)**
 - We will be exploring the logistics and risks/impacts of making this transition sooner rather than later.
 - This platform is better supported by Microsoft, which would reduce technical issues with clients.
 - This platform has better collaboration tools in place, with the ability to set up channels for work teams to collaborate.

- ✓ **Other App Recommendations (Responsible Parties – Everyone)**
 - If you have ideas of other collaboration apps (e.g. Marco Polo, which allows leaving video messages like a voicemail), please let us know ASAP so we can evaluate whether they could improve our ability to work together remotely if needed.

- ✓ **Virtual Meetings- Best Practice**
 - As you may need to lead internal or client meetings virtually, here's a great article from the McChrystal group with wonderful practices to consider: <https://www.linkedin.com/pulse/leading-organization-through-uncertainty-covid-19-part-fussell-1e/?trackingId=>

- ✓ **Classes and Speaking (Responsible Parties – See Sub-Bullets)**

There are two areas of our business in the short-term that could be impacted by disruption. Here are the steps we are exploring to address this.

- ✓ **Exploring Virtual Delivery (Responsible Parties – Josh, Sara, Dianne, Jill)**

This team will be tentatively exploring the possibility (and tools needed to) deliver live classes virtually, either on an “as needed” basis or a proactive step to encourage registrations. This is something that the ELT has been tossing around as an idea for a few months anyway (pre-COVID) so this is a great time to expedite the research.

- ✓ **Speaking (Responsible Parties – Jill)**

Speaking engagements and conferences are also looking at moving to virtual platforms—Jill has already begun preparing our speaker roster for this potential shift.

Please reach out with questions, particularly if you are listed as a “responsible party” above!