

Lessons Learned From A Year On The Couch: by Kathi Guiney, GPHR, SPHR, SCP, President *YES!*  
Your Human Resources Solution

This past year was one of listening. Pivoting. Adapting. Evolving. Even fumbling at times. After all, nobody expected to work from the couch for a year. But we learned lessons that will stick with us long after our backside's imprint fades from the cushions.

- **Clear communication.** From safety protocols, to collaborations, to simple wellbeing check ins, communication skyrocketed. (How many of us bought a fancy mic or earbuds?) Companies' revamped relations are connecting employees to business goals more than ever.
- **Successful dress.** While those "Look Your Best on Zoom" tutorials showed success through casual-chic clothes and frontal lighting, comfort isn't going anywhere, but sloppy is never in. Never!
- **Culture check.** If you weren't sure of your company's culture, you are now. Without a water cooler, companies had to create camaraderie opportunities. That meant figuring out company values and how to instill them in employees—and a whole lot of virtual icebreakers. Online scavenger hunt anyone?
- **Office space.** This year proved almost everyone can work remotely. Those worms won't squash back in the can. We can embrace a hybrid work model of remote flexibility with the standby of an office, which is valuable for collaboration, companionship, and changing out of loungewear.

Who would have thought a year on the couch would result in this unimaginable transformation of our work environment? It's proof that we can rise to—if not artfully fumble through—whatever challenges come our way!