

COVID-19 Lessons Worksheet

Use this worksheet to identify lessons and takeaways from your agency’s handling of COVID-19. For each event where your organization was required to react and pivot, explore the “Silver Linings” and “Dark Clouds” that you were faced with and how your organization can apply these lessons for future interruptions.

Example:

What happened?	A stay-at-home order was instituted on April 1, meaning that our staff could no longer work from our headquarters.
The Silver Lining: ways we improved resilience	In 2018 we transitioned from in-house servers requiring VPN connections installed on all PCs, to cloud servers accessible from any device anywhere.
The Dark Cloud: how and why we were unprepared	Half of our staff were not fully trained on how to work remotely.
Our Lessons and Takeaways	When a big change in process or systems is made, training must be a top priority. Training should be completed before we pull the ‘switch.’

What happened?	
The Silver Lining: ways we improved resilience	
The Dark Cloud: how and why we were unprepared	
Our Lessons and Takeaways	