

Turning challenge into opportunity.

Converting COVID-19 crisis management to leading-edge people management.

isolved[™]



COVID-19 represents an unprecedented challenge, as well as an opportunity to elevate human capital management post-pandemic.

As we grapple with radical changes in our work and personal lives, there is good news in all of this. New industry research indicates a prevailing mindset of cooperation and collaboration. And **that** connections with and between employees have never been more important than right now.

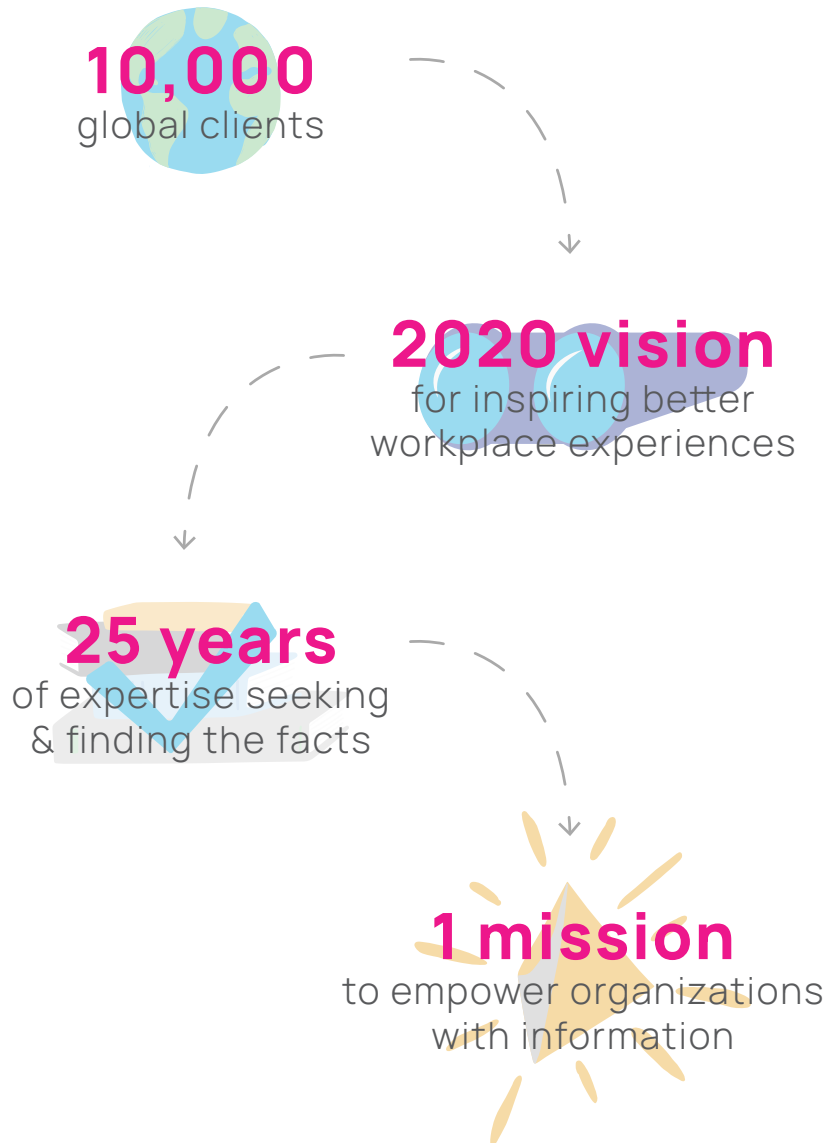
This creates a rare opportunity for companies and HR pros to institute the current practices designed to connect, support, benefit and boost our people during social distancing. This should become standard operating procedure moving forward, as well. The insights in **this eBook** are intended to help your organization thrive throughout the process.

“This pandemic has been a laboratory for working as an inclusive team and valuing differences. This is a great time in the sense that there is a lot of inclusion building naturally in the way things are conducted these days.”

Pallavi Kumari,
Diversity & Inclusion Expert, India



So, we commissioned the leading independent human capital management (HCM) research and analyst firm – **The Brandon Hall Group**.



Here's the hard data—

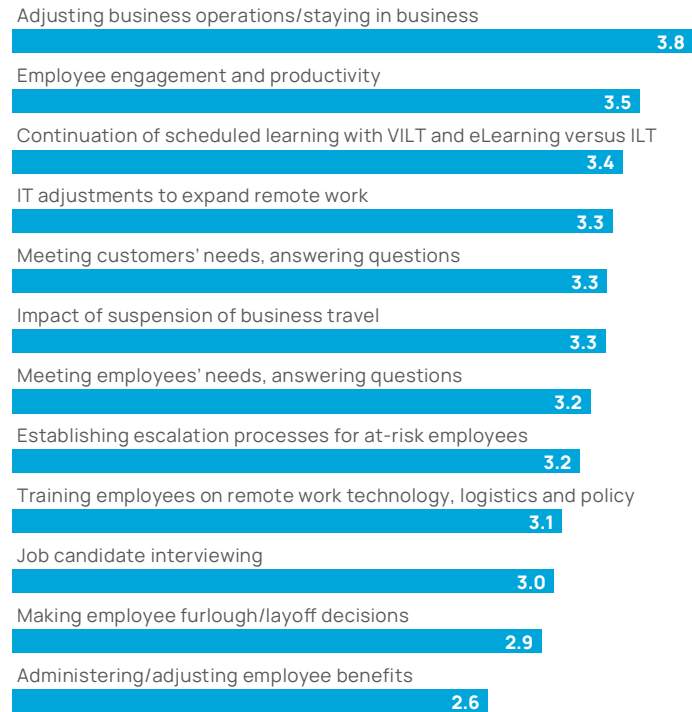
interesting insights and key takeaways.

70%

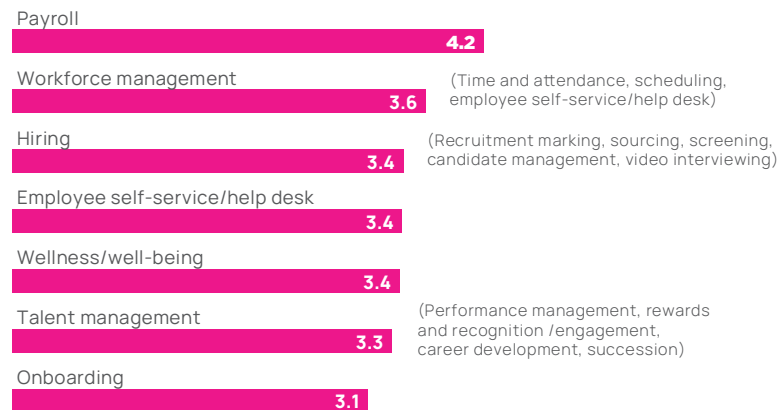
say managing the the coronavirus crisis is **challenging** or **extremely challenging**.



Rating COVID-19's specific work challenges.



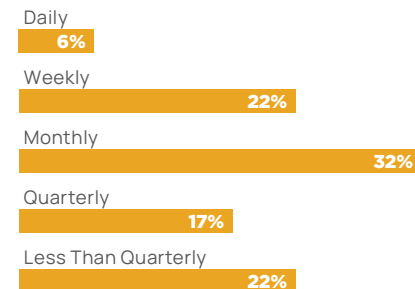
Gauging companies' technology readiness for widespread remote working.



Ranking productivity concerns among remote workers.



Measuring the infrequency of manager check-ins with team members today.



Recognizing workplace weaknesses. (Lowest-rated employee experiences.)



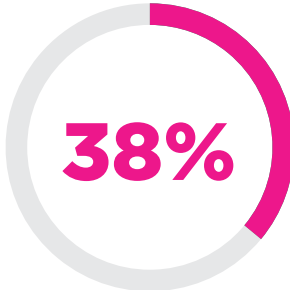
Employees get frequent, meaningful feedback from managers, peers



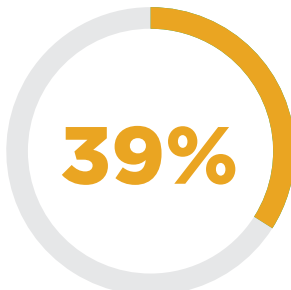
Employees have an affinity with organizational leaders



The organization has earned our trust

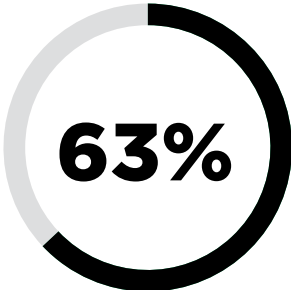


Our voices are heard

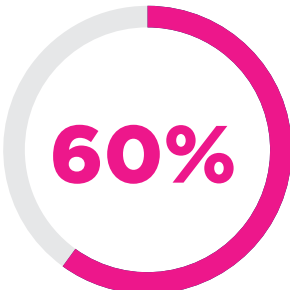


Individual goals are clearly communicated

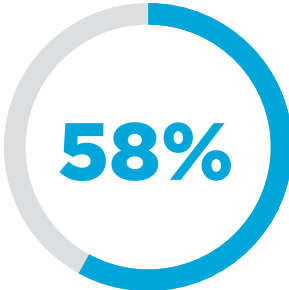
Seeing workplace strengths to build on. (Highest-rated employee experiences.)



The organization provides a strong sense of purpose



Our work is aligned with the larger goals of the organization



We have a strong sense of belonging



Learning and training are beneficial



The organization cares about our overall well-being

Some of the resources needed to address HR challenges.

needed resources



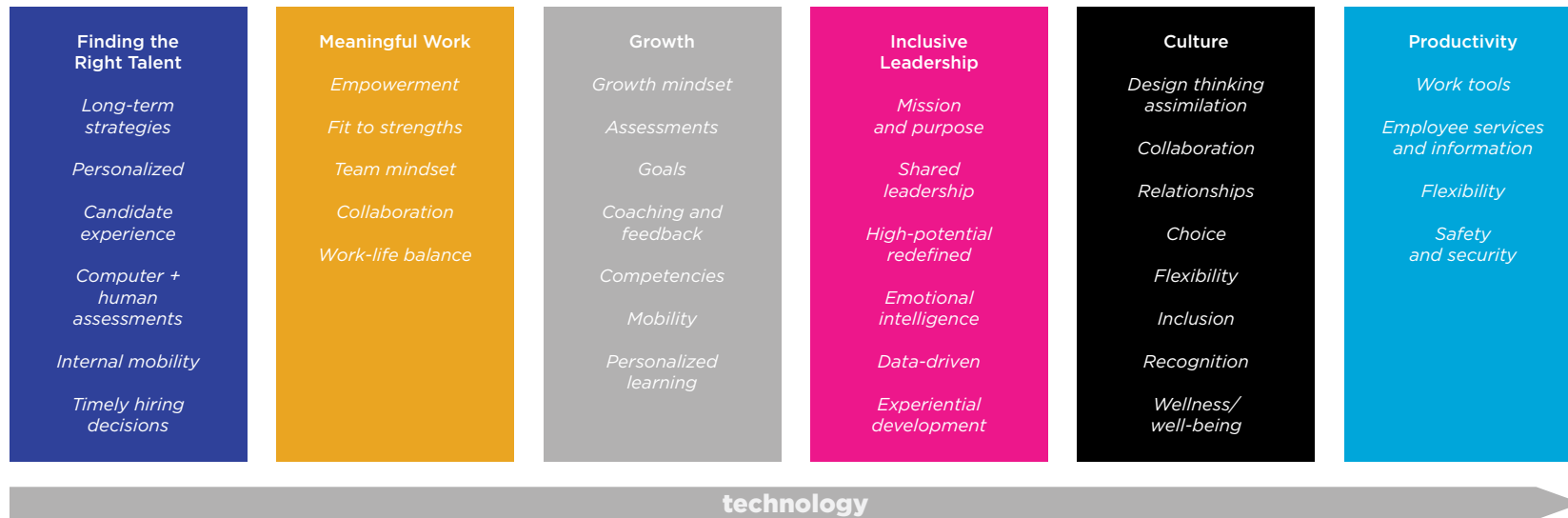
Leading practices for success – today and tomorrow.

So, what values and behaviors can you establish now among managers and employees that will drive success in your workplace post-pandemic?

And how can you improve your employee experience in all work environments—normal, crisis mode, and whatever comes next?



The New Normal = The Future of Work



Going forward, here are a few of the FAQs about remote work that your company will need to answer:

- ✓ Do we have a team working on adapting and implementing new processes and workflows that will persist beyond the current situation?
- ✓ How will we measure and evaluate the success of remote work and how it has been managed?
- ✓ How will we analyze the cost vs. benefit of continuing remote work for certain business units, roles or locations, even after social distancing restrictions are relaxed/lifted?
- ✓ How should we plan for and manage the ongoing transition?



Your organization also needs to utilize technology for more than just remote work.



Finding the right talent:

virtual interviews, onboarding, and new/re-imagined job roles



Making sure the work is meaningful:

optimizing virtual teams, empowering employees to work autonomously, and providing flexible work arrangements



Growth:

making new goals for a new reality, offering digital learning options for new situations and long-term needs, providing plenty of feedback and coaching, and having career conversations to show your employees you're committed to their success



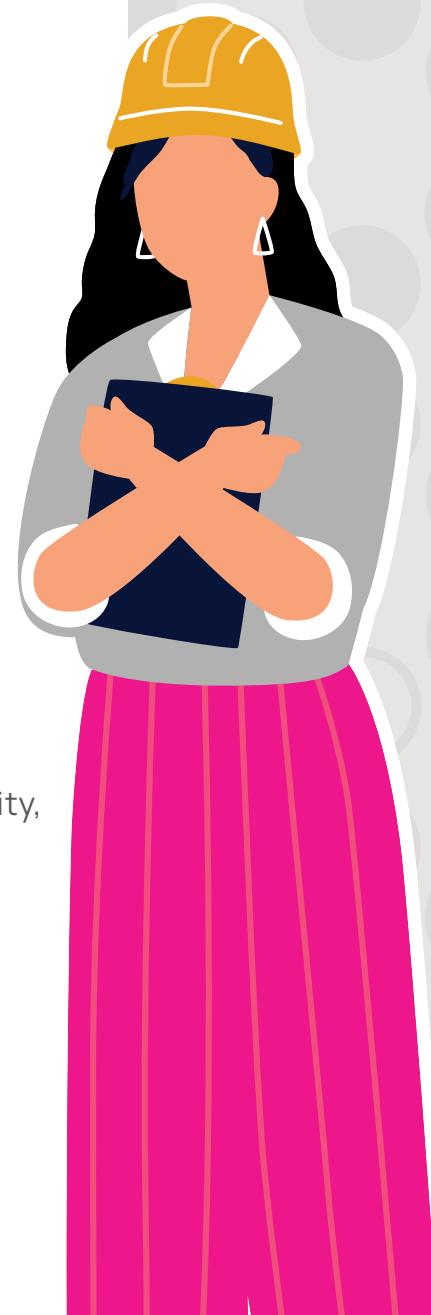
Workplace culture:

listening to your employees, building an atmosphere of diversity, recognizing and appreciating team members, and focusing on their well-being



Productivity:

Managing distractions, giving employees access to their information, and maintaining security, privacy, and safety



Strive to thrive, not just survive.

If you want your business to do more than just merely get by during the COVID-19 crisis, consider doing what companies that are thriving are doing—adopting technologies and procedures that help accelerate employee skills and careers, as well as boost business.



Use learning management systems in new ways.

- ✓ Elevate company and CEO messaging
- ✓ Roll out policy and procedure updates
- ✓ Ensure business continuity in training, documentation, and guides for role back-ups



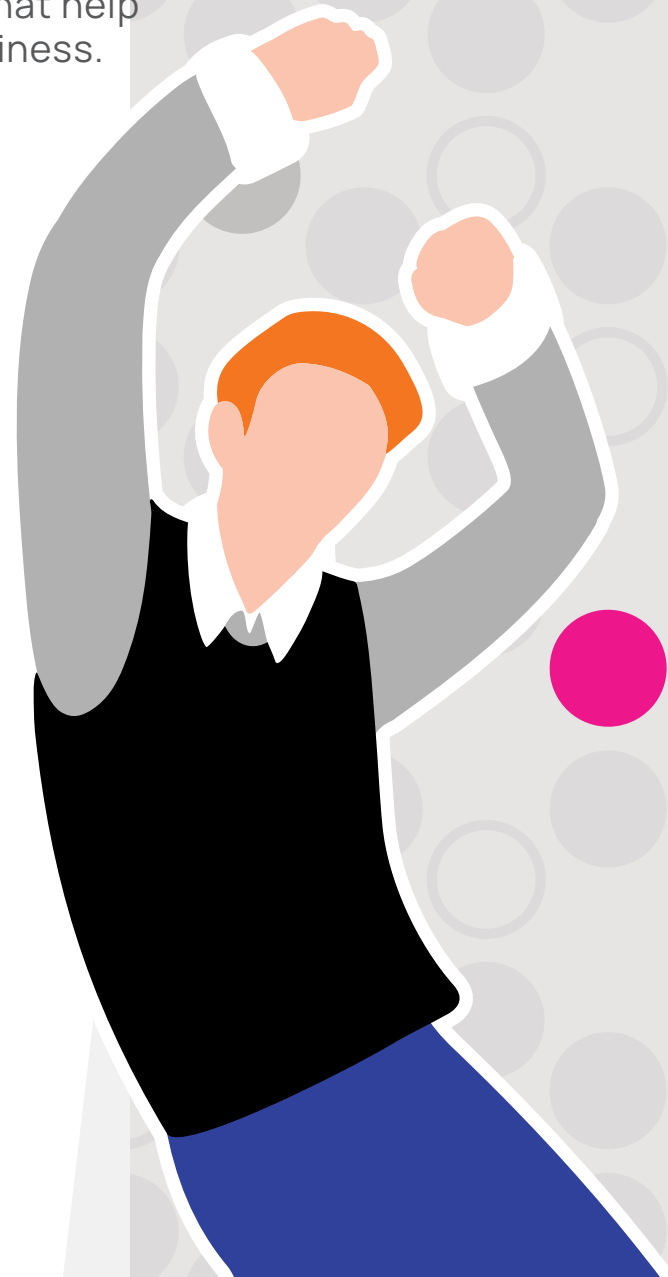
Utilize electronic tools to onboard new and remote staff.

- ✓ Improve your hiring process for all employees, including virtual
- ✓ Use video welcome messaging
- ✓ Better maintain and support compliance



Encourage employees to advance their skills via personal paths.

- ✓ Assign courses and paths and track progress
- ✓ Provide management and leadership courses (e.g. leading remote teams)
- ✓ Ensure OSHA compliance



Think in terms of greater employee connections.

The key to creating a great work environment, now and post-COVID-19, is to elevate employee connections.

connect with employers

Clear Purpose

Create and communicate a purpose that is mutually beneficial to employee and employer.

Sense of Accomplishment

Recognize accomplishments and reinforce helpful behaviors.

Other Employees

Enable employees to more easily connect, collaborate and innovate together.



Embrace new communication tools to better manage at-home workers.

Companies are rapidly adopting collaboration tools and procedures to improve productivity in crisis mode, as well as endure after COVID-19, when teams migrate back to more traditional office work. Try their secrets to success.



Adopt communication tools that go beyond email, aren't isolated to single teams or departments, and better span entire organizations.



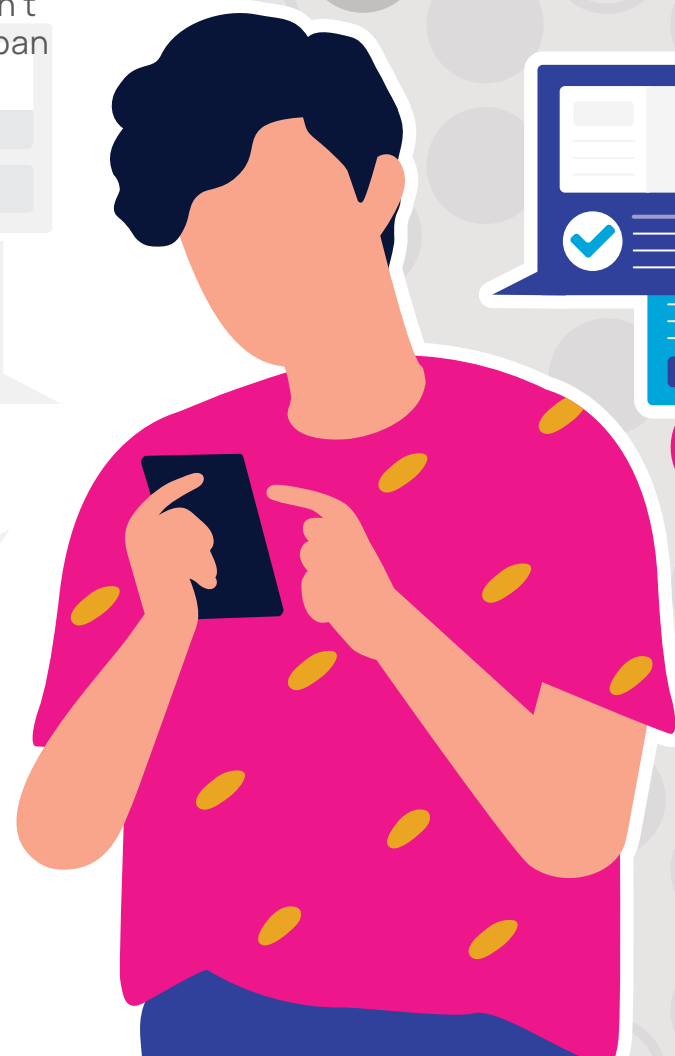
Build out goals from the top, cascading down to the individual employee. Publish them and track activities to keep everyone on point.



Use technology to create team-building exercises that would normally be done in the office. Keep remote employees connected and engaged with their colleagues.



Encourage managers to provide continuous feedback, social praise, and online performance management to ensure every employee knows exactly how they're doing.



Go beyond facilitating (to elevating) your employee lifecycle.

Employers on all sides of the spectrum are working to handle the sudden changes to their workforce and manage the crucial aspects of the employee lifecycle beyond COVID-19.



Getting compliance and payroll reports to react quickly to legislative changes



Managing employee retention in an uncertain atmosphere



Getting detailed workforce insights to better plan for the future



Handling furloughs while maintaining compliance



The COVID-19 disruption has created a new beginning, (IF WE CHOOSE TO THINK OF IT THAT WAY).

Despite our challenges today, or maybe because of them, we're evolving the art and science of HCM. But why do these things only in times of crisis? Post-pandemic, our commitment to these new best practices may wane, but our heightened commitment to caring, empathy and creating a culture of psychological safety will only improve the employee experience—in any work environment. The hope is that the lessons and successes of our COVID-19 efforts will become part of our new normal.

