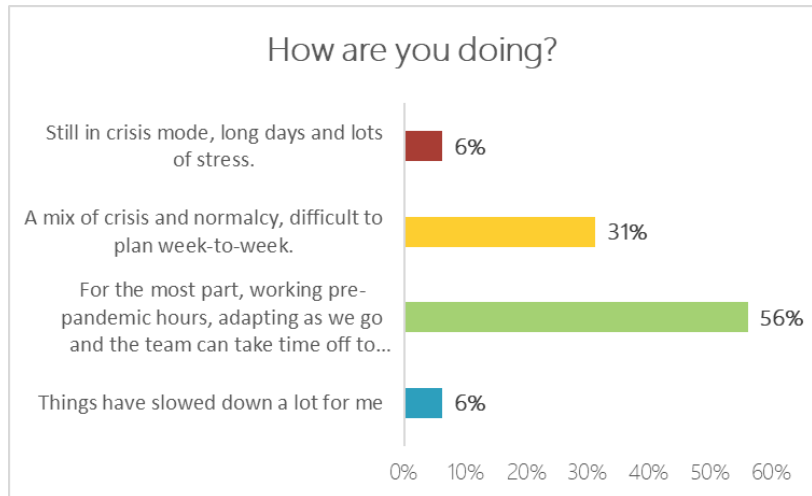


Back to the Office: Insights & Ideas Pulse Check

At the end of April 2020, most of our workshop attendees were in crisis mode. After supporting efforts to work from home and new protocols for essential workers, their focus shifted to how to prepare employees for their return to the workplace.

Most, but not all, are downshifting from crisis mode to a better, manageable pace. (There was no correlation between pace of work and whether people were brought back to the workplace.)



ADVICE FROM THOSE WHO BROUGHT PEOPLE BACK TO THE WORKPLACE

50%

Started bringing people back to the workplace.

- 1. Take your time to set, communicate and consistently reinforce your COVID-19 safety protocols right from the start;** it's incredibly difficult to tighten them afterwards.

The majority have witnessed employees becoming complacent over time, so you need to consistently reinforce the protocols and encourage people to speak up when they aren't being followed. Otherwise anxiety and nervousness increases, rippling out to create other issues.

6%

Had a second wave that forced a shutdown

- 2. Take the perspective of trying to make the most nervous person feel comfortable.** Can be achieved by:
 - Giving employees as much flexibility as possible, it empowers them to be part of the solution.
 - Showing them what to expect, through videos and pictures, when they return to their workplace.
- 3. Take time to reflect on accomplishments and the strength of your team.**
- 4. If you face a second wave and shutdown,** just take it day by day. There's still no playbook for this, we are writing it as we go along.

HOW AND WHEN PEOPLE ARE BEING BROUGHT BACK



ATTENDEES THANKFUL FOR THE APRIL BACK TO THE OFFICE WORKSHOPS BECAUSE ...

“Overall theme of coming back: the celebratory vs supportive. This thought really made the leadership team turn around the thoughts of coming back to work. Originally, there was talk of a party. That was quickly quashed following this session.”



Knew they weren't alone, everyone was facing the same base issues, regardless of industry.



Received reinforcement and examples of what they already were advocating or knew they needed to advocate for in their own organization; confirming they were on the right track.



Took a gratitude approach when returning to the office and were thoughtful of the little things that can be done to make people feel safe and welcome.



Recognized people's emotions, got the confidence boost to advocate for it in an organization that doesn't typically recognize emotions.



Picked up and used planning ideas that made a big difference, like sharing video so employees knew exactly what to expect.



Conducted pulse checks then used data from the employees to build plans with greater chance of success.

RECOGNIZING BIG WINS & GREAT IDEAS

BIG Wins!	Great Ideas!
<ul style="list-style-type: none"> • Securing time to thoughtfully craft communications once decisions are made. • Finalizing re-opening plans, for offices, schools and retail locations. • Delivering complex documents to public stakeholders in a new virtual way... ahead of regulatory deadlines! • CEO and Executive selfie videos becoming standard; was resistance before COVID-19. • Host over 80 virtual Community Conversations on COVID-19. • Bringing back laid-off workforce. • Shift from pandemic response to future plans and initiatives, which were paused. • Held first virtual retreat with guest speakers. • Incredibly successful employee town halls with Q&As with the CEO and Executive. • Launching a regular newsletter to external newsletters (moving past the 'no' received pre-pandemic). • Last but not least, getting into the work from home groove. 	<ul style="list-style-type: none"> • Develop team health challenges. • Proposing new professional development programs. • Using the pandemic as an opportunity to build internal awareness of what community engagement really is. • Approval for an employee engagement initiative while everyone works from home.

LOOKING TO THE FUTURE... MORE WORK TO BE DONE

90%
Will re-evaluate policies, channels, structure or survey approach.

