



COVID-19: Managing a Remote Workforce

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ABOUT SALOPEK & ASSOCIATES...

- A team of 20 consultants who work across Canada and support organizations with HR, Board Governance & Strategy
- Outsourced HR Department for many organizations
- In business since 2006 and have supported over 200 organizations in both the profit and non-profit sector
- Consultants have designations within the Human Resources profession
- Senior Consultants have over 15 years experience and Specialists have received their Masters, PhDs or other advanced designations





WHAT WE WILL COVER

- Common Challenges
- Motivating & Engaging Remote Employees
- Performance Management
- Health & Wellness
- Recommendations for Employees



Presentation Overview

COVID-19 WORK IMPLICATIONS

- Increase in Work from Home Arrangements
- Disruption to:
 - normal work patterns
 - modes of communication
 - team dynamics
- Increased need to foster strong Workplace Culture



COMMON CHALLENGES

- Motivating and Engaging
- Lack of Face to Face
- Lack of Access to Information
- Social Isolation
- Distractions



MOTIVATING & ENGAGING REMOTE EMPLOYEES

1. Effective Communication

- Outline parameters
- Regular Check ins (1:1 and teams)
- Use video conferencing, phone, text and email
- Provide information or where to locate it
- Be transparent



MOTIVATING & ENGAGING REMOTE EMPLOYEES

2. Keep them happy

- Ask them
- Feel Included
- Office hardware/software

3. Recognize great work

- Contributions to organization
- Highly visible
- Big Wins
- Empower rest of team (peer to peer)



MOTIVATING & ENGAGING REMOTE EMPLOYEES

4. Clarify Goals

- Meet expectations
- Clear Direction
- Make connection to organizational goals

5. What's produced rather than when

- Flexibility and ownership
- Tie performance to output
- Project Management Tools



MOTIVATING & ENGAGING REMOTE EMPLOYEES

6. Emphasize Culture

- Build and foster trust
- Bring team members together frequently
- Strong team cohesiveness
- Organization's overall success

7. Ensure leadership is Supported

- Coach virtually
- Practical tips and resources
- Individualization is key!



PERFORMANCE MANAGEMENT

Set Expectations



Trust



Regular Feedback



Goals/KPI's



Reward & Recognition



HEALTH & WELLNESS OF REMOTE WORKERS

- Mental Health Well-Being
- 1 in 5 people in Canada
- Employee Morale could Suffer
- Isolation & Self – Distancing

HOW CAN YOU HELP?



HEALTH & WELLNESS OF REMOTE WORKERS

1. Emphasize Interaction and Connection

- Encourage employees to connect with each other
- Utilize technology (i.e. Slack, WhatsApp)
- Frequent check ins (face to face virtually)
- Connecting outside organization (i.e. Virtual networking, Message boards, Google Hangouts Chat, Reddit)
- Support Groups



HEALTH & WELLNESS OF REMOTE WORKERS

2. Encourage Regular Breaks/Exercise

- Maintain work-life balance
- Breaks throughout day (rest, regroup and relax)
- Getting outside, online fitness classes
- Manageable workloads



HEALTH & WELLNESS OF REMOTE WORKERS

3. Support Employees with Ergonomics

- Ask them about home-work stations
- Need any equipment, pick up from office (i.e. Keyboards, mouse, computer monitors, laptop riser etc.)
- Provide resources



HEALTH & WELLNESS OF REMOTE WORKERS

4. Provide Resources for Mental Health Services

- Canadian Mental Health Association of Canada (CMHA) resources
- Employee & Family Assistance Programs
- Great West Life Centre for Mental Health in the Workplace
- AHS' Text based service (Albertans can text "COVID19HOPE" to 393939)



CMHA RECOMMENDATIONS

1. Have a Plan

- Stay well informed
- FAQ's

2. Communicate/Be Open

- Regular updates

3. Empathize

- Resources - EAP

4. Reassure – as Best as you Can!

- Reliable sources of COVID Info

5. Understand

- Self-care, Stress-management

6. Recognize not “Business as Usual”

- Expectations will shift



WORKING FROM HOME - EMPLOYEE RECOMMENDATIONS

1. Maintain Routine

- Go to bed and wake up at the same time as you normally would
- Get out of your Pajamas
- Wake up and do what you always did whether it's a walk, the gym, meditation etc.
- Maintain a healthy diet

2. Dedicated Workspace

- Desk and Chair
- Ergonomics to ensure long term success
- Equipment & Technology



WORKING FROM HOME - EMPLOYEE RECOMMENDATIONS

3. Focus & Plan your day

- Avoid distractions
- Schedule work
- Stay Motivated
- Set boundaries

4. Stay Connected

- Communicate effectively and often
- Reach out to co-workers or share lunch time over a video meeting



WORKING FROM HOME - EMPLOYEE RECOMMENDATIONS

5. Balanced workload

- Take regular breaks
- Communicate workload issues

6. Work Mindfully

- Stay calm, practice breathing exercises
- Focus on your purpose
- Be kind, practice gratitude



VIDEO CONFERENCING TIPS

1. Create a professional remote office
2. Test the technology/Raise your webcam to eye-level
3. Use a good Microphone
4. Dress the part
5. Turn off notifications/avoid multitasking
6. Look at camera, not screen, when talking



LOOKING FORWARD....2020 & BEYOND

- Review your policies
- Update them to include “public health preparedness” or “working from home”
- OH&S policies: hazard assessments for remote working
- Building more resiliency in organizations
- Mental Health Resources
- Future of “working remotely”



Questions?





LET'S CONNECT



FACEBOOK

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TWITTER

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INSTAGRAM

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Reach Out ...

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