

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





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





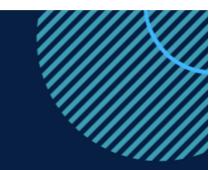
2. Keep them happy

- 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)







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







- 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







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



HOW CAN YOU HELP?





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



- 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"

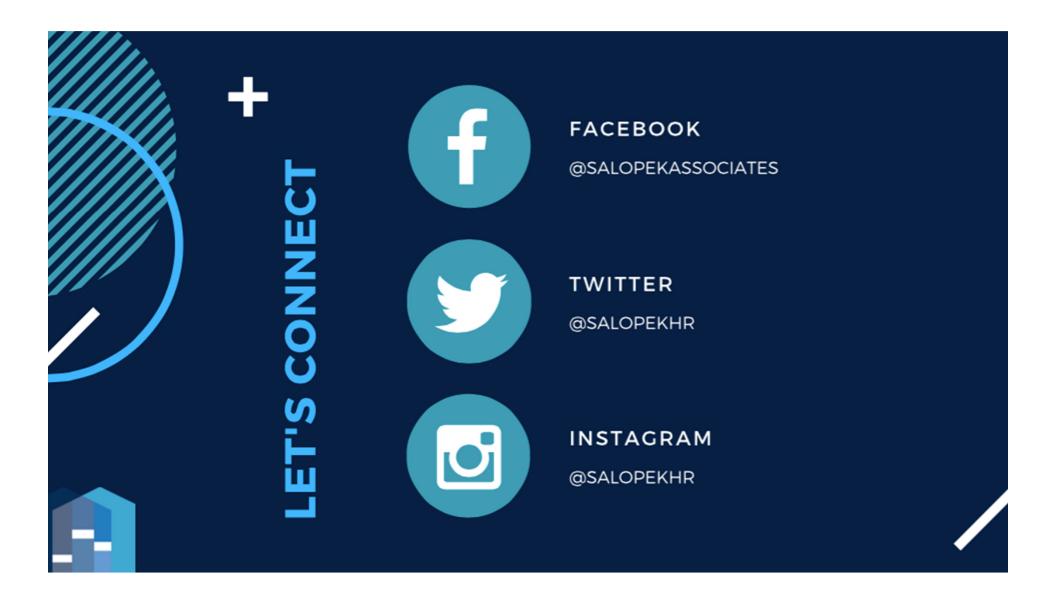




Questions?







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