

Managing the Emotional Health of Your Work-from-home Team



MARCH 12, 2020

COVID-19

CHANGE

WORKPLACE

SOCIAL NEEDS

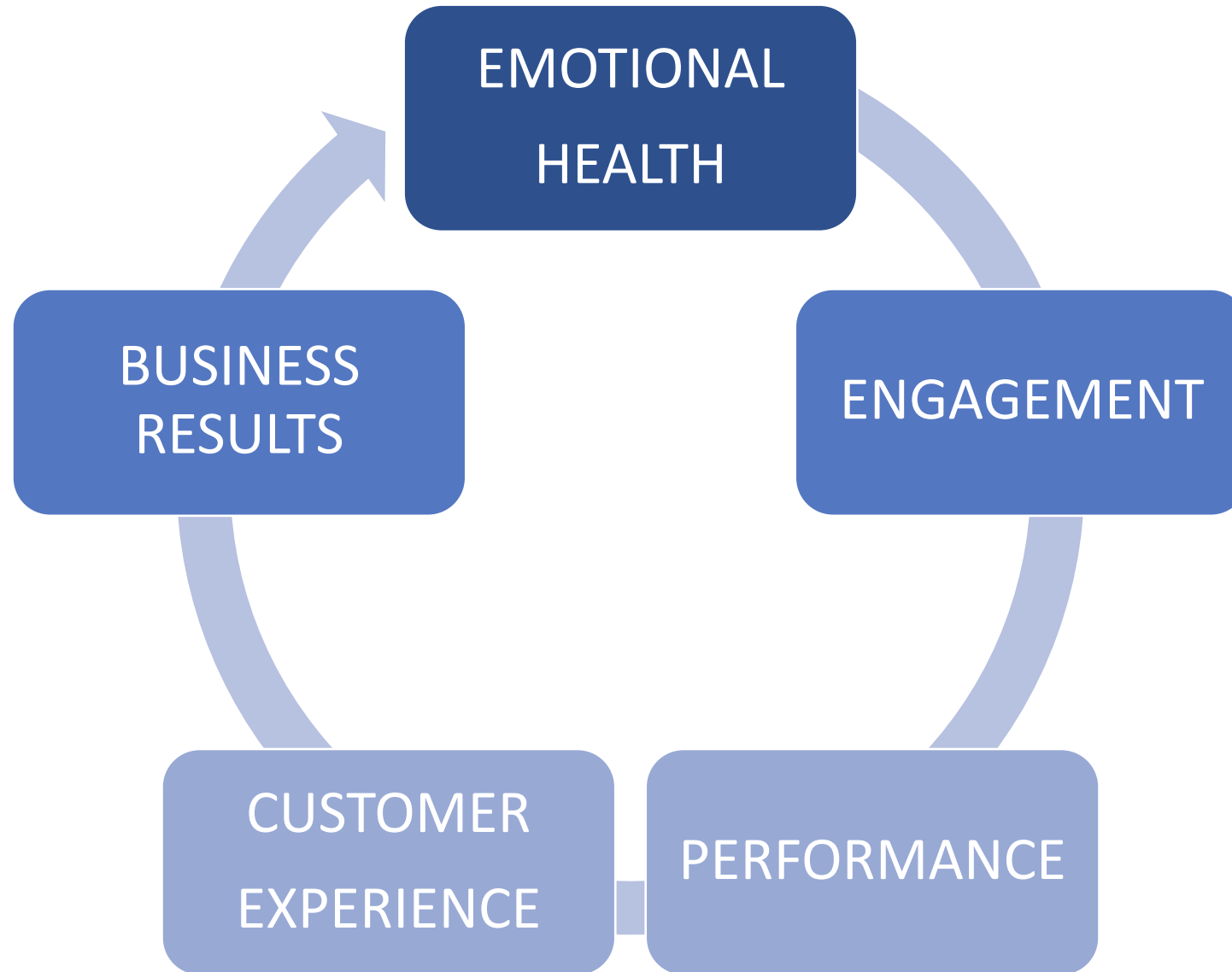
Work from home

WHOLE FAMILY

PEER POWER

EMOTIONAL HEALTH





ENGAGEMENT

VS.

SATISFACTION

PROOF

- 37% less absenteeism
- 49% fewer safety accidents
 - 60% fewer defects
- 31% more productive
- 61% more profitable

CONCERN

- 75% partially or totally disengaged
 - 51% job-hunting
- \$0.37 of every payroll dollar is lost

MEASURING

“HOW’S IT GOING?”

“HOW’S IT GOING?”

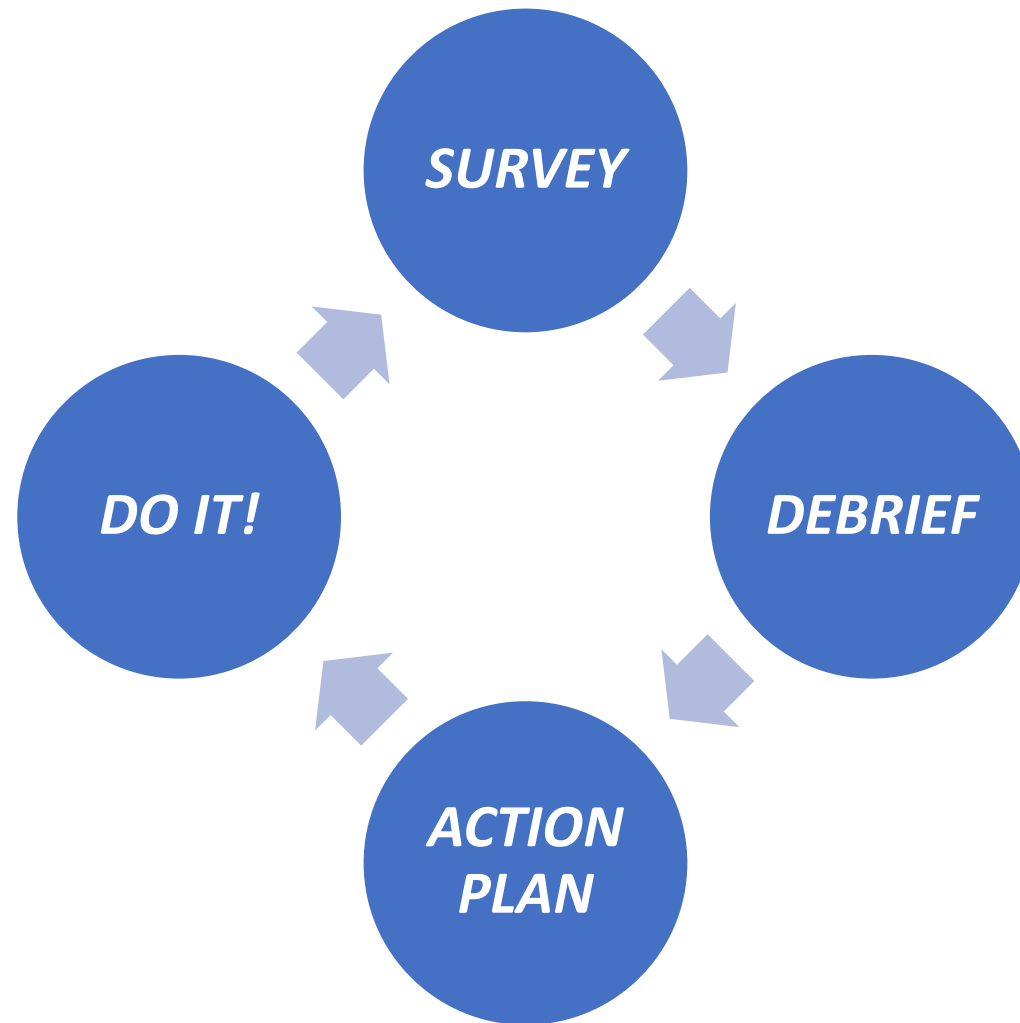
- Position power
- Job insecurity
- Listening is hard
- Inconsistent data
- How to respond?

THIS WAY WORKS

- Anonymous survey
 - Specific questions
 - Narrative question
-
- Are you willing to respond?

THE OFFER

HERE'S HOW IT WORKS



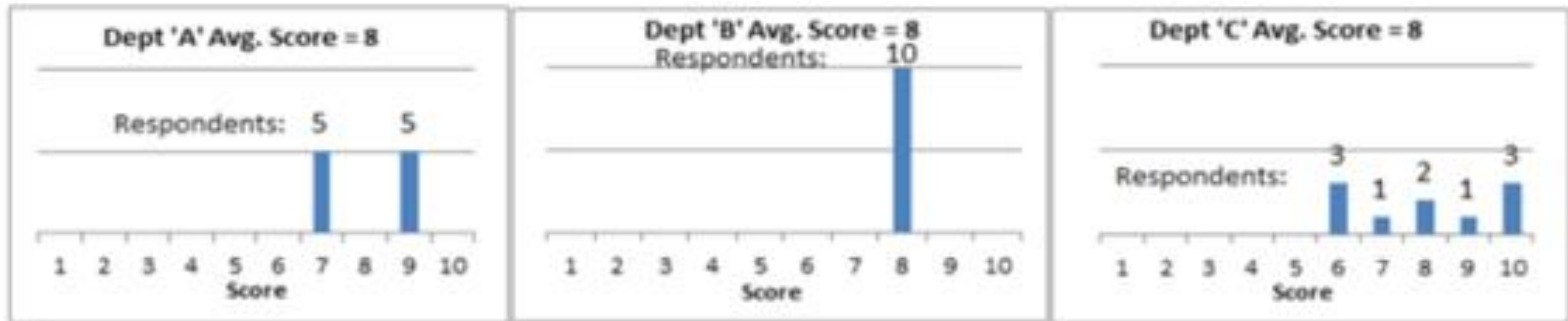
5 KEY QUESTIONS

1. My home workspace allows me to focus on my work (By workspace we mean the space in your home that you have set up to work in, whether it be a private room or part of a room)
2. I'm making good progress with establishing a new daily work routine (By daily work routine we mean, getting up, getting dressed, starting work at a specific time, taking breaks at a specific time. etc.)
3. Even though I'm working from home, the steps my leader has taken (e.g. video check-ins) help me to feel connected to my team
4. I clearly understand what my manager expects of me in my 'work from home' environment. (We mean performance expectations and priorities that you are accountable for)
5. When I'm working from home I have the tools and equipment I need to do my job. (Tools and Equipment includes your desk, chair, computer, phone, software, video camera, etc.)

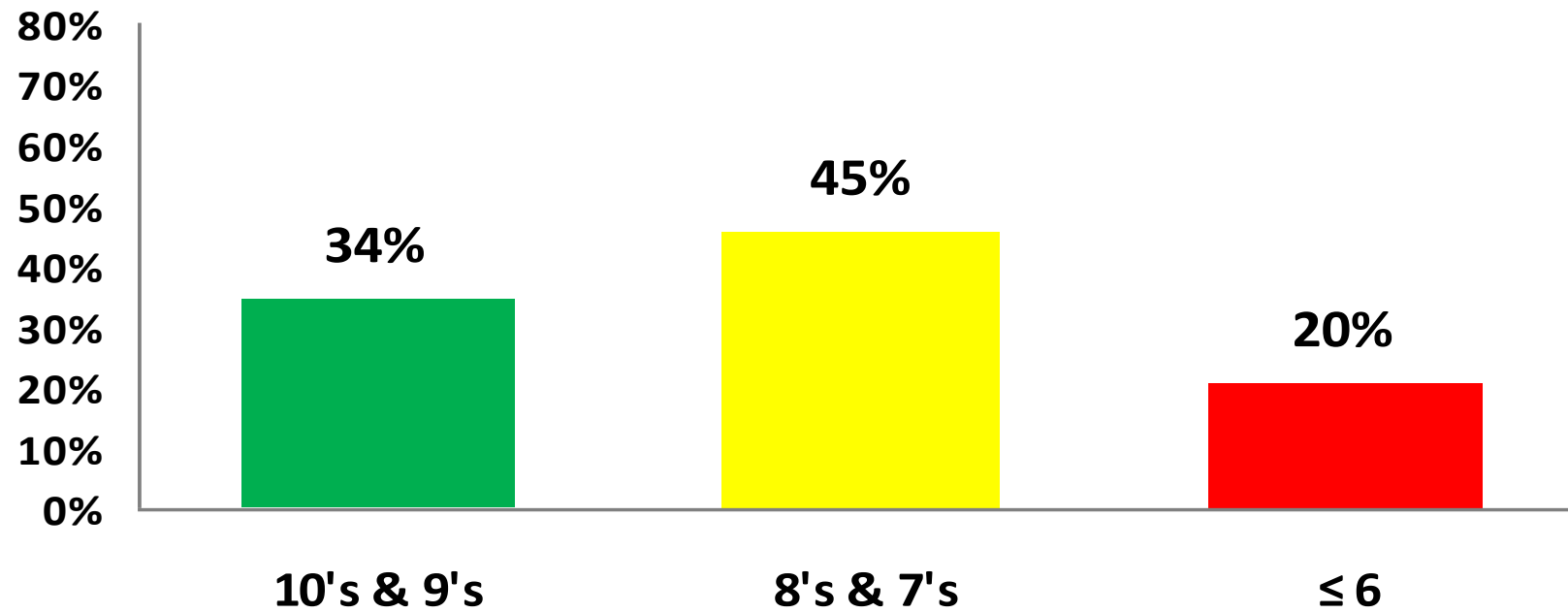
SCORING

- AVERAGES
- TOP BOX
 - NES

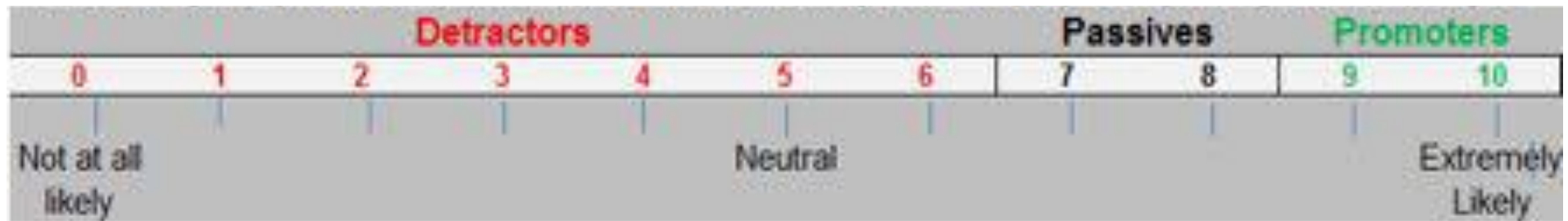
AVERAGES



TOP BOX



NET ENGAGEMENT



$$\text{Net Engagement Score} = \text{Percent of Promoters (9s and 10s)} - \text{Percent of Detractors (0-6)}$$

WHAT'S A GOOD SCORE?

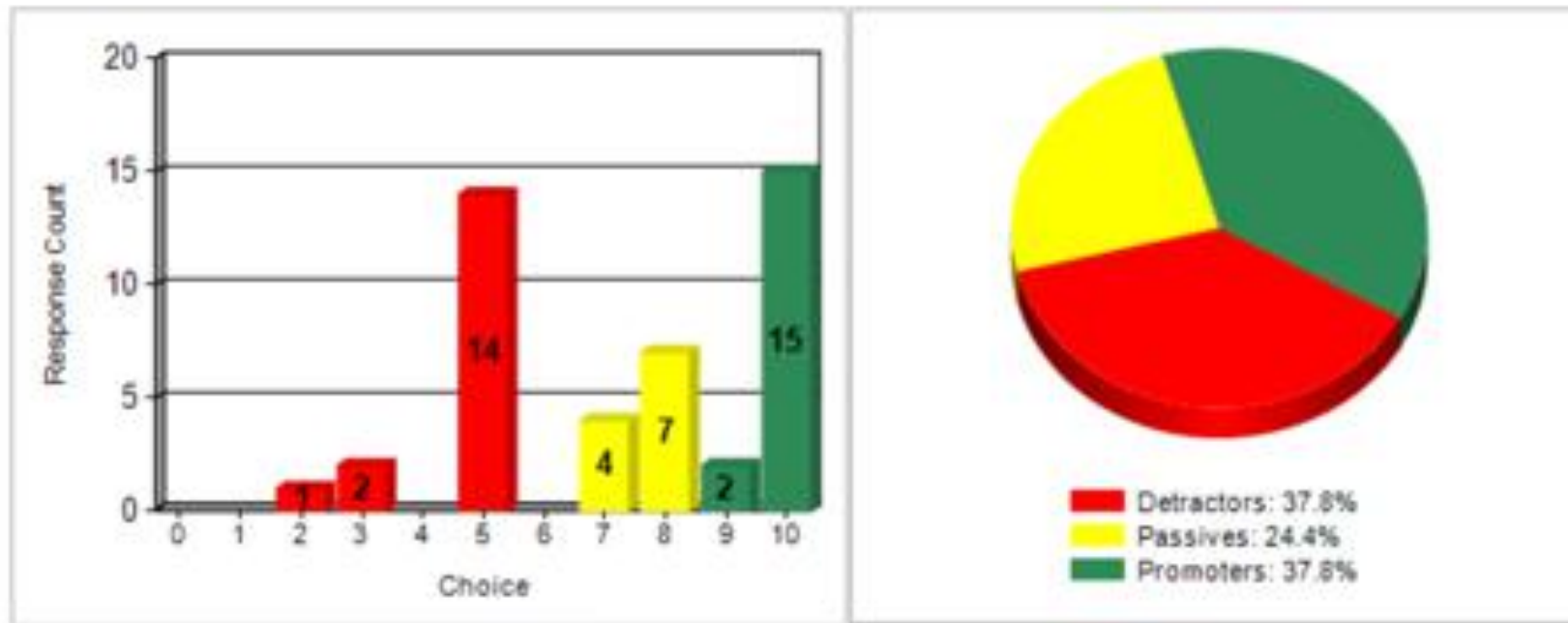
<50%	NEEDS WORK
>50%	GOOD
>75%	BEST IN CLASS

THE REPORT

Even though I'm working from home, the steps my leader has taken (eg. video check-ins) helps me to feel connected to my team

Total Respondents:	45
Total Skipped:	0

NES 0%



DEBRIEF & ACTION PLAN

- What did we learn?
- What can we do?
- What *will* we do?
- Tell them
- Do it!

DOES IT WORK?

Reliance Survey #1

Q	TOPIC	NES
1	Home Workspace	49%
2	New Daily Routine	67%
3	Communication	0%
4	Performance Management	64%
5	Tools & Equipment	25%

Reliance Action Plan

- Sincere Message from the President to all employees to:
 - Thank them for their feedback
 - Provide a review of the positive and negative feedback
 - Provided an overview of actions to be taken to address issues
 - To thank everyone and to express pride in employee's response to these challenging times
- Implemented weekly Zoom meetings
 - Encouraged use of video even if using their personal devices
- Allowed/encouraged staff to take any of their office equipment home with them
- CEO had a 1:1 call with every staff member
- Continually reinforced importance of keeping AR current and thanked staff for their good work in this area
- Ensured necessary safety equipment is readily available to all staff in all offices

Reliance Survey #2

Q	TOPIC	NES #1	NES #2
1	Home Workspace	49%	67%
2	New Daily Routine	67%	67%
3	Communication	0%	67%
4	Performance Management	64%	82%
5	Tools & Equipment	25%	42%

ENGAGEMENT DRIVERS

- Organization's rapid response to the issue
- Awareness that organizations have made employee's health and safety a priority
- Grateful to have an opportunity to continue working
- Quality of the leadership team
- Clarity of individual performance expectations
- Great tools available to allow communication
- Lots of people LOVE working from home
 - Flexibility - This may become the preference for some staff

ENGAGEMENT DETRACTORS

- Communication
 - Many are feeling lonely disconnected
 - Missing the F2F Peer Power
 - Have my performance expectations changed? If yes, how?
 - Not enough Team and 1:1 meetings
 - Some employees either unaware of or just not using the communication tools made available
 - What does 'going back to the office' look like? And when will it happen?
- Tools & Equipment
 - Desks, chairs, monitors, printers, cameras/mics, internet connection
- Difficulty in finding a work/life balance
 - Family distractions, no 'me' time, not taking breaks

ENGAGEMENT TIPS

1. Review at-home equipment – is there anyway you can help?
2. Clarify Performance Expectations
3. Encourage ‘breaks’ in the day
4. Regular ‘what’s next’ communication from executive
5. Virtual ‘Town Hall’ meetings allowing Q&A
6. Regular Video Check-ins
7. Team Daily Check-ins, and weekly 1:1 Check-ins
8. Remote Teambuilding Exercise

Q & A

ACTION PLAN

Item	What	Why	When
1			
2			
3			
4			
5			

Contact us:
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Thank you!