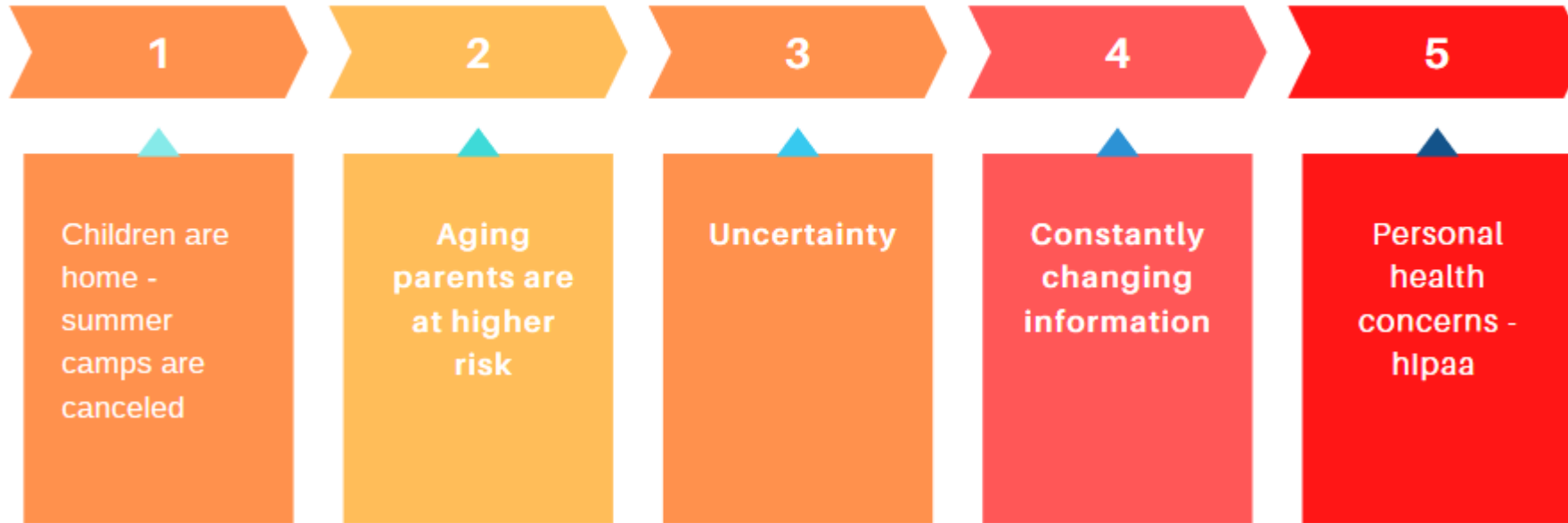


# Shift Happens

Strategies to Manage COVID-19's Impact on Culture

# 1. Be Empathetic

## WHAT ARE EMPLOYEES EXPERIENCING?



## 2. Empathy in action

- ▶ Be as flexible as possible to meet each employee's needs
- ▶ Take time and really listen
- ▶ Remember HIPPA!
- ▶ Get employee input for solutions



# 3. Returning to Work

- ▶ Assess the need for employees to return
- ▶ How will you manage safety and cleaning?
- ▶ Will a permanent hybrid approach work?
  - ▶ Re-designing work
- ▶ Can a phased in approach work?



# 4. New Workplace Norms Impact on Culture

- ▶ How are employees who've worked the entire time feeling?
- ▶ How is collaboration impacted
- ▶ How are customers impacted
  - ▶ Get customer feedback



# 5. Communicate the new expectations

- ▶ Communicate often
  - ▶ Educate and explain new practices
  - ▶ Understand the “Why”
- ▶ Maintain an open door policy
- ▶ Seek feedback



# Conclusion

- ▶ Stay current on local, state and federal guidelines
- ▶ Be prepared to continually change
- ▶ Continually train
  
- ▶ Q & A

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