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Working out our new normal

Your COVID-19 resources pack

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Chapter 3: Delivering world-class
employee experiences on the sofa



Hello

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And welcome, again. If this is your first new normal toolkit, we'll be producing a new version each week full of fresh strategic and creative ideas on the hot topics we're seeing across our clients, and industry. This is our way of giving back to our employee experience community.

We know one thing for sure, our employees still need and deserve all the experiences we were giving them - and more. This is the time organisations need to bring their people together, united in the face of what is an incredibly challenging time for business.

We're all working this out together, as we go. None of us have all the answers but, we'll do all we can to help you along the way. If you have a topic or challenge you're facing you'd like us to provide solutions and ideas for, just let us know.

Until next week,

Home



Lockdown has happened, what next?

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We're already starting to see the green shoots of our new normal. In the beginning, our clients around the world were talking to us about crisis communications, communicating travel policies, and postponing events.

Then we focused our efforts on getting everyone set up at home and, just this week, our conversations have started to focus on how we continue delivering the everyday employee experiences that we took for granted.



What happens if we need to celebrate a long-service anniversary virtually?



How can we continue to have great performance management conversations?



How can I get any work done if I'm constantly on Zoom? *We're especially familiar with that one...*



How do we help people prioritise amongst all this disruption and noise?

So, this week we're focusing on small, creative ideas that you can start to implement to continue to engage your people, wherever it is they're sitting. We hope they help spark some of your own ideas as we all work to flex our plans.

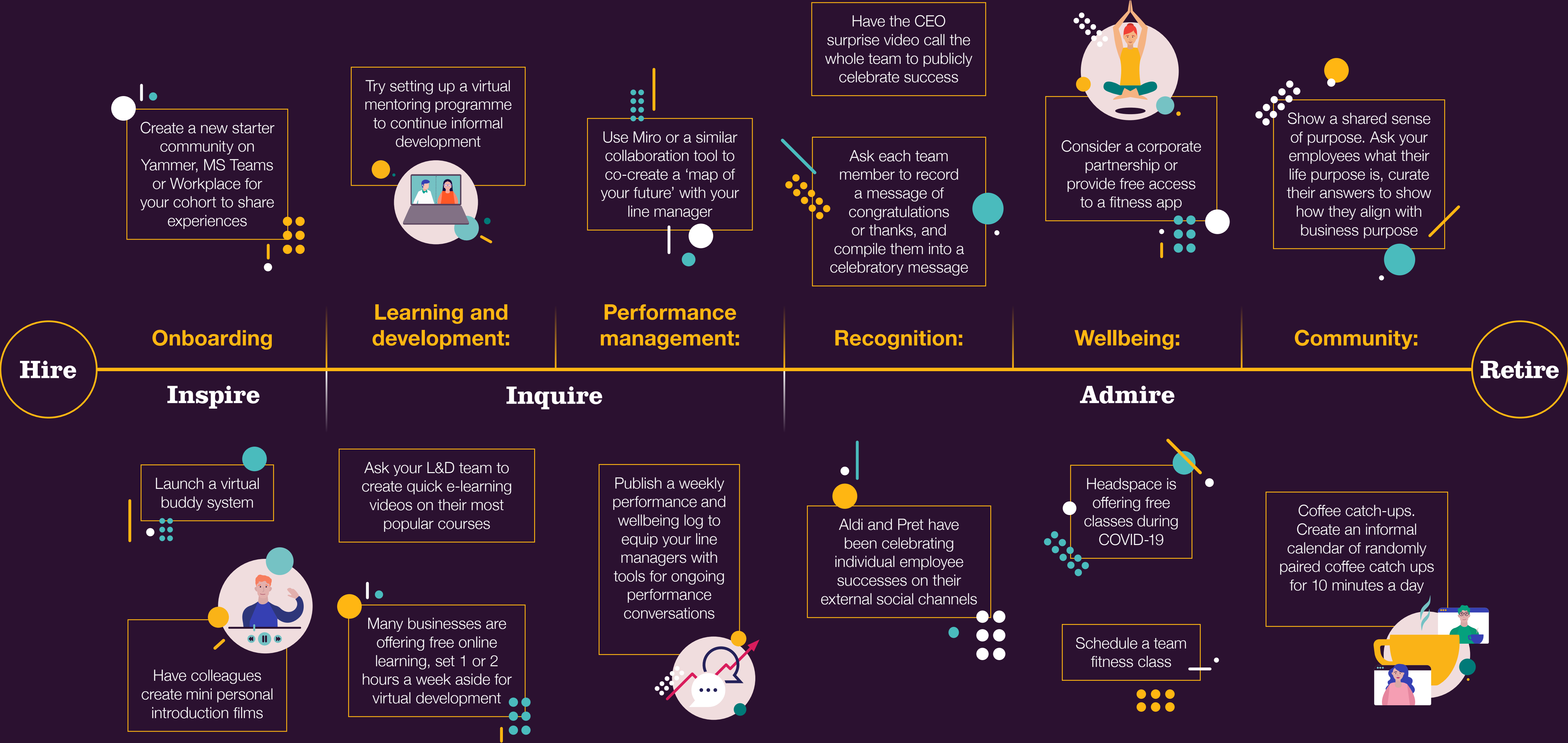
The background features a large, dark purple abstract shape. Scattered around the text are several circles in teal and yellow. A large teal circle is in the top right, a smaller teal one is below it, and a yellow dot is to the right of the teal one. On the left side, there is a large teal circle, a smaller teal one below it, and a yellow dot to the right of the smaller teal one.

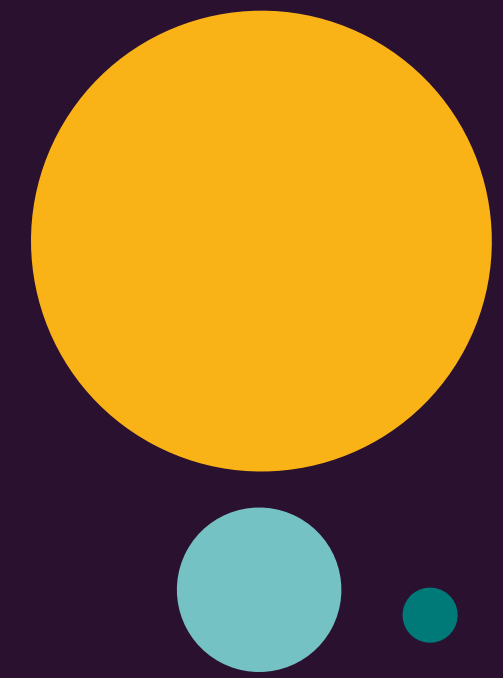
The employee experience journey: the remote edition

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We've taken some creative license with our 'hire to retire' employee journey. For today, we're focused on how we can continue to engage current employees across their everyday touchpoints. We're focused on the little things that make a big difference...

The employee experience journey: the remote edition





The Home guide to staying prioritised during COVID-19



1



Follow your vision

Ask your senior leaders to communicate company priorities on a weekly basis, linked to strategy or changing environments. This helps middle managers and teams to process what this means for them during their team meetings.



2



Meet weekly

Set aside time for a longer than usual virtual team meeting at the start of the week. Discuss and agree workloads on a Monday to help shape and prioritise for the week ahead.



3



Prioritise daily

It might sound like overkill but, trust us, it's not. Encourage teams to virtually meet first thing each morning to set clear individual and team priorities each day. Try using our prioritisation planner tool on page 9.



4



Find your laser focus

"Multitasking is stressful. You'll get things done much quicker if you do them one at a time."

If you really think about it, you don't do anything justice that you only dedicate some of your effort to. Why do you think we can't text and drive?

5



Create a team to do list

You need to be clear on roles and responsibilities here, but a shared sense of responsibility helps us focus on delivering for others.



6



Start with what's hard

Many of us concentrate better when we're fresh and ready for a task at the beginning of the day. Set aside time for the hardest challenges in the morning and agree a 2-3 hour window for focused work before you come back together to discuss thoughts and next steps.



7



Adapt your leadership style

These are unprecedented times, don't hold onto your existing style. Ask your teams what they need from you to help them prioritise. Make it your priority – above anything else – to help them.



8



Show deadlines empathy

Anxiety and stress levels are high, don't add unnecessary pressure where you don't need to. Relax timeframes where you can, we can all do more when we're not under stress.



9



Break it down

Break down large tasks into smaller chunks and agree short-term deadlines rather than one looming final date of delivery.

10



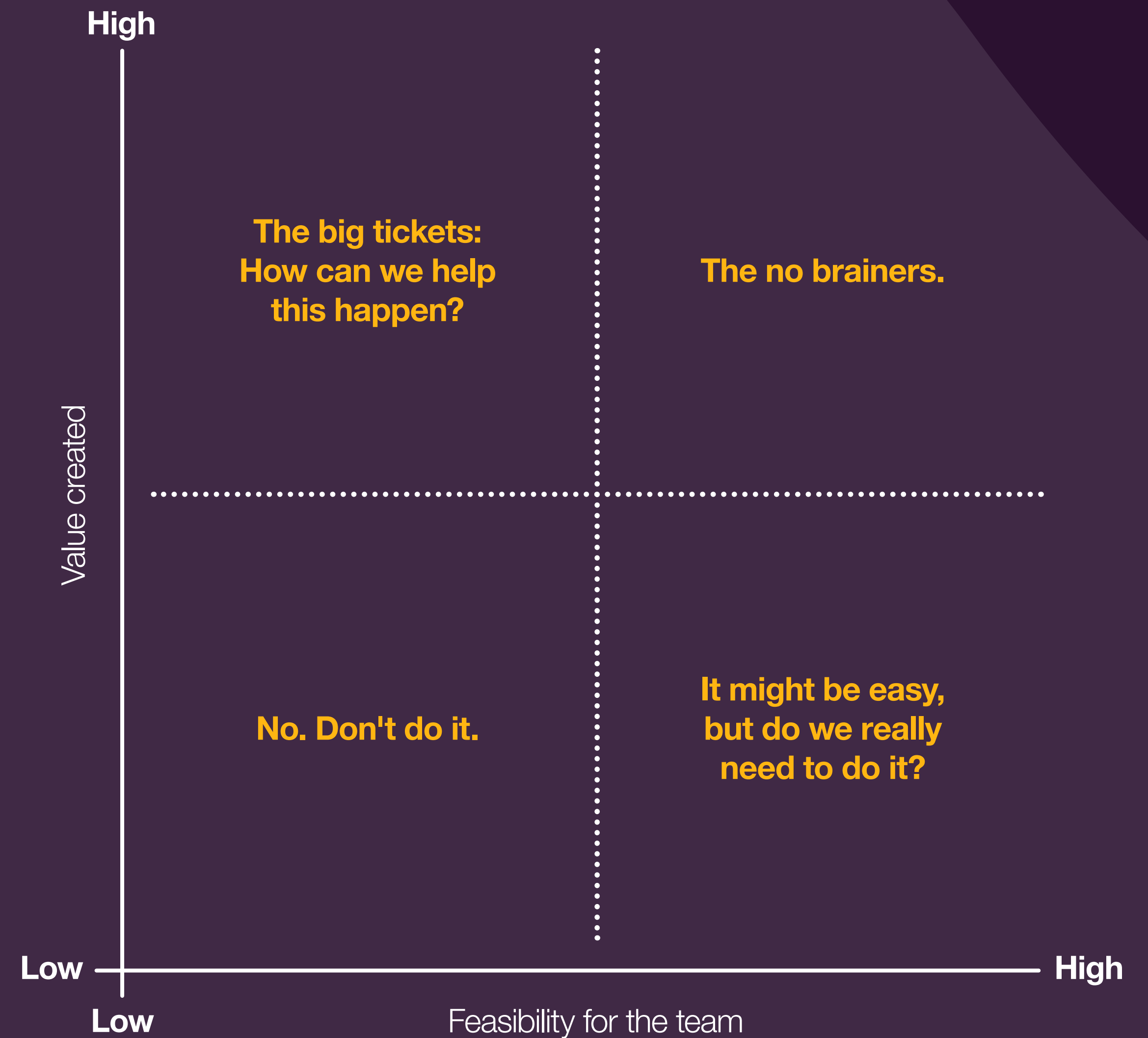
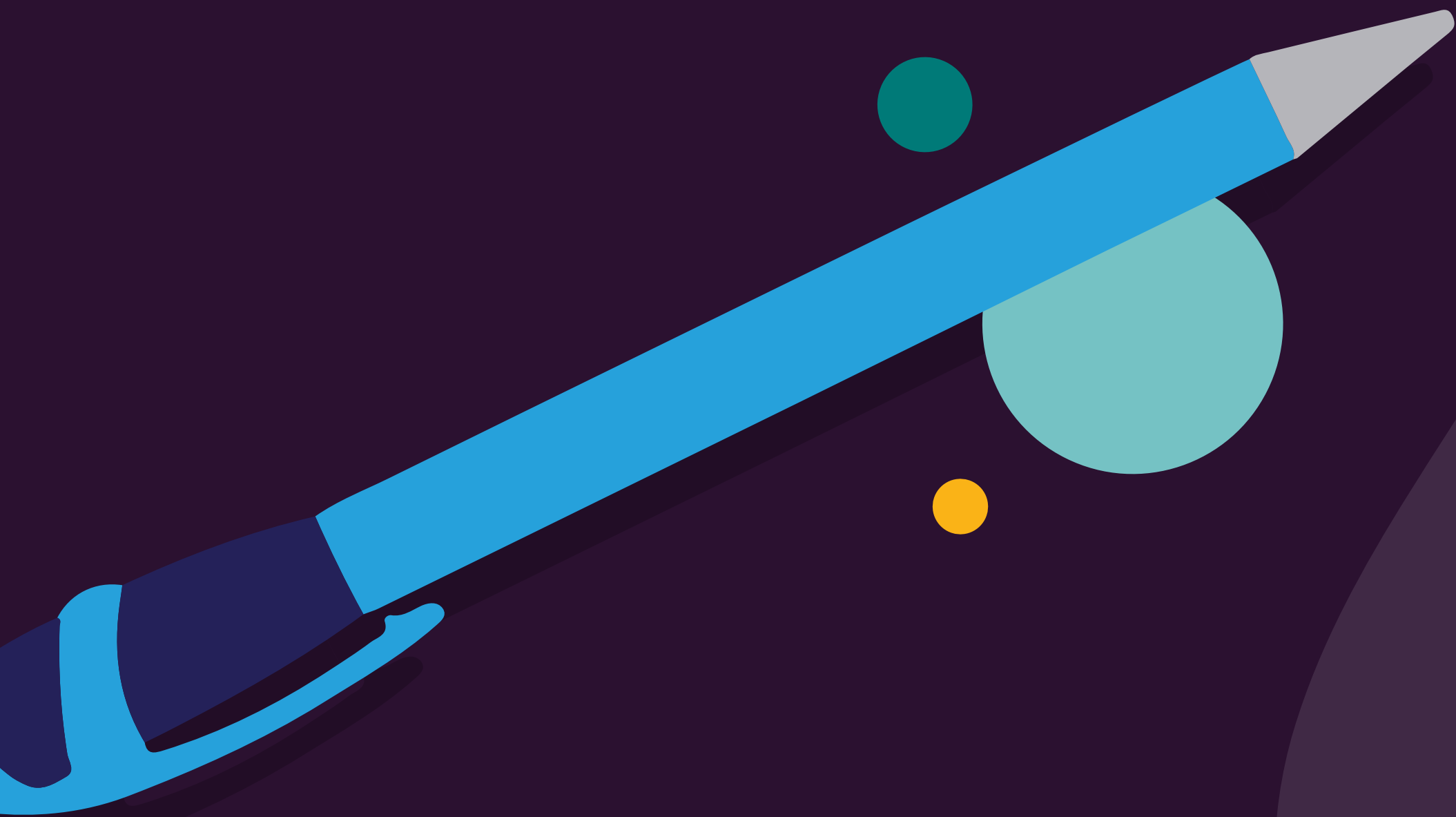
Celebrate each milestone

The best teams celebrate little and often. Positivity breeds productivity.



Prioritisation grid

Try using the grid on your own, or with your team, to help you work through your priorities for the weeks ahead.



Daily prioritisation and reflection planner



Day:

Today I am excited about:

My quick wins are:

My main focus is:

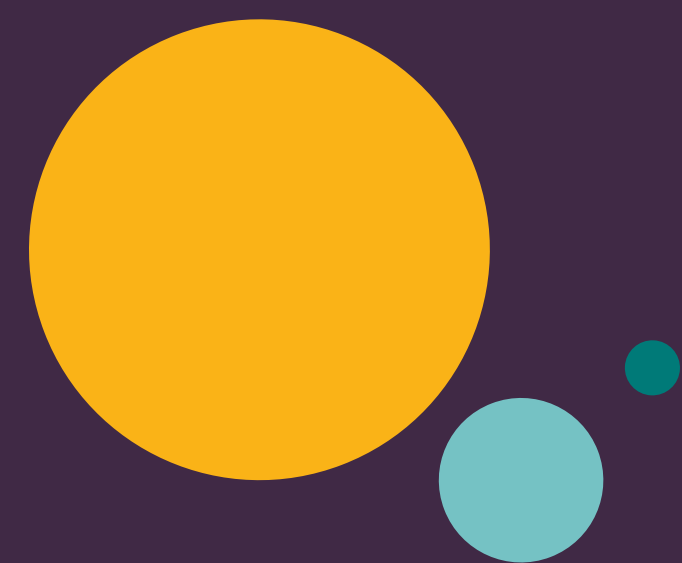
Schedule:

I felt most focused when:

To do:

I struggled to concentrate when:

If I achieve one thing tomorrow, it will be:



If you only do
one thing this week...



Wellbeing check-in tool

We're working with a few clients who are doing this really well and it inspired us to share the learning more widely.

Many businesses are showing compassion towards their people, and many are going above and beyond to ensure the wellbeing of their teams. This is where the intrinsic, true values of an organisation truly shine.

Try putting out a daily check-in to your whole business. Make sure you back it up with preparing your HR team and line managers with the tools and information they need to have great supportive conversations with employees:

Have you stayed at home today?

Yes

☐

No

☐

Are you feeling physically well?

Yes

☐

No

☐

Are your family all well?

Yes

☐

No

☐

How about mentally well?

Yes

☐

No

☐

Would you like your People/HR leader to call you for support?

Yes

☐

No

☐

Need extra support?

These ideas aren't bespoke, they're just starters to help you think differently about the current challenges. They are some of the high-level solutions we're seeing our clients work through. There's so much good general advice out there, but if you have a specific challenge you'd like to just chat through, our lines will always be open.

Give Hattie, our lead strategist, a call on **07850 491 827**. We've also set up a dedicated mailbox at **support@thisishome.co.uk** if you'd like to request sample agendas, tools or templates to help you.

We're in it together,

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