

The Next Normal Workplace:

Transitioning from Pandemic to New Workplace Best Practices



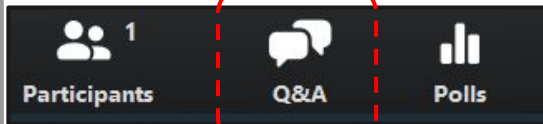
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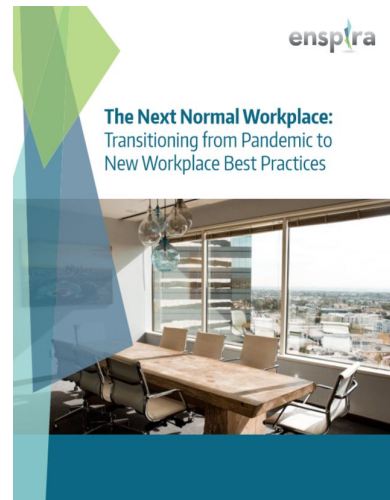
Welcome



Muted



Q&A



Resource Center

Enspira: We are a boutique HR consulting firm

Inspiring your people to grow and thrive, so your business does too.



Kurt Landon
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Vickie Maurer
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Enspira: We are a boutique HR consulting firm

Delivering custom HR solutions that work for our clients.

Performance Management | Talent Strategy & Planning | Employee Engagement & Retention
Diversity & Inclusion | Manager Capability & Effectiveness | HR Function Optimization



#nextnormalworkplace



Key Ingredients for the “Next Normal Workplace”

1

COVID-19, an Accelerated Evolution of Work

2

Workplace

3

Phasing the Return to Office

4

Technology & Digital Capabilities

5

Communication & Engagement

6

Culture Shift

7

Workforce

COVID-19 has accelerated an evolution of work

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- Opportunity to **retool, redesign and be creative**
 - Critical decision points for **workplace, workforce and third-party partnerships**
 - Heightened **accountability** to prepare for crises
 - Increased dependency on **technology**
 - Greater emphasis on **wellness**

Workplace

The Office Revisited

Preventative practices for employee health



Keeping a
safe
distance



Keeping
work stations
clean



Providing
cleaning
solutions



Continuing
virtual
interactions

Steps to take for the COVID-19 positive employee

**Gather
Facts**

**Notify
Employees**

**Return to
Work**

**Clean &
Disinfect**

**Support
Employees**

Phasing the Return to Office

The Next Normal in Practice

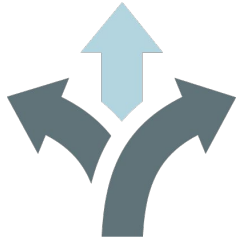
Step 1: Establish a COVID-19 task force



Consider a multi-disciplinary task force to prepare and monitor the reopening of all physical workplaces.



Identify a “Chair” who is an effective leader and has experience with project management and execution.



Ensure the team is highly nimble so that it can quickly meet often and pivot as necessary.

Step 2: Create helpful policies

Work From Home

Social Distancing

Staggered Work Options

Step 3: Acknowledge employee concerns

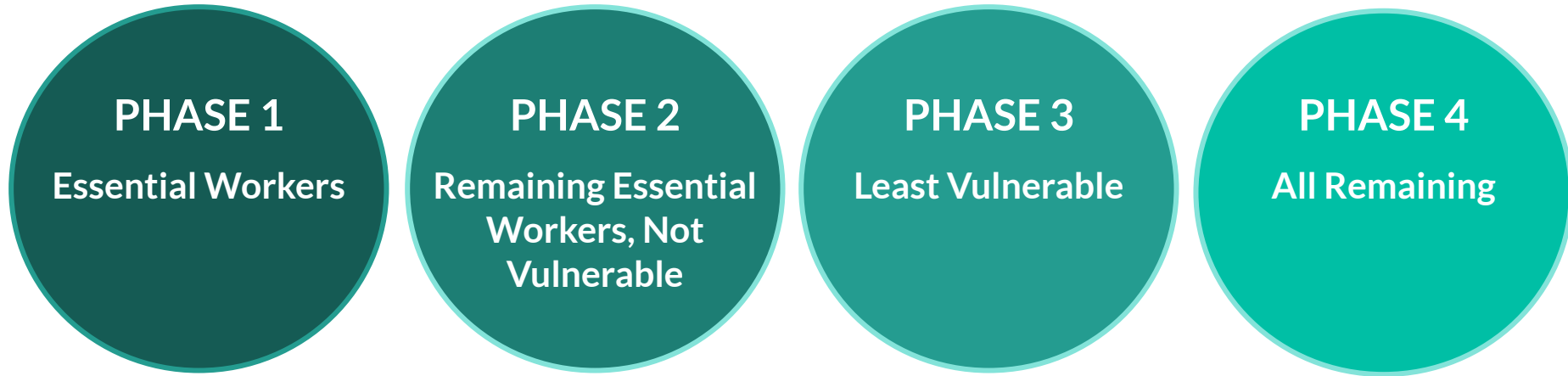
Should there be
requirements for returning
to the office?

What about “high-risk”
employees?

Which employees should
be prohibited from
returning to the office?

What about employees
with caretaking
obligations?

Creating a phased plan for employees' return



Technology & Digital Capabilities

Bolstering Virtual Engagement

Retool & strengthen digital capabilities

Internal Digital Capability

- Consider the technology resources needed to ensure a smooth transition back to the office.
- Ensure tools needed to continue work remotely are in place, as appropriate.

External Digital Capability

- Follow your customers' experience during the pandemic, then lead them out of it.
- Identify the digital experiences that matter most and improve upon them to build and strengthen customer relationships.

Communication & Engagement

The Art of Communication

Consistent communication is critical

Create space to hear from employees

- Dedicate time for informal social interactions and catch-ups.
- Consider having more conversations and meetings with people managers.
- Check in on employees with pulse surveys and use the results to craft messaging and policies.

Best practices for during and after a crisis

- Show you care; listen and communicate with empathy.
- Effective leaders express vulnerability and humility.
- Remember that expectations are dynamic.
- Communicate across levels and channels.
- Convey a positive yet realistic attitude.

Culture Shift

A New Approach

Plan your vision for work of the future

ACTION	GUIDANCE
Spend Time Envisioning the Future	Leaders should dedicate 10 to 20% of their time weekly exploring where they want the organization to be when the crisis passes.
Be Prepared to Learn and Pivot	Measure, monitor and formally review progress.
Rally the Team Around Your Vision	Help your team believe they can achieve your view of a better future .
Develop a Strategy to Walk Back your Envisioned Future to Today	Working backwards, lay out a path from long-term aspirations to the mid-term, and from there to today.
Bolster Your Own Leadership Skills	Amidst this next normal, continue building your own leadership skills

Shifts at the intersection of culture and process

Lead inclusively and with empathy

Prioritize inclusive behaviors

Be mindful
Work-Life integration



Performance Management
Incentive programs

Workforce

Talent + Opportunity

Navigating your staffing needs...

if hiring has accelerated

if hiring is largely “as usual”

if you’re re-engaging after furloughs

if the organization underwent layoffs

Considerations for executive roles

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- 1 Active Searches
 - 2 Bridging the Gap
 - 3 Succession Planning



Continue investing in student programming



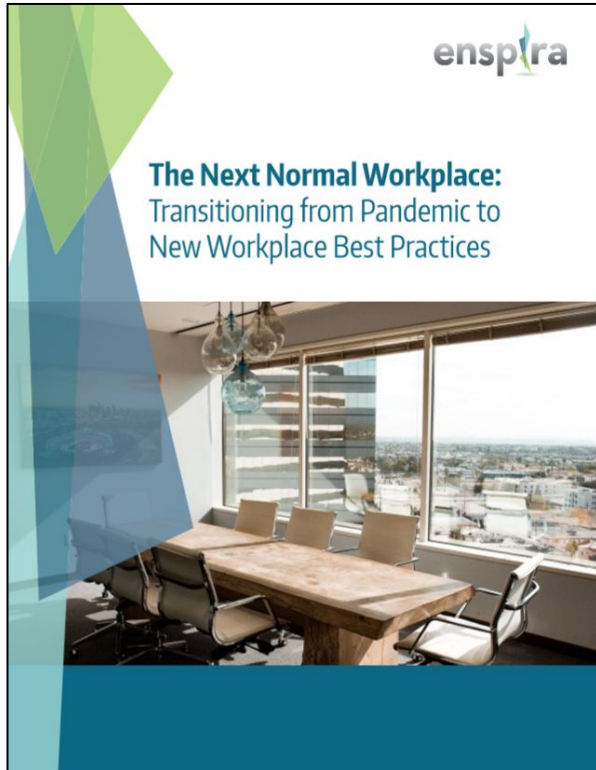
Virtual vs. in-person internships

Early career hiring

Employee engagement

Q&A

Visit our resource center at enspirahr.com



Practical Playbook

Webinar Recording

Executive Summary

Tip Sheets

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