



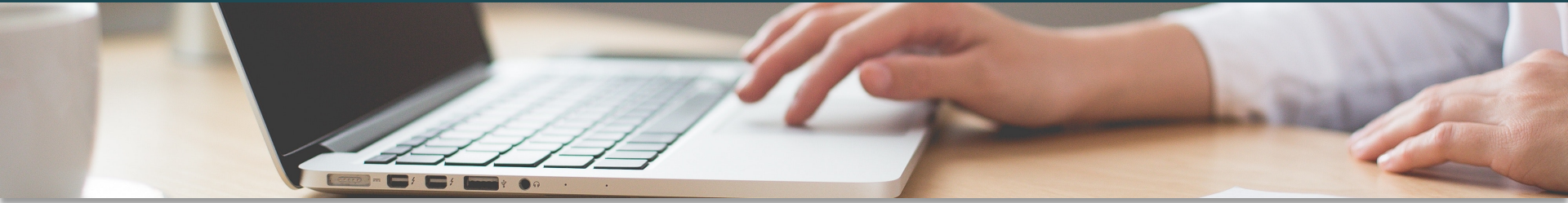
# Workforce Preparedness Planning for COVID-19



**Presented by SDHR Consulting**

March 26, 2020

# Key Topics



- 1** **Getting Your Remote Office Set-Up**
- 2** **Team Communications**
- 3** **Accountability & Expectations**
- 4** **Technology Resources**
- 5** **Open Forum**

# Getting Your Remote Office Set-Up

## Logistics

- Internet Company Updates
  - Ensure your internet connection is solid
  - Call internet provider for faster service requests
  - COX: 2 months free program for qualifying families (Connect2Compete)
  - ATT: Waiving overage charges for data, voice, text
  - SPECTRUM: Waiving late fees
  - COMCAST: 2 months free program for essential customers and increased speed for existing customers
- If your office hours have changed, inform your team and include this in your signature line
- Re-group with your IT team on security, monitoring company devices, sharing data, password protection, etc.
- Remind your employees of bring your own device, expense reimbursement, and telecommuting policies

# Getting Your Remote Office Set-Up

## Logistics

- Offer a small stipend to be used for office chair, desk, monitor, or headphones
- Try to establish work and non-work areas of the home
- [Download Krisp](#), a free noise cancelling app
- Establish routines
- Employees teleworking in different states than their normal worksite must report income to the state in which services are performed
- State employment laws usually apply to the employee's state in which they are working
- Rest and Meal Breaks for Non-Exempt Remote Employees



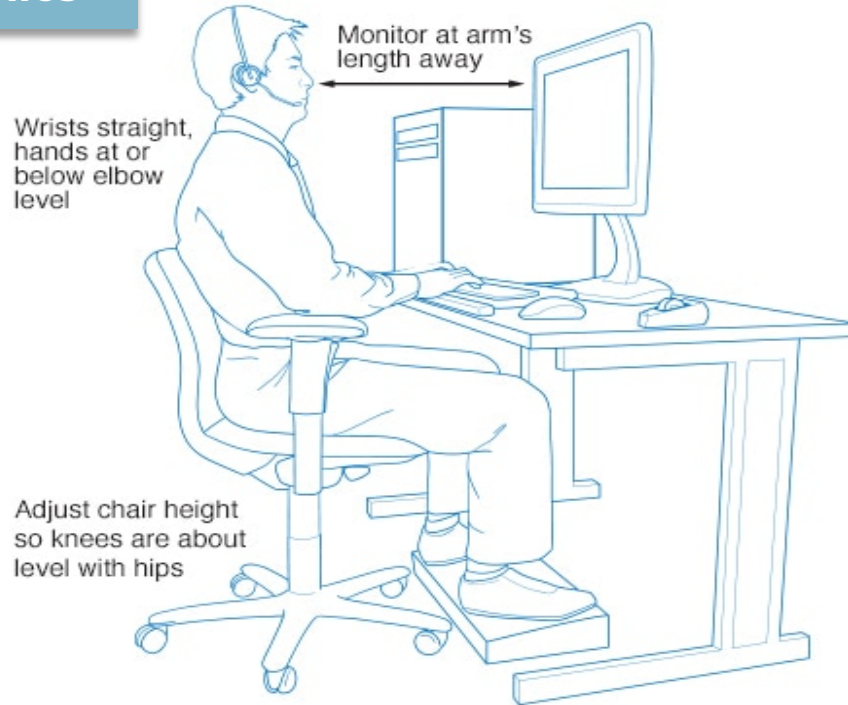
# Getting Your Remote Office Set-Up

## Ergonomics



# Getting Your Remote Office Set-Up

## Ergonomics



Check placement of these items:

- Chair
- Key objects
- Keyboard & Mouse
- Telephone
- Footrest
- Desk
- Monitor

# Team Communications

## Challenges Facing Us in the Virtual Workplace

(so you can avoid them!)

### ONE

No face to face supervision

### TWO

Difficulties accessing information

### THREE

Social isolation

### FOUR

Home distractions



# Team Communications

Don't Panic - If You Do, They Will



Emotional  
Intelligence



Trickle-Down  
Effect



Two-Pronged  
Approach



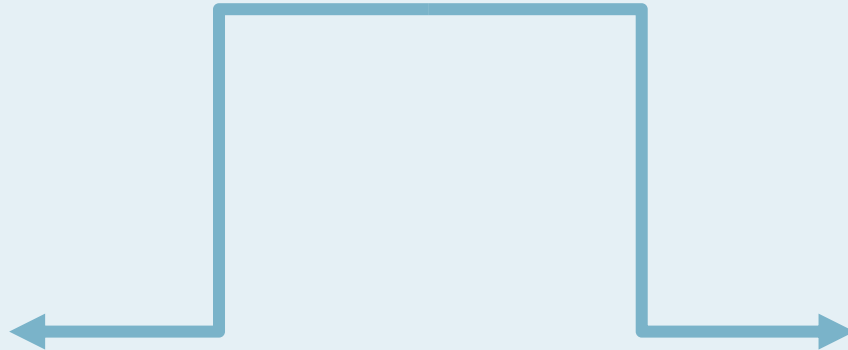
Encourage Use  
of Employee  
Assistance Program  
(EAP) If Available

# Team Communications

## Two-Pronged Approach



Acknowledge stress  
and/or anxiety



Provide encouragement  
and affirmation

# Team Communications

## Check-ins, 1:1s, & Team Meetings

- For 1:1s, establish a regular timeline and stick to it as it... shows the employee they are valued
- Host team meetings weekly
- Instill all these values throughout the meetings:

trust transparency  
inclusion confidence

# Team Communications

## Morale Boosters & Team-building

- **Monday Madness:** send your co-workers' a funny cartoon or joke (workplace appropriate ;) to get them through the week
- **Trivia:** meet virtually at a set time during the week to play some good old-fashioned trivia
- **Fun Fact Fridays or other Employee-Focused Newsletters:** create an on-going, regularly scheduled newsletter that employees look forward to contributing towards and receiving. Ideas: photos, milestones, accomplishments, certifications received, deliverables met
- **Birthdays & Work Anniversaries:** continue to recognize virtually and remind the team of these important dates





# Team Communications

## Morale Boosters & Team-building, Cont'd.

- **Pulse Check Surveys:** ask for anonymous feedback about what's working as a virtual team and what's not so you can pivot sooner rather than later
- **Hump Day Coffee Break:** join one another virtually for a Wednesday morning coffee break and conversation
- **Care Packages:** send a weekly care package to a different co-worker each week (similar to an employee-of-the-month recognition program)
- **Create a step challenge or virtual lunchtime yoga class**
- **Create a get-to-know your co-worker quiz**





# Accountability & Expectations

## Rules of Engagement

1) Set realistic expectations now, before habits are formed.

Discuss:

- **HOW** frequently you want to communicate
- **WHAT** method you want to communicate
- **WHEN** you expect for your employee to be available and when you will be available

2) Follow-up in email with discussion of these expectations

3) Give continuous feedback



# Accountability & Expectations

## Setting Expectations

**Remember:**  
work product is  
most important

- Provide flexibility to your employees when possible.
- Evaluate if business needs are being met.
- It's not how/when the work is being done, but if it is being done well.

# Technology Resources

Technology companies offering small businesses resources to help them work remotely:

<https://www.openforbusiness.org/>

- **WebEx:** video meetings
- **8X8 Video Meetings:** video meetings
- **GoToMeeting:** video meetings
- **Microsoft Teams:** email, file storage and sharing, video meetings , IM
- **Box:** file sharing
- **Quip:** document collaboration and IM
- **Zoho:** document collaboration and communication



# Other Considerations

## Non-Remote Workers

### What if an Employee Can't Do Their Job Remotely?

- Reduced Hours
- Job Sharing
- Repurposing
- Salary and benefits Cost Reductions
- Furlough
- Termination/Layoff

**Find more information here:**

<https://sdhrconsulting.com/hr-services/terminations/>



# Discussion Topics for Open Forum

## Discussion Topics

- What is your biggest challenge with a remote workforce today?
- What strategies or tools are you using to communicate with your employees?
- Do you have any successful technology resources you can share with others?
- Other questions or comments



# How Can SDHRC Help You?

- **NEW: Free COVID Employer Shield Hotline**

- Wage & Labor Law
- Sick Leave Requirements
- Ergonomics Trainings
- Termination Services
- Creation & Revision of Injury and Illness Prevention Plan (IIPP)
- Virtual Workplace Policy Creation & Implementation

- Virtual Workplace Transition Support
- Managing People in a Virtual Workplace Environment
- Technology Transitions & Requirements for a Virtual Workplace Environment
- Handling Performance Issues in a Virtual Workplace Environment



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