How to Maintain Productivity & Employee Performance During COVID 19

Business Continuity

- The majority of organizations have focused on scenario planning and necessary operational responses to ensure business continuity during COVD 19

- Indeed organizations need to focus on employee emotions related to the coronavirus pandemic to restore productivity and deliver on their experience

- The significant impact of the COVID 19 outbreak on employees' personal and work lives is leading to employee anxiety, frustration and burnout

- When left unattended, these feelings can affect employees' productivity and engagement, leading to poor work quality, errors and eventually influencing an organization's ability to survive in this difficult times

Sense Employees' Need for Support

- Managers need to recognise signs of distress among their people, both directly through conversations and indirectly through observation

- To facilitate regular conversations between managers and employees, HR should provide managers with guidance on how best to broach sensitive subjects arising from COVID 19 pandemic.

- Use alternative work models that will address, job security and prospects, impact to staffing, and tension in the workplace

- This guidance can include discussion guides, training or e-mail reminders with the latest updates on the situation and general principles for how to deal with it

Promote Dialogue to Build Understanding

- To ensure communication efforts help, rather than hurt, engagement, managers must have a two way dialogue with employees

- Two-way communication with managers and peers provides employees with the information and perspective they need, while allowing them to express and process negative emotions and improve their feelings of control

- HR leaders should help managers create opportunities for two-way dialogues that focus on a realistic picture of both the positive and negative implications of the current COVID 19 outbreak

Use Objectives to Create Clarity

- A direct link between individual performance and the achievement of business goals can boost employees' confidence in the importance of their job even in a challenging business environment

- Clear objectives and regular updates on possible changes will help ensure employees maintain focus, energy and sense of purpose

- HR leaders can help managers reassert the link between employees' work and organizational success by providing visibility into the current organizational goals and translating the organization's vision into their employees' context

- One of the top engagement drivers for employees is seeing their work contribute to company's goals. Employees who feel confident about the importance of their job to the success of the organization feel less anxious about their job security

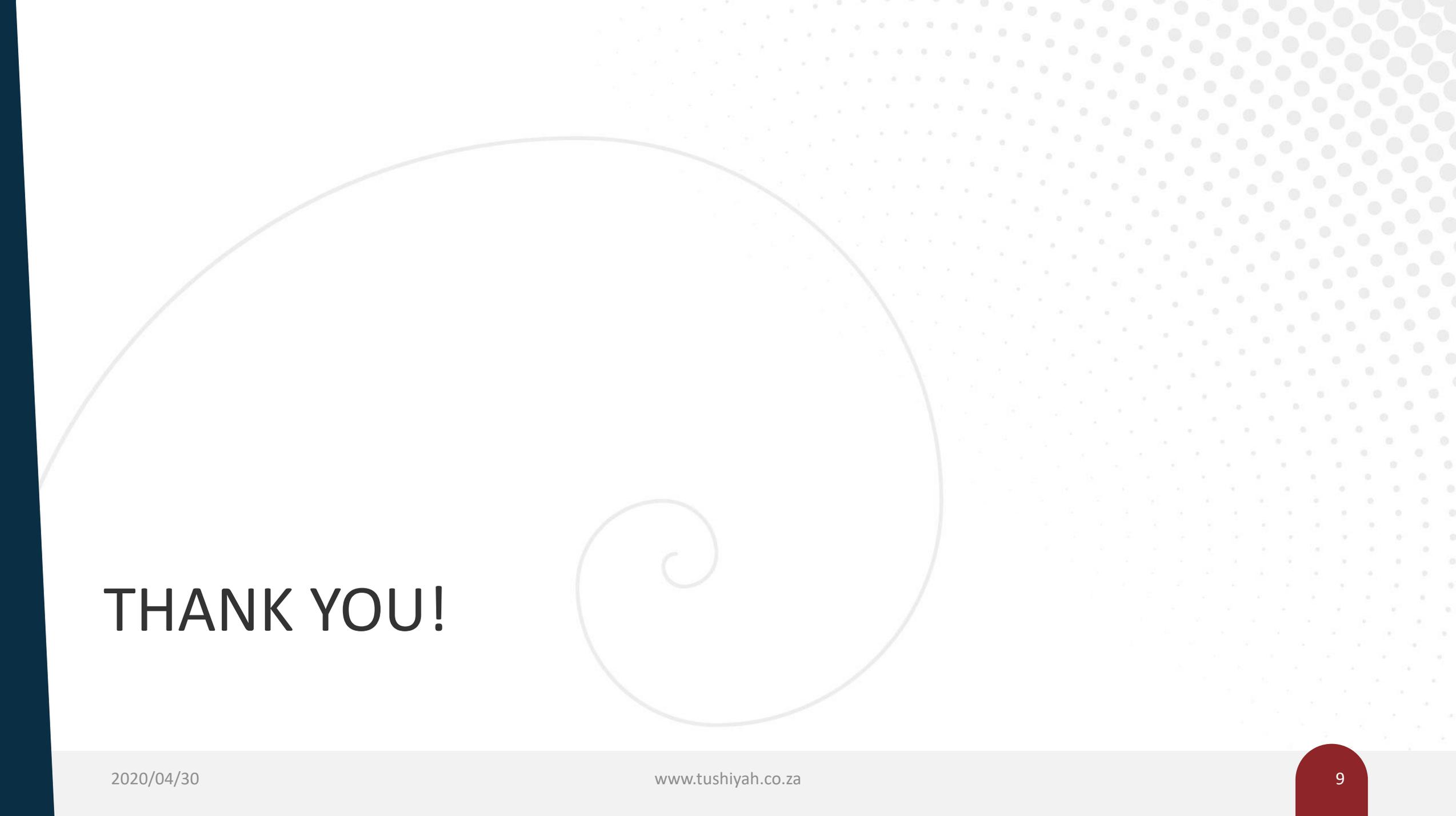# Reinforce Organizational Values to Reduce the Likelihood of Misconduct

- Work well-being has the greatest impact on feelings of psychological safety, an unpleasant employee experience can negatively impact psychological safety by up to 35%

- To make matters worse, during periods of uncertainty, employee misconduct increase by as much as 33%

- Apart from modelling the right behaviours, managers should encourage whistle blowers to call out unethical behaviours, remind staff of the channels for reporting misconduct, and highlight punitive measures for noncompliance

Tailor Recognition to Acknowledge Employee Efforts

- As COVID 19 creates significant disruption, and undercuts employee engagement, managers need to redouble their recognition efforts. Effective recognition not only motivates the recipient but can serve as a strong signal to other employees of behaviours they should emulate

- Recognition can take many forms other than monetary rewards – public acknowledgement, tokens of appreciation, development opportunities and low-cost perks

- For organizations facing a slow down in business, managers can take this opportunity to provide development opportunities to employees who normally do not have capacity. This reinforces the organization's commitment to the long-term success of the employee

Drive Engagement Via Innovation

- While managers and employees may understandably become more risk-averse in this uncertain environment, it is this times of change and disruption that innovate and risk-taking become even more important for employee engagement and organizational success

- The disengaging effect of constraints on innovation and risk-taking are particularly severe for high potential (HIPO) employees to tend to have a stronger desire for these types of opportunities

- Even when the organizations has constraints on new investments, managers can emphasize the need and provide opportunities for incremental innovation or process improvements. This can be particularly meaningful if it addresses a challenge the team or organization is facing related to process disruptions or business impact

THANK YOU!