Keeping Employees Engaged During COVID-19

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• Managing Director, People Strategy & Inclusion
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• Design and implement organizational development programs that align strategy and people with organizational goals
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Objectives

Understanding Employee Engagement

Hearing your recent experiences

Offering some suggestions for Employee Engagement
What is Employee Engagement?

Employee engagement is more than employee satisfaction or employee happiness.

Engagement encompasses the emotional commitment an employee has to the organization and the organization’s goals.
Engagement has two parts

High Motivation

High Connectivity

High Engagement
High Motivation

- Autonomy
- Mastery
- Purpose

Research from Daniel Pink, author of “DRIVE”
High Connectivity

Forming of connections beyond professional relationships.

• Fills a human need for belonging
• Having a “friend at work”
• Important for increasing happiness and lowered stress

Research from Annie McKee, author of “How to be Happy at Work” and Shawn Achor, author of “The Happiness Advantage”
Engagement in Remote Workspaces

Share your experience:

What has worked well for you since work moved online?
Some of our ideas

✚ Setting new Goals and Expectations

✚ Embracing Flexibility

✚ A Deliberate Communications Plan

✚ Sustaining your existing Culture
New Goals and Expectations

✚ Identify the differences
 ✚ Create a list where you track what has changed in your operation and what has remained the same. Highlight areas where the differences are causing challenges to your goals

✚ Set new KPIs
 ✚ Consider new measurements in terms of project outcomes
 ✚ Can use the Evaluation Worksheet (free online resource from Brighter Strategies), to help you navigate this

Sample: EVALUATION WORKSHEET
Embracing Flexibility

✚ Ways to help employees face new challenges in their time
 ✚ Ask employees to create samples of what their best weekly schedule would be. Enact a version of that schedule if possible.
 ✚ Set “core working times” for your organization with employee input.
 ✚ Be intentional to not overstep work-life balance.

✚ In addition, consider adding a formal flex-work policy to your organization
  Sample: FLEXIBLE WORK SCHEDULE POLICY
Set up a Deliberate Communications Plan

✚ More frequent contact or touch-points
  + Schedule weekly check-ins with supervisors or co-workers
  + Conduct daily stand up meetings (for 15 minutes or less) on shared project areas

✚ Plan for casual interactions as well
  + Set aside 10 minutes at the beginning of each meeting before the agenda starts, can organize conversation prompts if helpful

✚ A technology platform for messaging (not email)
  + Slack and Microsoft Teams are popular.
Sustaining your existing Culture

✚ Think back to your office culture from before the pandemic. What comes to mind?

✚ Use virtual resources to keep the team connected in a fun way
  + Facilitated events like
    + MuseumHack: https://museumhack.com/
    + TeamBuilding: https://teambuilding.com/services/virtual-team-building
  + Unfacilitated games like
    + Houseparty: https://houseparty.com/

✚ Have employees “replicate” their favorite practices from before the pandemic
  + Focus on mirroring the outcomes, rather than the appearance. This can be very challenging!
  + Thoughtful, Intentional, and Collaborative approach is best
Questions?
Thank You

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