

# Keeping Employees Engaged During COVID-19



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- Managing Director, People Strategy & Inclusion
- 20+ years of experience
- Design and implement organizational development programs that align strategy and people with organizational goals
- Areas of practice include including talent management, strategic planning, diversity equity, and inclusion management, and culture transformation initiative
- Adept at identifying challenge areas and working collaboratively to develop and implement effective solutions.
- Education: B.A. in Psychology, M.A., in Industrial and Organizational Psychology, Certified by SHRM as a SHRM-SCP



# Objectives

Understanding Employee  
Engagement

Hearing your recent  
experiences

Offering some suggestions  
for Employee Engagement





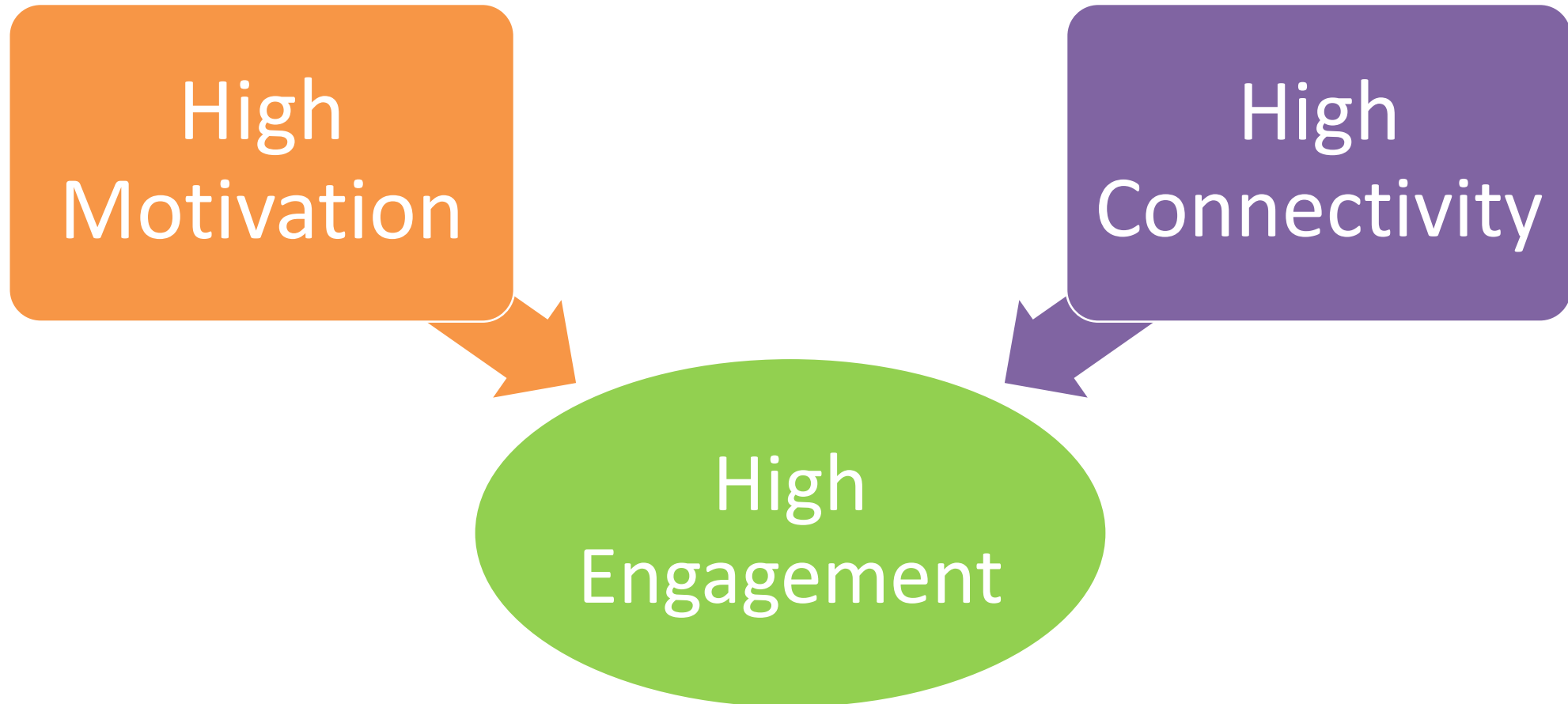
# What is Employee Engagement?

Employee engagement is more than employee satisfaction or employee happiness.

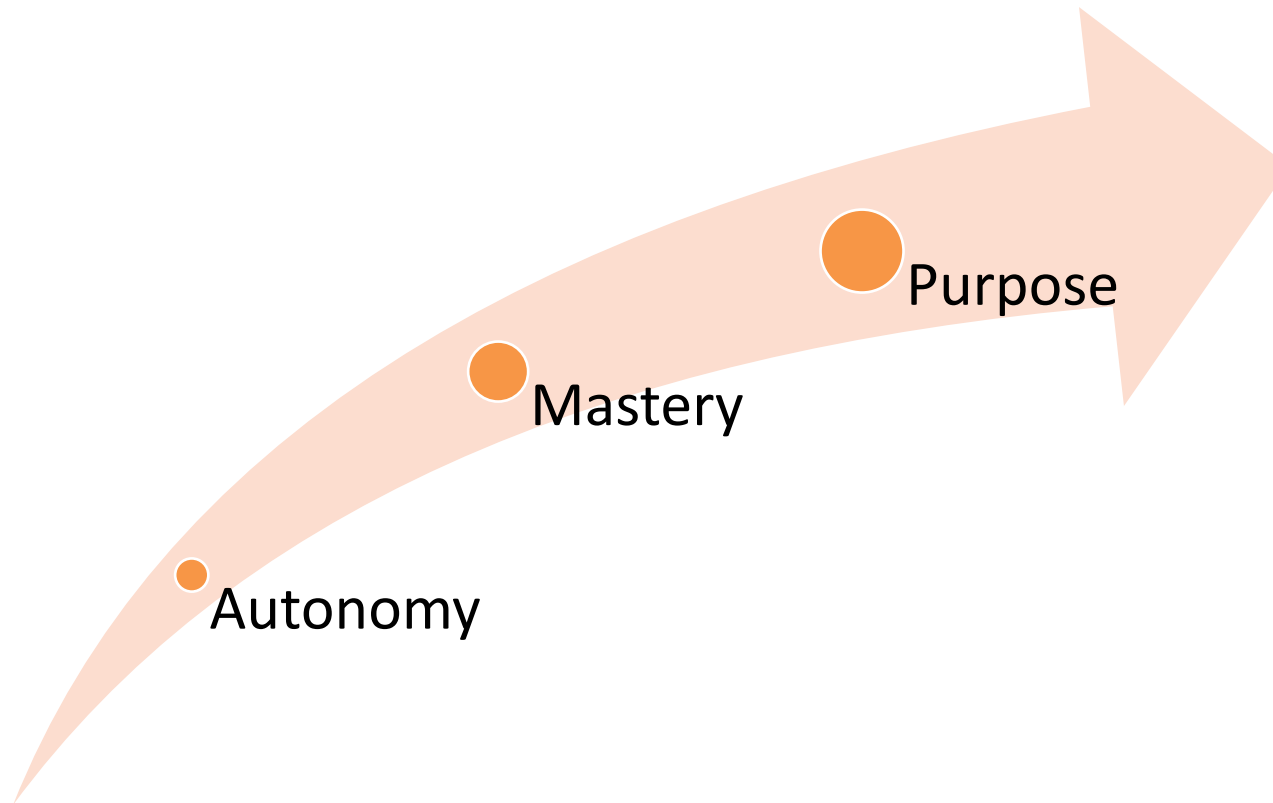
Engagement encompasses the emotional commitment an employee has to the organization and the organization's goals.



# Engagement has two parts



# High Motivation



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

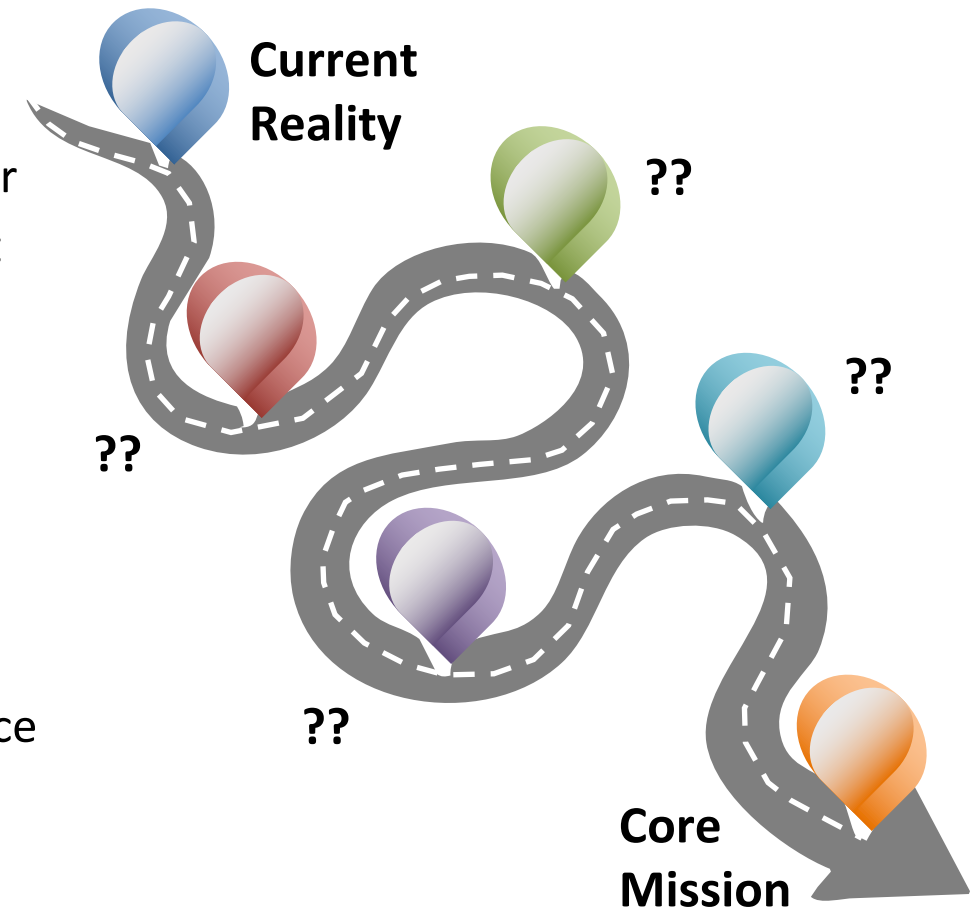
## + Identify the differences

- + 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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