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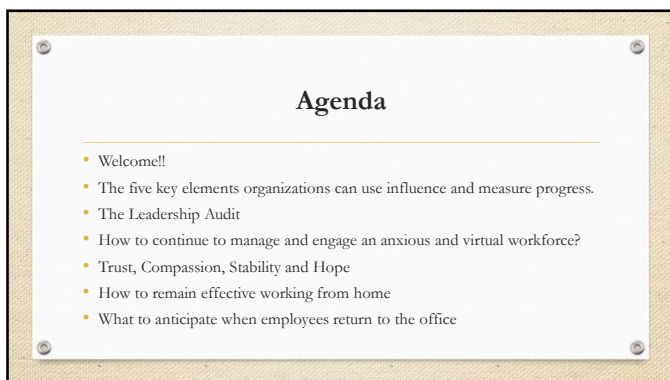
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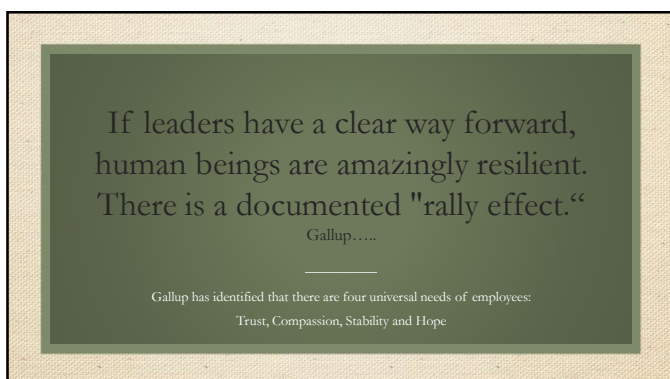
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There are five key elements that organizations can use to influence and measure progress

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## Element #1

### Leadership has a clear plan of action

Key components of a "clear plan"

- a. Seek Credible Resources: MDH or CDC
- b. Use Appropriate Communication Channels: 3R's: Review, Repeat and Reinforce
- c. Explain what your organization is doing during the crisis.
- d. Be present, visible and available

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## Element #2

Employees Feel Well Prepared to Do Their Jobs

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### Element #3

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My Supervisor Keeps Me Well Informed  
About What is Going On

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### Element #4

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My Organization Cares  
About My Well-Being

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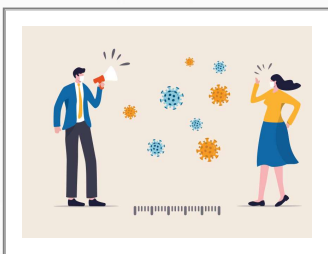
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### Element #5

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Over the past 24 hours,  
how often have you  
been practicing social  
distancing?

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**COVID-19 Leadership Audit**

Please think about the recent impact of the coronavirus (COVID-19) on your job and indicate your level of agreement or disagreement with each of the following statements.

← 1 - Strongly disagree 2 3 4 5 - Strongly agree →

My employer has communicated a clear plan of action in response to the coronavirus (COVID-19).  
 I feel well-prepared to do my job.  
 My immediate supervisor keeps me informed about what is going on in my organization.  
 My organization cares about my overall wellbeing.

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Over the past 24 hours, how often have you been practicing social distancing?

← Never Rarely Sometimes Very often Always →

GALLUP

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**Additional Questions to Ask for an Employee Survey:**

1. How are you feeling after four weeks of working from home?

- Great
- Prepared
- Alone on this adventure
- Just surviving
- Need some support

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**Additional Questions to Ask for an Employee Survey:**

1. My greatest success in serving clients during the pandemic is....
2. My biggest struggle to serving clients during the pandemic is.....
3. It works best for me to communicate through email, zoom, text or phone.
4. The most effective communication with clients has been email, Zoom, text or phone.
5. My overall satisfaction during this period is: Great, Good, Okay and Meh
6. Any feedback you'd like us to hear during this time?

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How to continue to manage and engage an anxious and virtual workforce?

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### Trust, Compassion, Stability & Hope



**Trust:** Consistent and Transparent Communication= Stability.



**Respect:** Everyone! There is no greater time to respect our differences and value inclusion than now!



**Understand:** Everyone will respond to the pandemic differently.



**Show Your Staff You Care:** Increase check-ins, even if you need to keep them short. Ask how they are doing during working from home and how you can support them. Provide a different resource weekly.



**Triumph:** Celebrate with your staff their successes-small and large-during this challenging time. Success for today suggests hope for tomorrow. If we can be successful now, we can be successful tomorrow.

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## MORE HOPE



**Goals:** When you explain what you specifically want to achieve, you give people direction. *Hope needs an object.*



**Energy:** People need to see your engagement to generate their own. *Hope needs engagement and motivation.*



**Ideas:** Leaders who can think of many different ways to reach a goal will find more ways around the inevitable obstacles. *Hope needs strategy and creativity.*

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### How to Remain Effective Working from Home

It Was Fun at First!!



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### 9 Ways to Remain Effective While Working From Home, Especially During a Pandemic

- Confine your workspace to a specific area in your home.
- Block excess noise from household members or ambient traffic with noise cancelling head phones or ear buds.
- Go to the same designated place on a regular basis so your mind doesn't wander.
- Set water-tight physical boundaries around your designated work space that is off limits for housemates.

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### 9 Ways to Remain Effective While Working From Home

- After a reasonable day's work, put away your electronic devices and work tools.
- Discourage personal intrusions.
- Avoid cabin fever.
- Find ways to stay positive! You'll have to work a little harder to maintain you optimism.

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### Kinder Gentler Ways to Work From Home..

- *Savor* your morning cup of coffee or tea. Be sure to take snack breaks or breaks to hydrate throughout the day.
- Get up and walk around on a regular basis. If you can, go outside for a quick walk or take a more leisurely walk outside.
- If you have children at home, find a way to take breaks that are relaxing for all of you....coloring, going outside or reading a story.
- Share memes, jokes, pictures and inspirational stories with co-workers.
- Share new hobbies, routines or books you are reading.

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### Anticipate Employees Return to the Office: 10 Key Considerations

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|----------------------|------------------------|
| 1. Workplace safety  | 7. New-hire paperwork  |
| 2. Recall procedures | 8. Policy changes      |
| 3. Employee benefits | 9. Business Continuity |
| 4. Compensation      | 10. Unions             |
| 5. Remote work       |                        |
| 6. Communications    |                        |

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### Resources:

#### Corona Virus Message Templates:

- <https://www.snapcomms.com/coronavirus-message-templates#leadership>

#### Steps for Building Trust in the Workplace:

- <https://www.td.org/insights/5-steps-for-building-trust-in-the-workplace>

#### How to be Productive When Working from Home:

- <https://www.forbes.com/sites/bryanrobinson/2020/03/14/9-tips-to-be-productive-when-working-at-home-during-covid-19/#1d3647465a38>

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## Resources:

### How to Fight Burnout in a Pandemic:

[https://www.td.org/newsletters/the-buzz/fighting-burnout-in-a-pandemic?cm\\_mmc=membership--email--undefined--MBR-BuzzNewsletter-Email-MembershipBenefits-Buzz0427-16156&utm\\_source=membership&utm\\_medium=email&utm\\_campaign=MBR-BuzzNewsletter-Email-MembershipBenefits-Buzz0427-16156](https://www.td.org/newsletters/the-buzz/fighting-burnout-in-a-pandemic?cm_mmc=membership--email--undefined--MBR-BuzzNewsletter-Email-MembershipBenefits-Buzz0427-16156&utm_source=membership&utm_medium=email&utm_campaign=MBR-BuzzNewsletter-Email-MembershipBenefits-Buzz0427-16156)

### How to be a Respectful and Empathetic Remote Coworker During Covid 19 Crisis:

<https://hbrascend.org/topics/how-to-be-a-respectful-and-empathetic-remote-coworker-during-the-covid-19-crisis/>

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## Thank you!

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