

# What We've Learned From COVID-19



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# Agenda

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1. What we have learned so far
2. What we need to learn going forward

# What Happened?

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## WHAT WE LEARNED - EARLY 2020

- Ensuring business viability
- Working from home
- Many new acronyms
  - FFCRA
  - CARES
  - PPP
  - And more
- How to deal with rapid change



# Today's COVID Normality

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## REALITY TODAY

- Latest wave is here
- The “political” element
- Testing but false -/+’s normal
- Contact Tracing improved but still spotty
- Masks or no masks?
- Family meeting limits
- Tiered response to shutdowns
- Vaccines on the way?



# Short-Term Future

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## IMMEDIATE CONCERNS

- Safety
- Uncertainty
- Fear
- Working from home
- Human impact of long-term isolation
- Labor market changes



What kinds of  
actions are you  
planning to take?



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# What should HR think about now?

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## EMPLOYEE EXPERIENCE

- Communicate, communicate, communicate
- Create informal interactions virtually
- Encourage staff to take time off or self-care days
- Foster dialogue to share genuine emotions
- Offering training on supervising with empathy
- Expanding mental health and counseling services
- A new wellness program focus

*"Focus on your most valuable assets—they may be scared, confused, and tired of so much change."*

# Longer Term Considerations

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## WHATS NEXT?

- Government Changes
- Economic Changes
- Workforce Changes
- Pandemic coming to an end?





# How are you planning to respond?



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# What Should HR Focus On?

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## HR PRIORITIES FOR 2021

- Organizational design and change management (46%)
- Developing the current & future leadership bench (44%)
- The future of work (32%)
- Employee experience (28%)



# What Should HR Focus On?

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## ORGANIZATIONAL DESIGN & CHANGE MGT

- Enterprises are rapidly shifting business models
- Accelerating digital transformation
- Restructure your organization
- Build in more flexibility and resilience
- Change management



# What should HR focus on?

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## DEVELOP YOUR LEADERSHIP BENCH

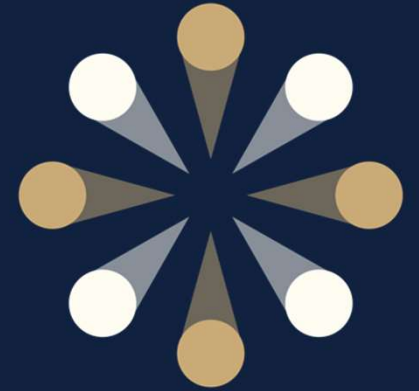
- Organizations will continue to change and need new skills
- Leaders need new competencies for managing virtually
- New learning approaches
- How good is your leadership bench?

# What Should HR Focus On?

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## THE FUTURE OF WORK

- Stay at home is here to stay
- Human Impact of long-term isolation
- What work where?
- Work Life Balance



# What Should HR Focus On?

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## EMPLOYEE EXPERIENCE

- Build listening mechanisms
- Leaders are employees too
- Create regular and predictable communication
- Work on your culture



# Our Future

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## IN SUMMARY

Generally, humans don't like change. Many have just experienced the biggest changes in their lives, and they now face an uncertain future, (economic, work, health, leisure etc.).

...most employees are both scared and confused—so engage them, reassure them, answer their questions and concerns, and initiate your new way of working.

**You won't get it right first time !**

**Use your network to find answers...Let's help each other.**

# Questions?

