

# Successfully Navigating the “New Normal”

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# Moving Forward in this Ever Changing World...

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# Normal Has Undergone a Major, Life-Altering Shift

## Surveys I have seen in the last week say-

- 50% of Americans are uncomfortable sending children back to school or daycare in August
- 66% are uncomfortable flying in an airplane
- 71% of employees say adapting to remote working has been a challenge
- Many leaders say remote workers are more productive

## What Else?

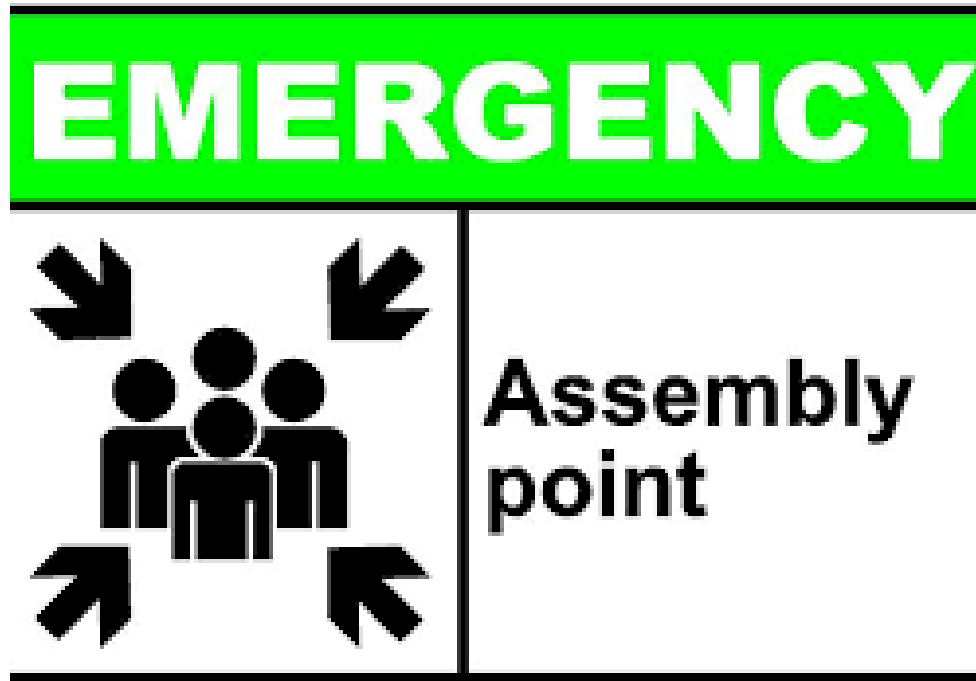
- Social justice protests have taken place for more than 2 weeks
- Reporters and photographers have been attacked by police
- Some of the nations largest newsrooms are in turmoil
- Covid-19 hits record levels of new cases this week



## **Lessons learned from Storms, hurricanes, tornados and snowmageddon**



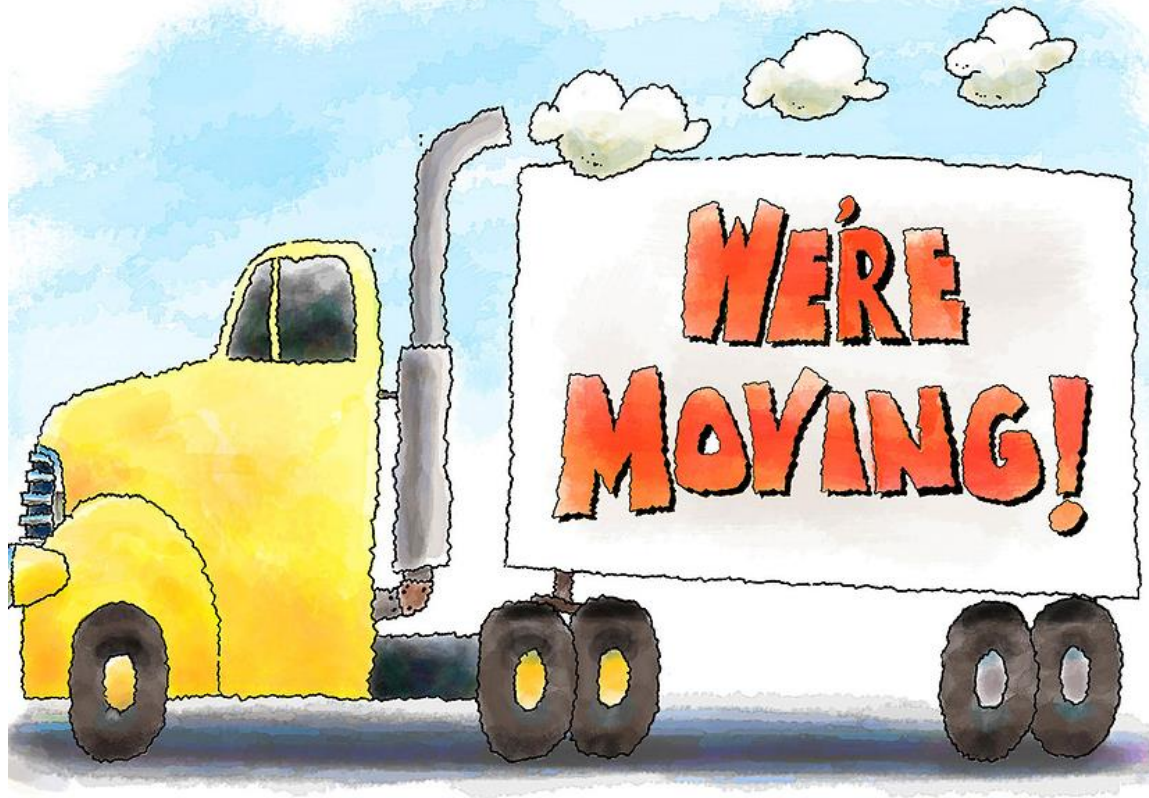
- Expect the unexpected/pre-planning
- Accurate contact information
- Cross-training
- Back up contractors
- Storage of extra supplies
- Remote access that works



## **Lessons Learned from bomb threats, drills and embedded journalists**

Ask experts for help--- Communicate early and often--- Be very clear on importance of safety and your expectations ---Training and re-training--  
-Signs and reminders displayed--- Gather feedback for improvements

**IT IS NOT POSSIBLE TO REMOVE ALL RISKS**



## **Lessons learned from a carefully planned and successful move**

Multi-disciplinary team with a strong leader, multi-faceted communication plan, mapped housing, phased move out\move-in with changes made daily from feedback, training for everyone

# Where are you now?

- Is most of your staff working remotely?
- Are you starting the process to bring remote workers back to building while essential & production workers continue daily work from the building?
- Are you re-opening your workplace following your transition plan with a phased approach?
- *Dealing with uncertainty?*

# Company Culture at Risk



“How you treat your employees today will have more impact on your brand in future years than any amount of advertising, any amount of anything you literally could do.”

Mark Cuban



*Leaders\Managers\HR all play a huge role in making this transition work - You set the culture. You must exhibit:*

**EMPATHY, TRUST, FLEXIBILITY, EQ,  
UNDERSTANDING, BE OPEN TO  
CHANGE, AND SUPPORT YOUR  
EMPLOYEES**

# Effective Managers and Leaders:

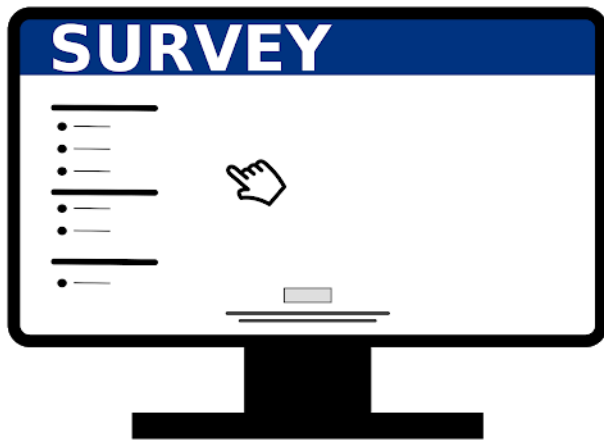


# Good Time to Think About Your Employees – Reminders from SHRM

## **You must ensure:**

- You are intentional about recruiting from diverse pools of talent
- That every employee has a positive work experience and feels included
- That employees are remunerated equitably, addressing gender and racial disparities.
- That Inclusion & Diversity are top of mind and People Managers are equipped with resources and tools to effectively manage an increasingly diverse workforce.

# Time for a Pulse Check - How are your employees doing?



Survey employees who have been working at the building *as well as* those who have been working remotely (use a different question set for each group)

# **Figure out some simple questions for a short survey? What do you really want to know?**

- How are you doing today?
- Do you have any reason why you would not to be able to come back to the workplace July 7?
- Would you volunteer to be a part of the first group to return to the workplace?
- Do you have any ideas to improve remote working or safety and hygiene of workplace?

# Communication from leaders is key to success

**Thank your Staff.  
Express gratitude for  
what has been accomplished  
in these past 3 months**

- The media is more important than ever--let staff know they are valued and thank them for extra efforts in these challenging times
- Share how you are listening to the community and providing invaluable information
- Everyone wants to feel good about where they work. Remind them of the important role each department and each employee plays
- Share any important Company Milestones, Benchmarks, Important Metrics
- Highlight Significant Individual Achievements or Team Accomplishments

# Share Transition Plan - Safety & well-being of employees is priority

- Workplace Modifications
- Safety \ cleaning protocols
- Complying with jurisdiction specific guidelines plus CDC, OSHA, etc.
- Screening plan \ testing
- Policy and procedure changes
- Sanitation stations
- Air quality
- Signage
- Manager & Employee Training
- Any schedule changes
- Social distancing
- Masks or other PPE
- Hygiene expectations
- Visitors to building, travel to customers
- Remote worker modifications, if any

# You Want to Keep Your Workplace Safe but so does OSHA

The General Duty Clause, Section 5(a)(1) of the Occupational Safety and Health (OSH) Act of 1970, 29 USC 654(a)(1),

[www.osha.gov/laws-regs/oshact/completeoshact](http://www.osha.gov/laws-regs/oshact/completeoshact).

which requires employers to furnish to each worker “employment and a place of employment, which are free from recognized hazards that are causing or are likely to cause death or serious physical harm.”

See: [www.osha.gov/laws-regs/oshact/completeoshact](http://www.osha.gov/laws-regs/oshact/completeoshact).



# “Ten Steps All Workplaces Can Take to Reduce Risk of Exposure to Coronavirus”

1. Encourage workers to stay home if sick
2. Encourage respiratory etiquette, including covering coughs and sneezes
3. Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol
4. Limit worksite access to only essential workers, if possible
5. Establish flexible worksites (e.g., telecommuting) and flexible work hours (e.g., staggered shifts), if feasible.
6. Discourage workers from using other worker's phones, desks, or other work tools and equipment
7. Regularly clean and disinfect surfaces, equipment, and other elements of the work environment
8. Use Environmental Protection Agency (EPA) approved cleaning chemicals with label claims against the coronavirus
9. Follow the manufacturer's instructions for use of all cleaning and disinfection products
10. Encourage workers to report and safety and health concerns.

- <https://www.osha.gov/Publications/OSHA3994.pdf>

For more information, visit  
[www.osha.gov/coronavirus](http://www.osha.gov/coronavirus)  
or call 1-800-321-6742

# Communicate New Norms and Expectations

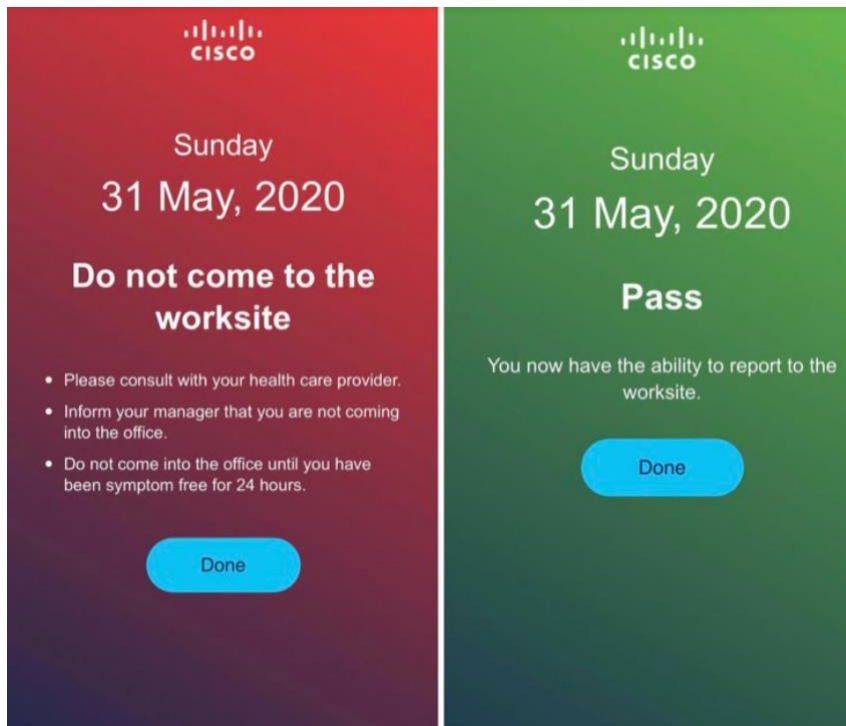
- How decisions are being made; what data set are you using?
- Guidelines you are following, steps you have taken
- Remind of EAP or resources for help
  
- Be prepared to answer questions about when decisions will be made and when next updates will happen
- Be prepared to answer non-Covid-19 questions

# Don't Forget Remote Workers

- Biggest complaint is worklife\balance which leads to burnout issues– encourage workers to set start and end to the day and stick with the plan.
- Find ways to communicate with other teams for sharing of ideas
- Be sure all technical issues and equipment issues have been resolved
- Encourage workers to take advantage of being home to have flexible exercise time, breaks walking the dog or playing with kids

# Lots of Innovations to Watch For

## Be aware of possible privacy concerns



- Arm bands and Apps that tell you if you are too close or if you are near someone with Covid-19
- Apps like Cisco is using for employee entrance to building
- UVC lighting to zap virus
- Virus sniffing dogs

# Resource Links for Re-Opening the Workplace

- Tesla Playbook [https://www.tesla.com/sites/default/files/blog\\_attachments/Tesla-Return-to-Work-Playbook.pdf?redirect=no](https://www.tesla.com/sites/default/files/blog_attachments/Tesla-Return-to-Work-Playbook.pdf?redirect=no)
- EPA list of cleaning products <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- Helpful links from CDC
- <https://www.cdc.gov/>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/workplace-decision-tool.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>
- <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19-symptoms-11x17-en.pdf>
- <https://www.cdc.gov/coronavirus/2019-ncov/communication/guidance-list.html?Sort=Date%3A%3Adesc>
- <https://www.cdc.gov/coronavirus/2019-ncov/downloads/cloth-face-covering.pdf>
- [https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprepare%2Fmanaging-stress-anxiety.html](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprepare%2Fmanaging-stress-anxiety.html)
- <https://www.cdc.gov/coronavirus/2019-ncov/downloads/guidance-small-business.pdf>
- Baker McKenzie Covid-19 links [https://insightplus.bakermckenzie.com/bm/resilience-recovery-renewal?utm\\_campaign=wb-2020-05-27-reopening-your-workplace-HR-guidelines-strategies-and-next-practices&utm\\_medium=email&hsmi=88654966&hsenc=p2ANqtz-8eAwMSXXteEUyBHYO6n9JV3-nYLv9hNmSmFL7vG96lyTHTovwxv8ZGuw9WjjqWtPdMkh8vEnlcSrUM3Ti6zEvW0HC87qirGGPgs3g3m2pQCVoTo1s&utm\\_content=88654966&utm\\_source=hs\\_email](https://insightplus.bakermckenzie.com/bm/resilience-recovery-renewal?utm_campaign=wb-2020-05-27-reopening-your-workplace-HR-guidelines-strategies-and-next-practices&utm_medium=email&hsmi=88654966&hsenc=p2ANqtz-8eAwMSXXteEUyBHYO6n9JV3-nYLv9hNmSmFL7vG96lyTHTovwxv8ZGuw9WjjqWtPdMkh8vEnlcSrUM3Ti6zEvW0HC87qirGGPgs3g3m2pQCVoTo1s&utm_content=88654966&utm_source=hs_email)
- Return to workplace checklist <https://www.i4cp.com/file/coronavirus-research/return-to-the-workplace-checklist/download>
- OSHA <https://www.osha.gov/Publications/OSHA3990.pdf>
- Latest information on transmission: [www.cdc.gov/coronavirus/2019-ncov/about/transmission.html](http://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html)
- World Health Organization - Health Updates as They Happen <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/events-as-they-happen>
- [adurolife.com/whitepapers/work-readiness-handbook-including-training-and-employees-role-in-taking-personal-responsibility-for-keeping-themselves-and-others-safe-and-healthy](http://adurolife.com/whitepapers/work-readiness-handbook-including-training-and-employees-role-in-taking-personal-responsibility-for-keeping-themselves-and-others-safe-and-healthy)