

Employee Engagement: in Light of Covid -19 Environment

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The Roadmap

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- Defining the pandemic trap- understanding the new work environment
- What should you learn that will help you strengthen your team in future: engagement drivers and organizational measures
- How to build a truly engaged purposeful team that has inspiration and motivation.
- Q & A

The percentage of full-time employees who say COVID-19 has disrupted their life "a great deal" or "a fair amount" has jumped from 58% to 81%.

(COMPARING GALLUP PANEL
SURVEYS CONDUCTED MARCH 13-16
VS. MARCH 27-29)

What has changed for business?

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- Abrupt shift to a work from home model.
- Revamp of products and services in response to the pandemic.

The change

- Covid -19 has united us against a common enemy.....
- ***What happens when the common enemy is gone?***

Is this a calm before a new storm?

Most organizations have reported an increase in employee engagement during the first phase of lockdowns across the globe...

Is this going to stay?

How businesses can seize opportunity now?

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- Keep the innovation going by identifying and celebrating teams efforts.
- Capture what is learned with experience: identify what is giving you energy right now.
- Communicate the findings with your team to maintain energy and momentum.

How to keep the engagement levels high after the crisis has ended?

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- What is your purpose post pandemic, when the common enemy that unites us falls away?
- Is your purpose still relevant in the ‘new normal’? The world has changed and your business, and customers, may have changed too. You may need to update your purpose accordingly.

What has changed in leadership communication?

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- The leader communication increased in volume during the crisis.
- The messages from leadership have more emphasis on concern for employee well being than the norm.

How leaders should communicate after the crisis has ended?

- Continue to communicate about employee value and well being regularly.
- Bring your employees into the conversation. Ask them for feedback on your existing purpose.
- Investing the time now into connecting your team with a meaningful purpose will pay dividends when this crisis is over.

Crisis eventually ends, and when this one does, companies in many industries will return to an atmosphere where keeping talent happy is a priority.

What is the next normal going to look like?

CEO Speak

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- Kevin Sneader- global managing partner at McKinsey & Company
- Chuck Robbins, CEO of Cisco Systems
- Nancy McKinstry, of Wolters Kluwer, and
- Geoff Martha, of Medtronic

McKinsey & Company

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- **SNEADER:** “Leaders should choose candor over charisma”

It's important for leaders to show vulnerability along with optimism, and to acknowledge that this situation is hard. It is good to be an optimist, but there are things we don't know and things that may or may not happen.

McKINSTRY: at Wolters Kluwer,

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“The world is changing every single day, and we need to keep asking: How can we help our customers? How can we help our communities? We need to clear away bureaucracy, address things very quickly, and be operationally agile.”

MARTHA: CEO at Medtronic,

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“At Medtronic, we’ve broken this crisis down into three phases—the shutdown, the recovery, and the new normal. Throughout each phase, we have clear priorities and a framework for helping people make decisions. You can’t decide everything from the top, so providing this guidance is important.”

Chuck Robbins, CEO of Cisco Systems

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“The culture of organizations, and their people, and how leaders show up during this moment—all of that will define who’s going to be successful in the future.

Employees and society want to see who you are as a company. What do you stand for? The answers will have lasting impact as we move beyond this.”

Now- is the time...

Next Steps...

The road ahead...

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- Digital transformation: collaboration tools, digital marketing, cloud computing—those are only going to get more pronounced post-Covid.
- People are watching to see how companies treat their employees, customers, investors, and other stakeholders. Are they behaving in a socially responsible way? The social responsibility will have a direct impact on your ability to attract and retain top talent.

The road ahead...

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- All parts of the world would see more collaboration between governments and private enterprise.
- We've been in an era in which people were very focused on efficiency, implementing just-in-time inventory and global supply chains. In the future people are going to be very focused on resilience because we've seen that disruption can be catastrophic.

THANK YOU