

Culture Concerns:

Keeping Connected and Aligned at any Distance

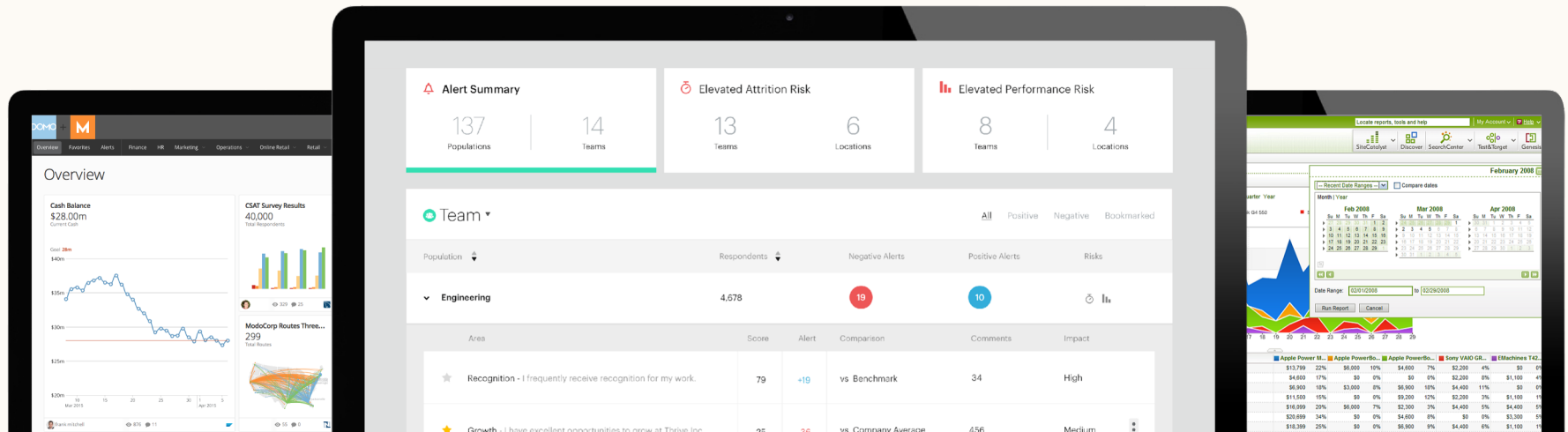


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Keeping Aligned and Connected at any Distance





We are
experiencing
unprecedented
times...

but brighter times are
approaching and a
shared experience
can bring humor...



Unprecedented times **for sure!**

Here's Sue. 31 years old, home schooling her kids for the last 5 days. Great job Sue. Keep it up.



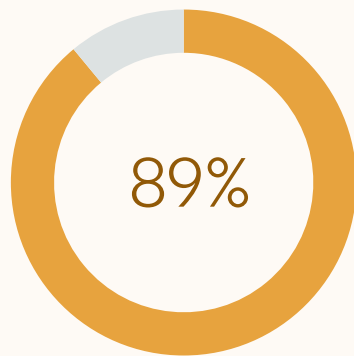
Experts recommend keeping your daily rituals even while working from home



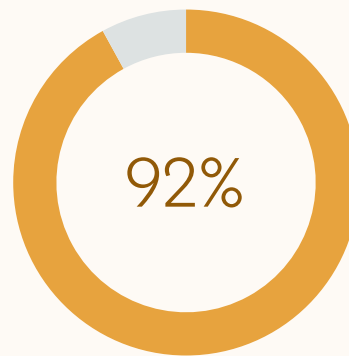
Employee insights from **the last few weeks**



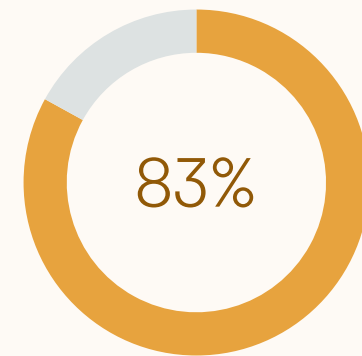
Employees are **generally positive** about their company's response to Covid19



<Company> **does a good job** communicating with employees.



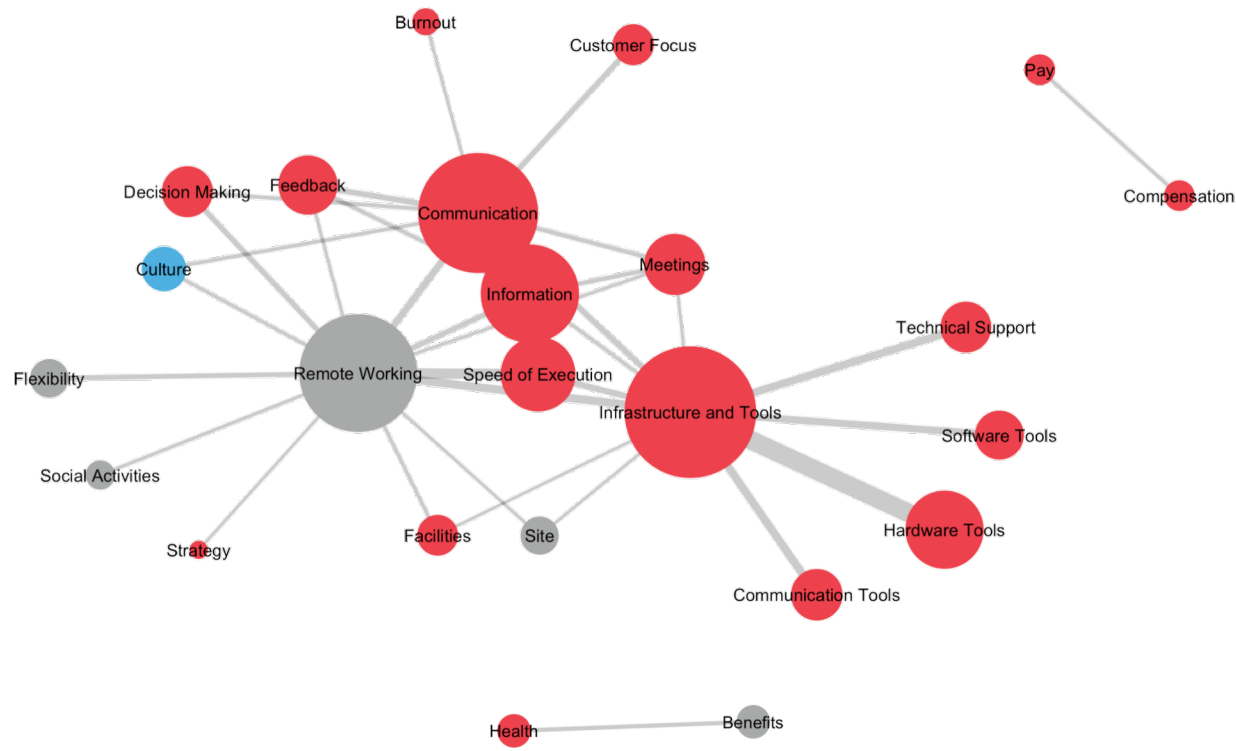
Confident my team is **taking the right precautions** to minimize impact.



I have the resources I need to do my job.

Source: Employee pulse surveys

Employee comments: communication, remote working and infrastructure/tools are the hottest topics



Employees are **most positive** about...

TOP 3 TOPICS

79%

Belonging

77%

Pride

67%

Support

“

The best place to work for! As a flight attendant for three years, I can tell the management cares about us and can hear our voice! Especially the several instances that happened recently (coronavirus), they did everything they can to make sure these situations will not have much impact on our daily work and life. I will stand with <company>!

Employees are **most negative** about...

TOP 3 TOPICS

64%

Burnout

53%


Pay

50%

Software Tools

“

The one thing weighing on my team is that they're not feeling as productive. They are concerned that this lower rate of productivity is going to reflect poorly on them. As a result they're working longer hours, which may be having an adverse impact on their overall well-being. I'm trying to reassure them, but comms from more senior levels about this might be helpful.



Regional differences
may highlight the impact
of time in the crisis

Comparing different global markets can help us **tailor responses and predict how needs will evolve**

Sort ▾	All	Asia	Europe	North America
Respondents	5619	204	420	4995
Response Satisfaction	95	91	94	95
Preparedness	96	92	95	96
Communications	94	91	92	94
Well-being	94	91	93	94
Planning	93	88	92	93
Enablement - Resources	90	82	86	90
Work From Home	86	73	79	87

It is hard to predict what employees need to share right now...

Performance review?

As clients begin to pause, I am growing increasingly concerned with the impact on overall compensation and how performance reviews will take this massive global disruption into consideration.

Community?

Giving something back to the community is top of mind. Whilst we are very privileged, there are a lot of people in difficult situations. how can we prevent anxiety for our workers and give some space to our colleagues who are going through difficult times at home due to the issues related to COVID-19.

Isolation?

I think my only concern is the feeling of isolation and how that can affect our mental health. It would be nice to have non work-related meetings for social interaction or fun virtual activities to relieve stress.

Prospect?

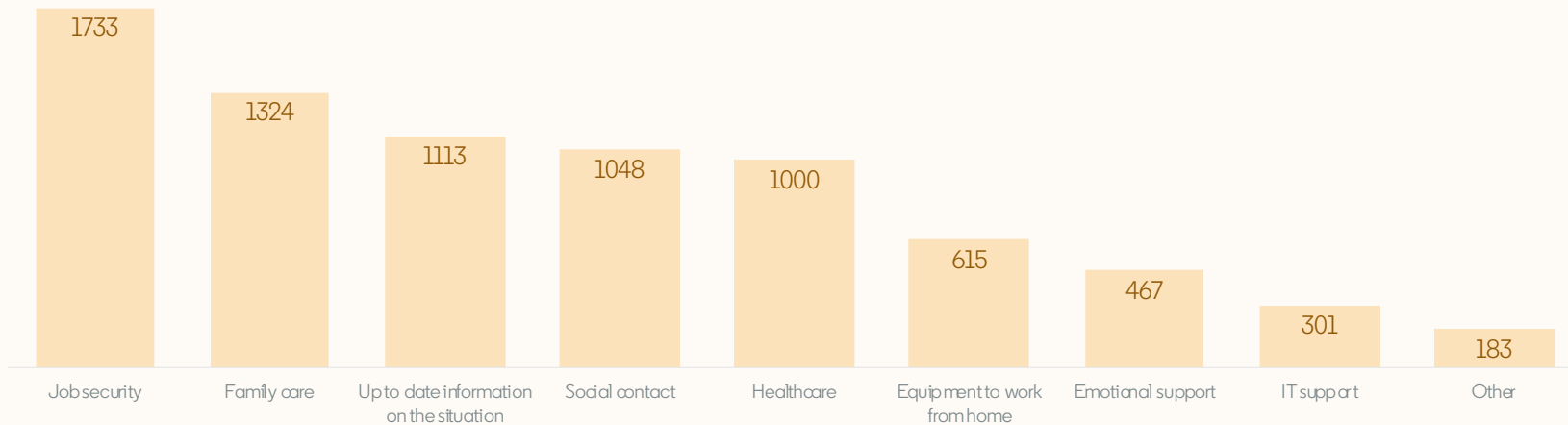
I would welcome more guidance on how to reach out to prospective customers - perhaps some help scripting cadences, or extra resources we can reach out to clients with, as a lot of people may not have the time to consume these courses.

Source: Glint



Though response teams were most focused on technology to support working from home, employees were more **concerned about family care**

Thinking about your needs right now, what is the most critical?

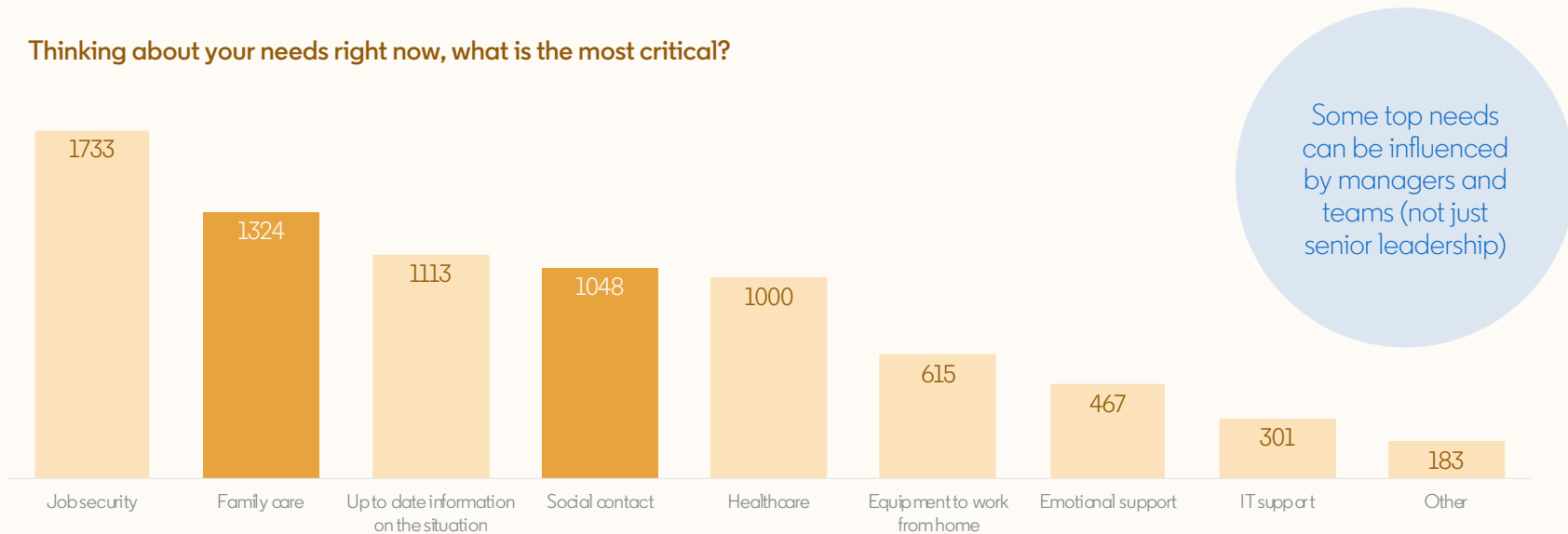


Source: Glint

Survey question: **Distress – Top Needs** – Thinking about your needs right now, what is the most critical? Choose at least one, and a maximum of three.

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We need to help
employees feel
cared for, supported
and aligned

Conversations are key

Handling Feedback: The ACT Conversation Framework

Acknowledge
where we are

GLINT

Collaborate
on **where we
want to go**

GLINT

**Take one step
forward**

GLINT

Your role

Own the ongoing conversations that provide your team support and fuel progress amid all the questions we are facing

Be Open: Check in, ask questions – create an environment where people can share their situation, needs and feelings.

Stay Authentic: Set the example by sharing your own fears and joys. When you don't have the answers, share your thinking, your intention.

Provide Direction: Help teams stay focused based on what you **do** know. Separate do from investigate.

Keep Connected: Commit to ongoing, meaningful conversations even when there's no new information. Just because you said it doesn't mean they heard it, especially now.



Helping people be
happier and more
successful at work.



Connecting the world's
professionals to make them more
productive and successful.