

The Next Normal Workplace: Transitioning from Pandemic to New Workplace Best Practices

This executive overview from Enspira features key considerations for establishing workplace best practices as employees begin to return to the office.

Contact us to access Enspira's comprehensive "Next Normal Workplace" guidebook, which features exhaustive considerations in each of the key areas at enspirahr.com or call (347) 941-1530.



Key Considerations

1. Workplace

Facilities & Common Areas - Provide and reinforce general measures and best practices including social distancing, hand washing practices, among others. Reduce visitors to a minimum and consider putting Screening Questionnaires in place.

Cleaning - Review and adjust site cleaning practices, specifically for highly frequented areas, such as bathrooms, entrances, door handles, elevators and hand rails.

2. Phasing Employees Return to Office

COVID 19 Task Force - Consider a multi disciplinary task force to prepare and monitor the reopening of all physical workplaces. Members of a task force should include individuals from human resources, legal, facilities, operations, and leadership.

Return to Work Phasing - Assess the workforce and divide employees into phasing groups based on essential workers, vulnerability and sentiment regarding returning to the office.

3. Technology & Digital Capabilities

Internal Digital Capability - One of the first goals of digital capability is to break down internal silos to create a seamless internal experience. Every area of the company has a role to play in digital capability. Consider the tools, technology and digital resources needed to ensure a smooth transition back to the office.

External Digital Capability - With many people still quarantined in their homes and/or continue to work from home after the pandemic, digital experiences matter more than ever. Leading companies will identify the ones that matter most and improve upon them to build new and stronger customer relationships. In other words: Follow your customers during the pandemic, then lead them out of it. To do this, consider your digital customer experience and how to enhance it.

4. Culture Shift

Leadership - The role of organizational leaders to provide direction and vision in moments of calm and crisis are both critical. Leaders who manage the day-to-day and lead with vision will emerge from the crisis with companies that are stronger and more resilient than they were before. Consider your vision & leadership in concert with your communication & engagement programs.

Communication - Communication is evolving as employee needs and pandemic information do. Frequency is still key and empathy matters. Consider having more conversations and meetings with people managers, checking in on employees with pulse surveys and using the results to craft messaging and policies.

5. Workforce & Employee Considerations

Talent - With the dynamic changes in the global marketplace, consider ongoing talent needs as current employees, consumers, customers, clients, vendors and job seekers are able to enter re-opened spaces and workplaces.

Employee Engagement - Consider making morale and engagement programs that were implemented during the pandemic permanent programs, such as team building, wellbeing programs, apps, informal meetings and social networking, etc.