

Six Keys to Maintain the Engagement of a Remote Workforce

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What We'll Cover

- 1. What employee engagement is, and why it matters – especially now**
- 2. Six keys to maintain the engagement of employees working remotely**



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What is Employee Engagement?

Heightened connection

Personal meaning:

- Pride
- Organization values me

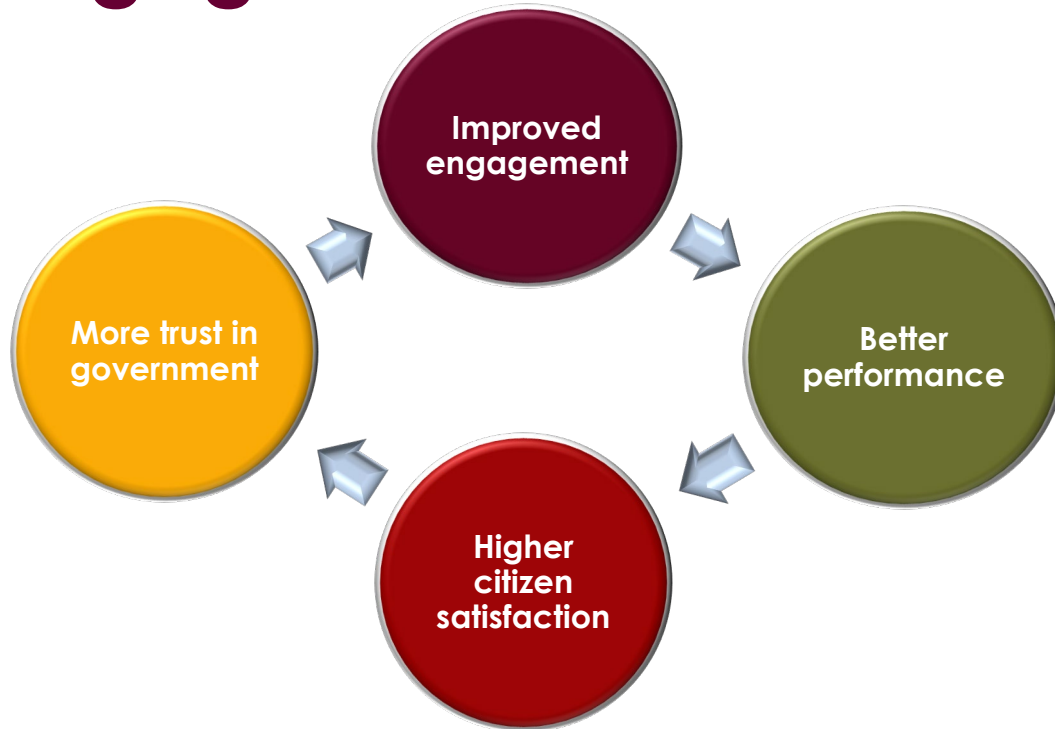
“Discretionary effort”



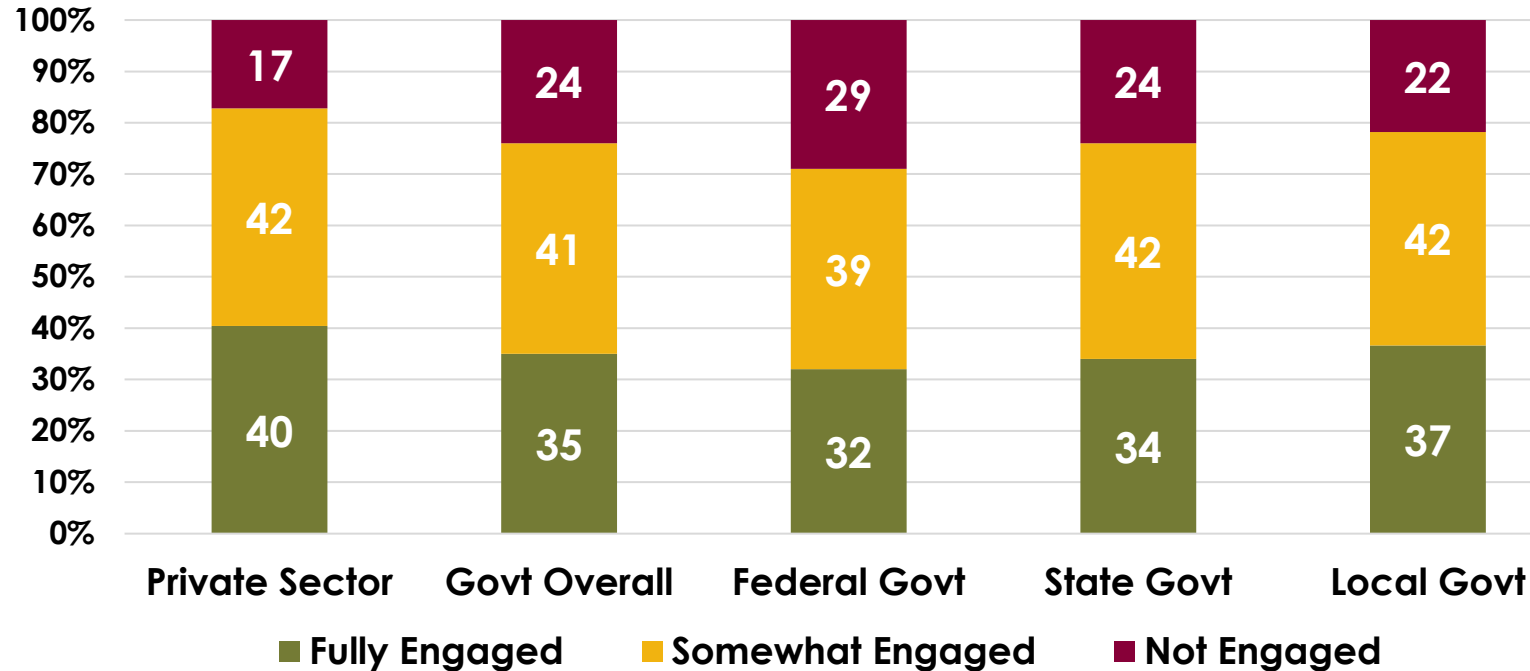
In Public Sector, Engagement Links to:

- **Strategic goal achievement**
- **Innovation**
- **Performance**
- **Customer service**
- **Employee retention**
- **Collaboration and teamwork**
- **Attendance**

Engagement Value Chain



How Engaged is the U.S. Workforce?



Keys to Maintain Engagement

1. Provide strong and visible leadership
 - a. Communicate, communicate, communicate
2. Don't neglect training and development
3. Focus on the mission and the work
4. Appreciate and recognize
5. Set expectations and provide tools
6. Ask for feedback

1. Provide Strong and Visible Leadership





**1A. Communicate,
Communicate, Communicate**

COVID-19 FAQs

- ◆ What does this extended closure mean to me as an employee?
- ◆ I am essential, but do not want to come to work because I'm fearful of catching COVID-19. What are my options?
- ◆ Should I wear a face covering?
- ◆ Is the County going to provide any additional leave to assist with the impacts that COVID-19 is having on my job?
- ◆ Are there special considerations for older adults and those who have elevated risk?
- ◆ Can I use sick leave to care for a family member who is ill?
- ◆ What if I am placed under a government-mandated quarantine?
- ◆ What should employees do who return from high risk areas or are exposed to COVID-19?
- ◆ What should I do if I suspect a coworker has flu-like symptoms?
- ◆ What do I do if I believe I was exposed to COVID-19 while at work?
- ◆ My child's school is closed and I have no child care – what are my options?
- ◆ Should I cancel my work-related travel?

Communication Plan Template

Date	Targeted Audience	Message/ Objective	Method/ Media	Who Delivers	Status



2. Don't Neglect Training and Development



3. Focus on the Mission and the Work

Connecting with Clients

Face-to-face contacts related to children and families of children in out-of-home care can be completed using technology (such as Skype, FaceTime, Zoom, etc.). This includes:

- regularly scheduled monthly contacts between caseworkers and children in out-of-home care,
- contact between caseworkers and families of children in out-of-home care,
- family interaction between children in out-of-home care and their families,
- family interaction between siblings in out-of-home care,
- caseworker visits with families with no known active danger threats within the placement home, and
- bi-monthly contacts by child placing agencies workers serving treatment level foster care with children placed in a home licensed by the child placing agency.

Connecting with Clients

County	W-2 Agency	Phone Number	Face-to-Face Meetings	Virtual Case Management Tools							
				Email	Skype	Text	Microsoft Teams	GoToMeeting	DocuSign	Zoom	WebEx
Adams	Forward Service Corporation	608-472-4045	Closed Completely	✓	✓	✓	✓	✓	✓		
Ashland	Workforce Resources, Inc.	855-792-5439	Closed Completely	✓		✓	✓	✓	✓		
Barron	Workforce Resources, Inc.	855-792-5439	Closed Completely	✓		✓	✓	✓	✓		
Bayfield	Workforce Resources, Inc.	855-792-5439	Closed Completely	✓		✓	✓	✓	✓		
Brown	Forward Service Corporation	920-940-6066	Open w/ Limitations	✓	✓	✓	✓	✓			
Buffalo	Workforce Connections, Inc.	608-790-2380	Closed Completely	✓	✓	✓	✓			✓	
Burnett	Workforce Resources, Inc.	855-792-5439	Closed Completely	✓		✓	✓		✓	✓	



4. Recognize and Appreciate

Recognition “Without Spending a Dime”

- Recognize employee achievements at staff meeting
- Surprise employee with Post-it note of thanks
- Put thank-you note on department bulletin board
- Compliment employee within earshot of others (and word will spread)
- Mail handwritten note to employee's home
- Send department-wide email praising employee or team
- Start meetings by recognizing employees, and ask employees to recognize each other
- Pull employee aside and ask for his/her opinion

A woman with dark curly hair, wearing a black blazer over a white collared shirt, is sitting at a desk. She is holding a red pen to her ear, appearing to be on a phone call. She is also holding a young child with dark curly hair. In the background, there is a grey brick wall. A laptop is visible on the desk to the left. A brown banner with white text is overlaid on the bottom left of the image.

5. Set Expectations and Provide Tools

6. Ask for Feedback



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