



# Leading Through a Pandemic: The Impact of COVID-19 on the Public-Sector Workforce

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# What We'll Cover

1. Results from national COVID-19 survey
2. Panel discussion
3. Your questions



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# Employee Connection Survey

- 28 questions
- “Essential” and “remote” employees (self-identified) answered somewhat different questions
- Survey administered Apr 21 – June 12
- 19,550 employees responded
- 87% local government, 10% state

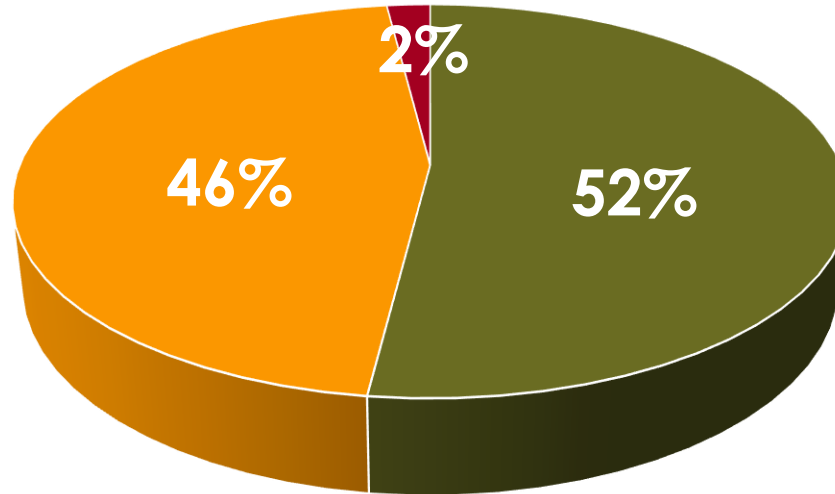
LEADING THROUGH A PANDEMIC   
THE IMPACT OF COVID-19 ON THE  
PUBLIC-SECTOR WORKFORCE

2020 EMPLOYEE CONNECTION SURVEY



# Results – Highlights

# Essential or Remote?



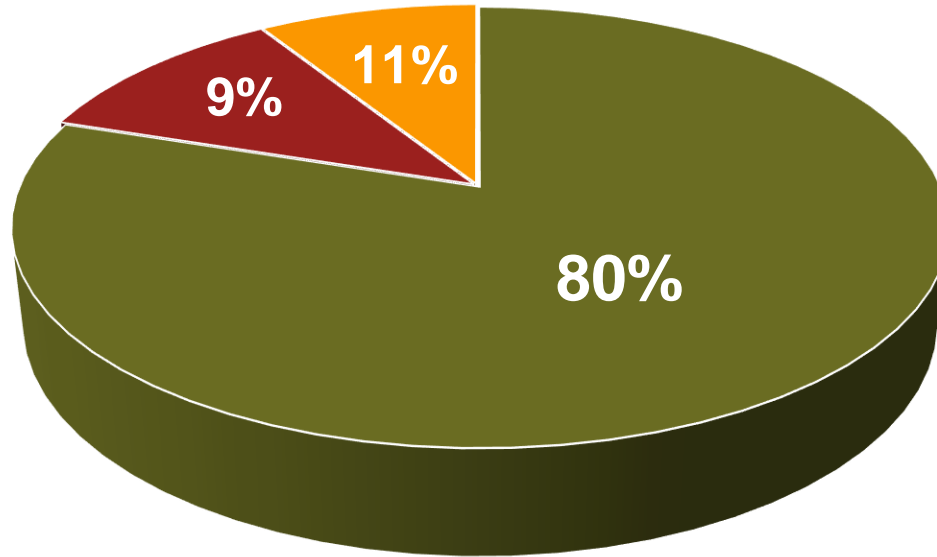
■ Essential ■ Remote ■ Furloughed

# Overall, How Are You Doing?



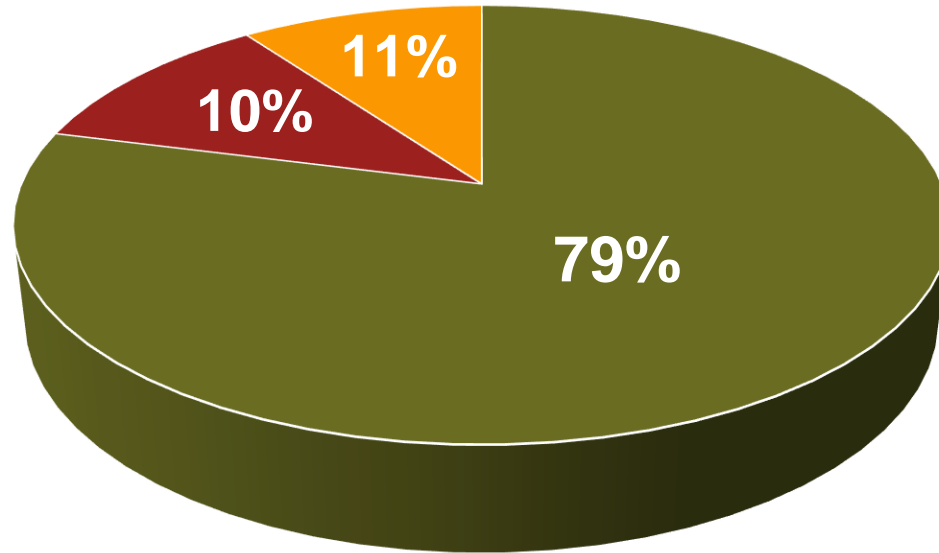


# Org Has Done Good Job Adapting to COVID-19



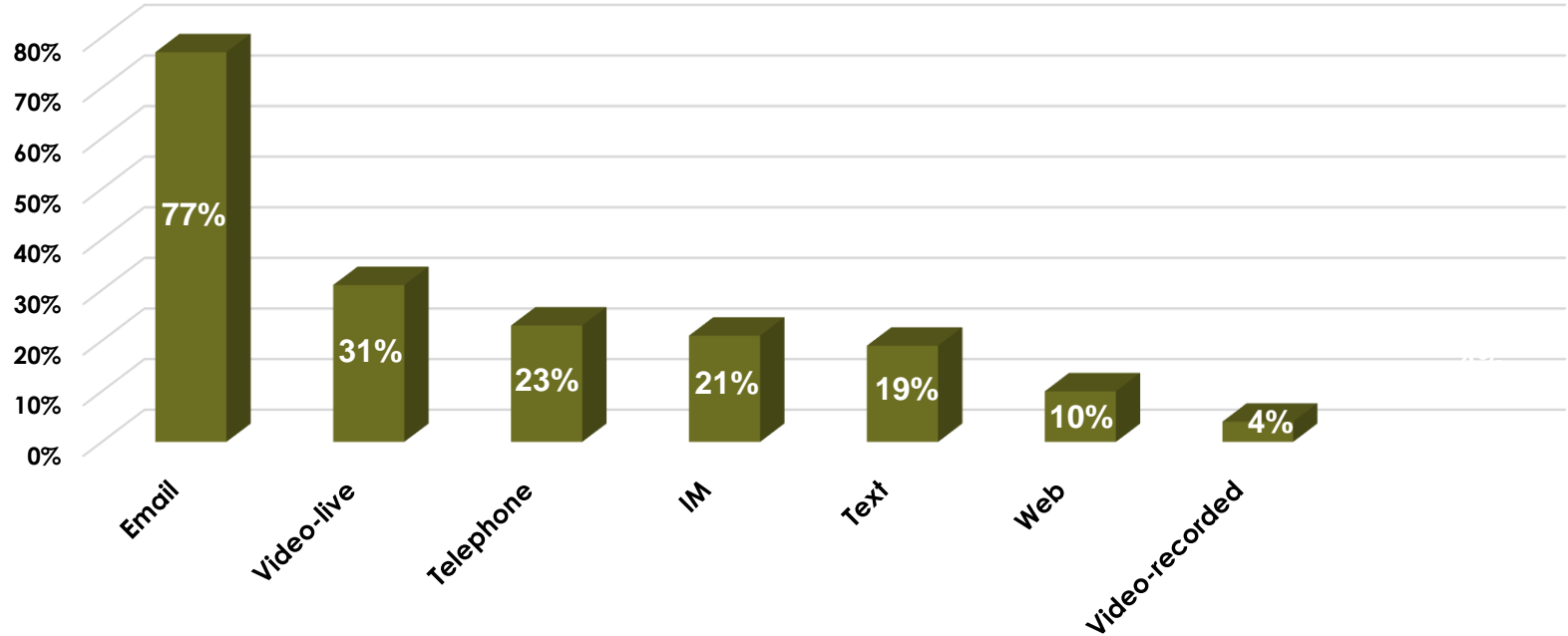
■ Agree ■ Disagree ■ Neither

# I Understand Our COVID-10 Policies



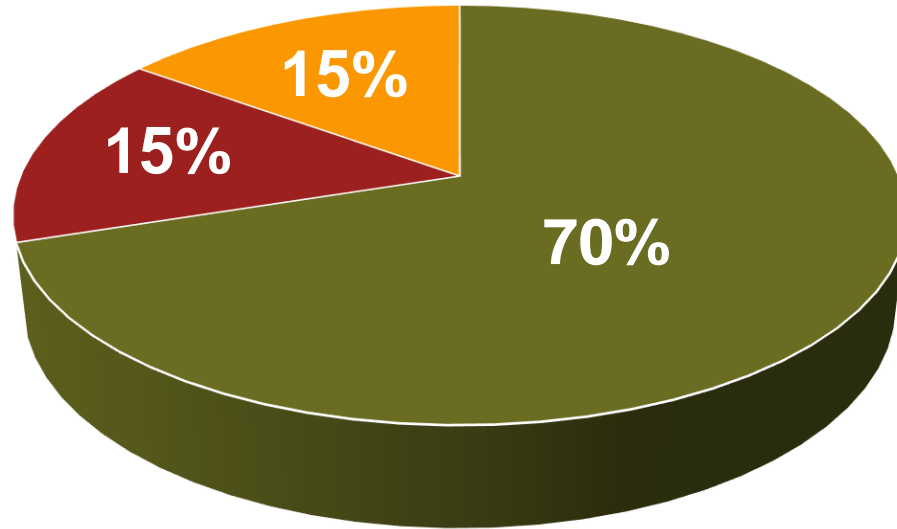
■ Agree ■ Disagree ■ Neither

# Most Useful Communication



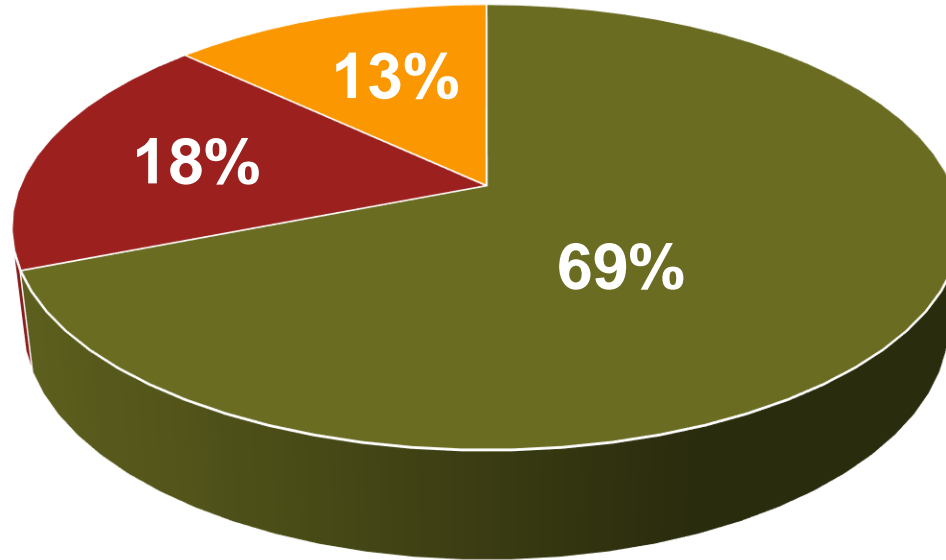
# Essential Employees

# Expect to be Essential?



■ Yes ■ No ■ Unsure

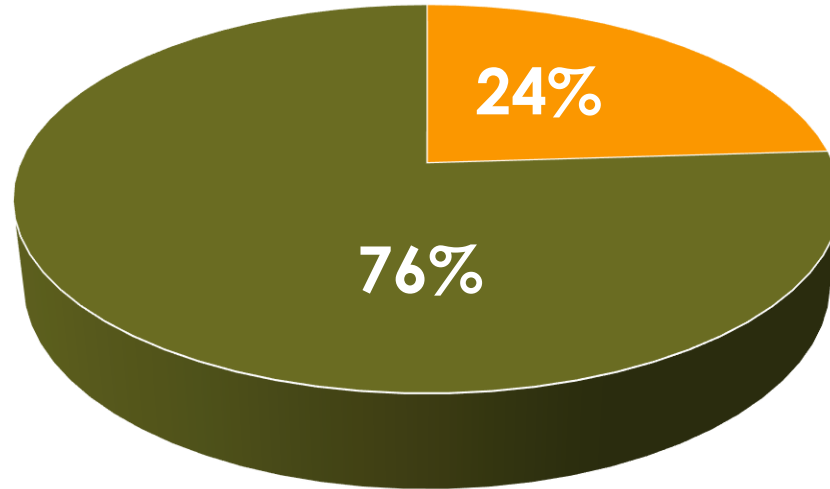
# Have Equipment I Need



■ Yes ■ No ■ Unsure

# Remote Employees

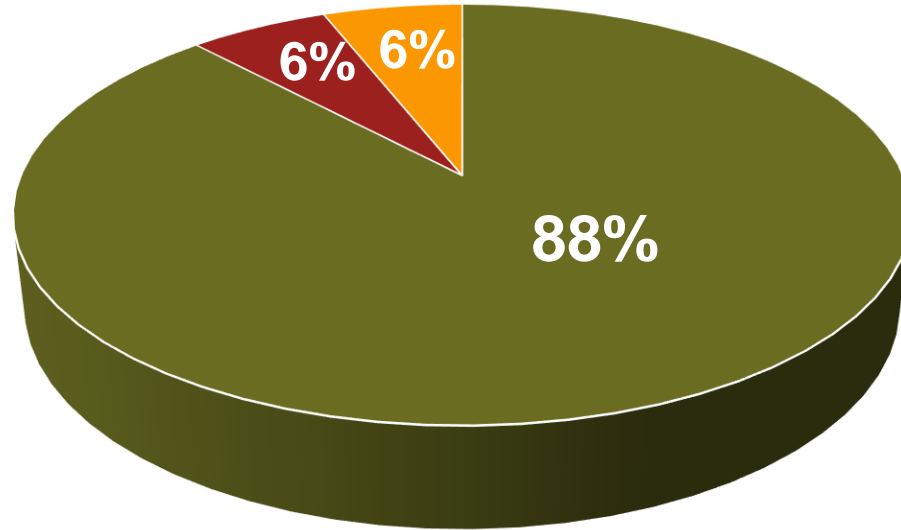
# Worked Remotely Before COVID-19



■ Yes    ■ No

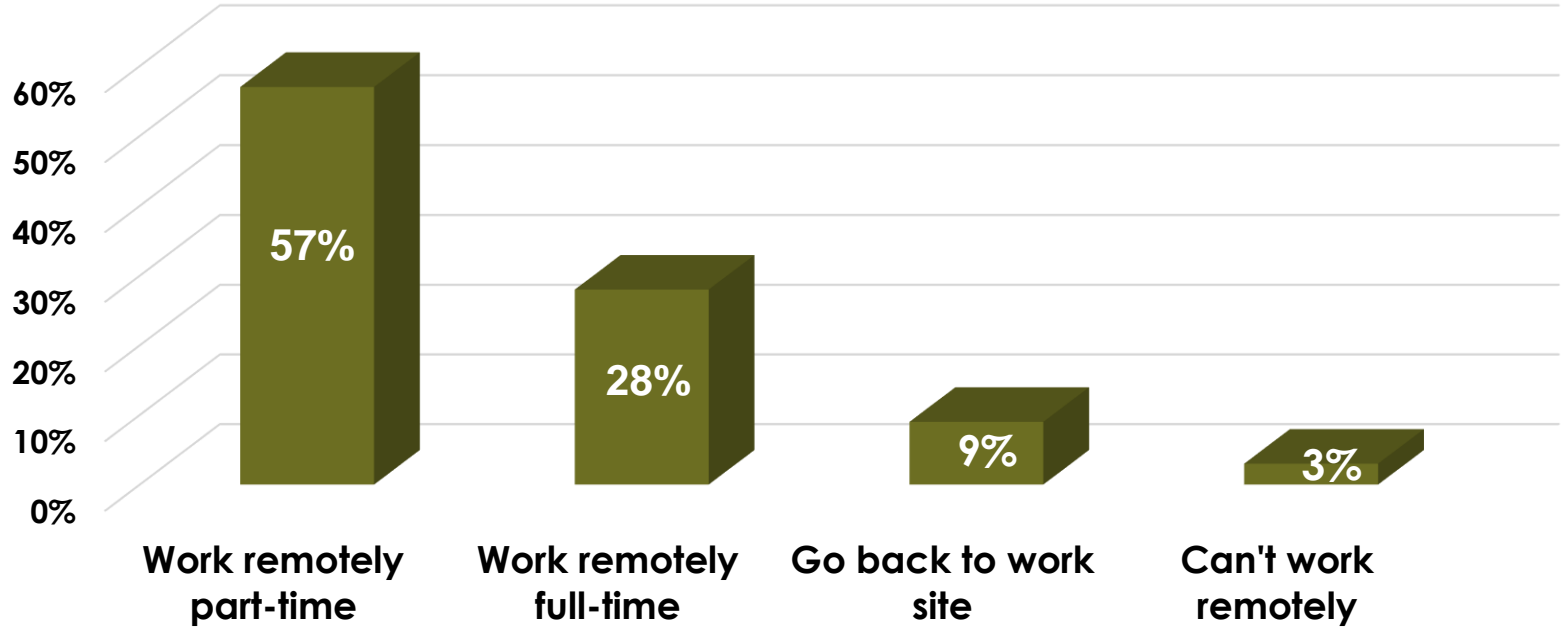


# Have Tools/Technology I Need



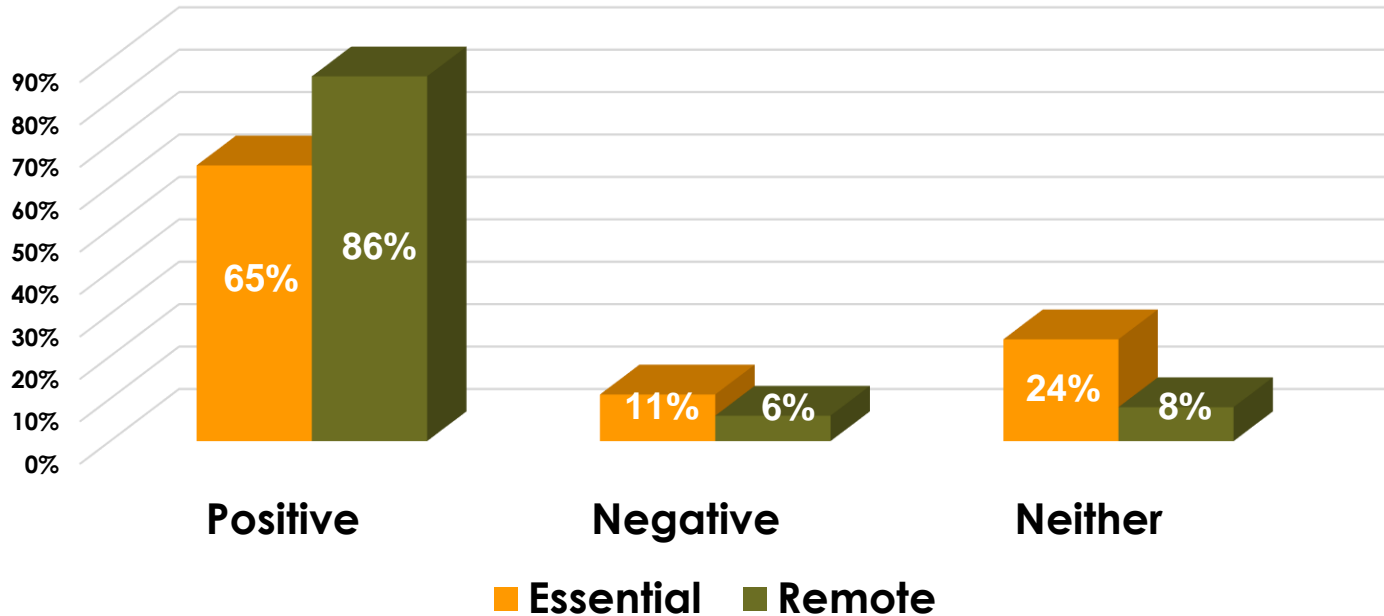
■ Yes ■ No ■ Unsure

# When I Can Return to Work

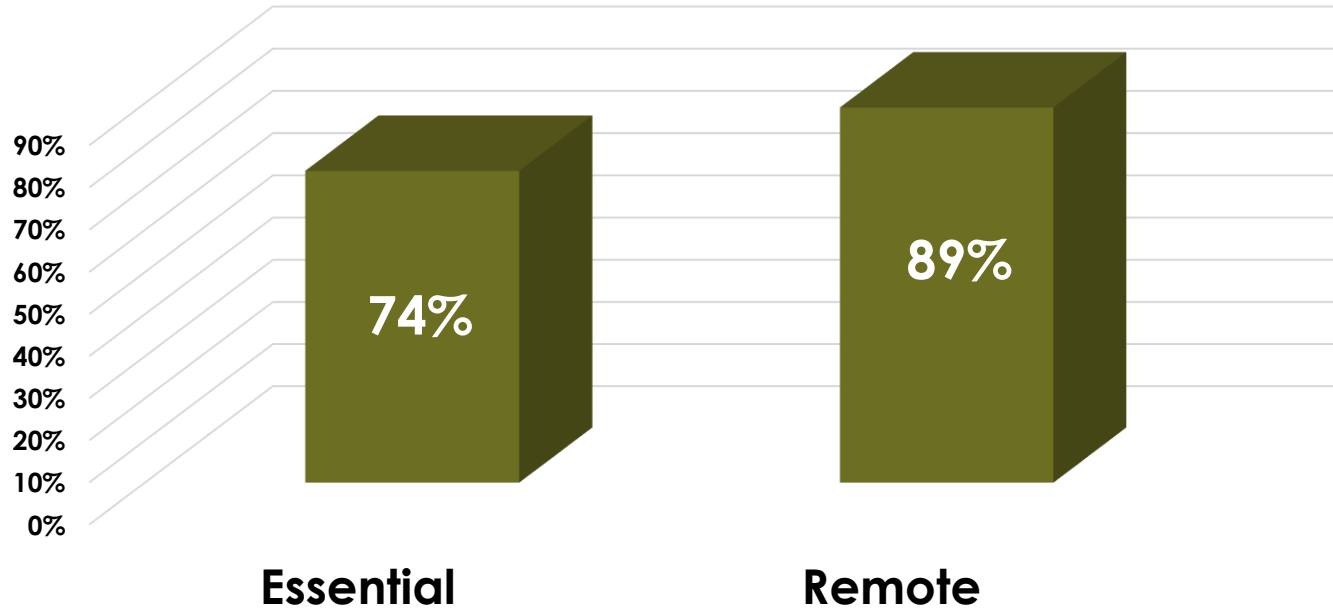


# Remote v. Essential Employees

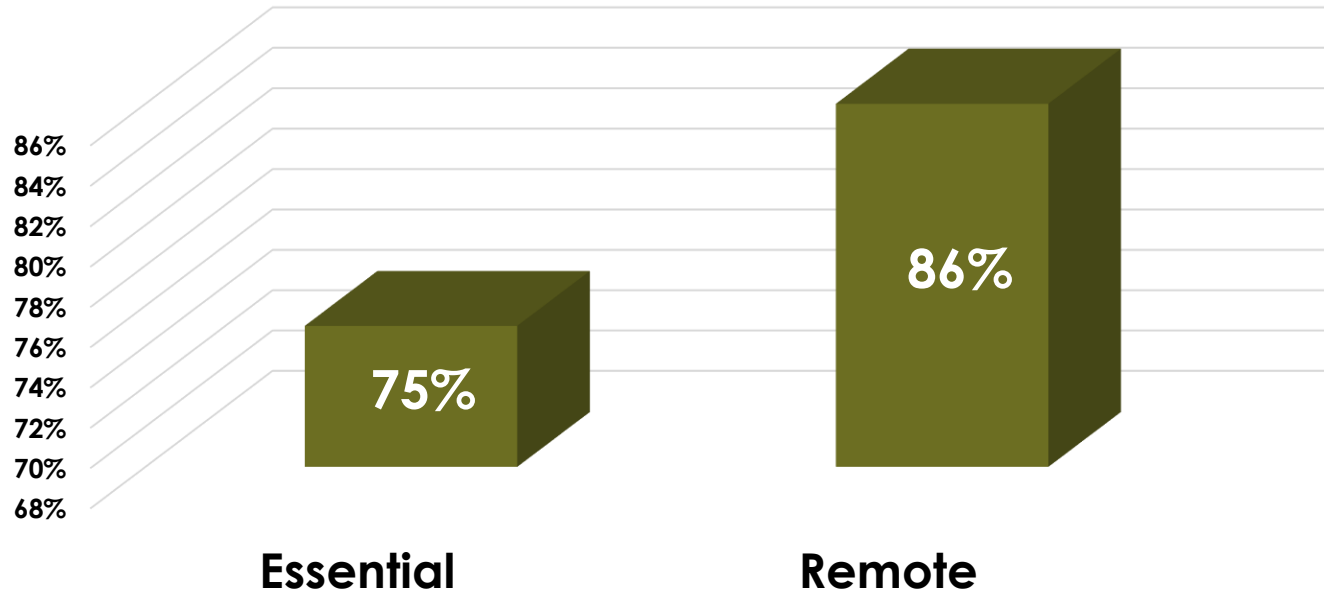
# How Do You Feel About Your Designation?



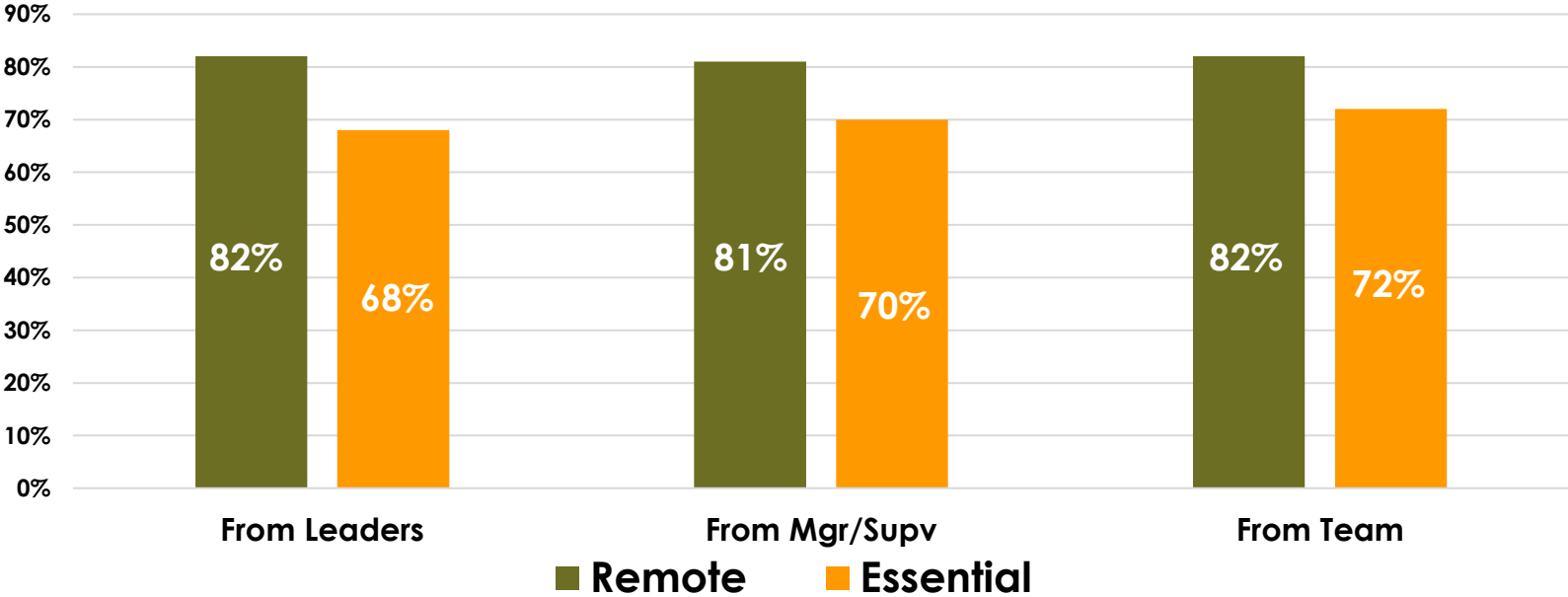
# Organization Has Done a Good Job Adapting to COVID-19 Changes



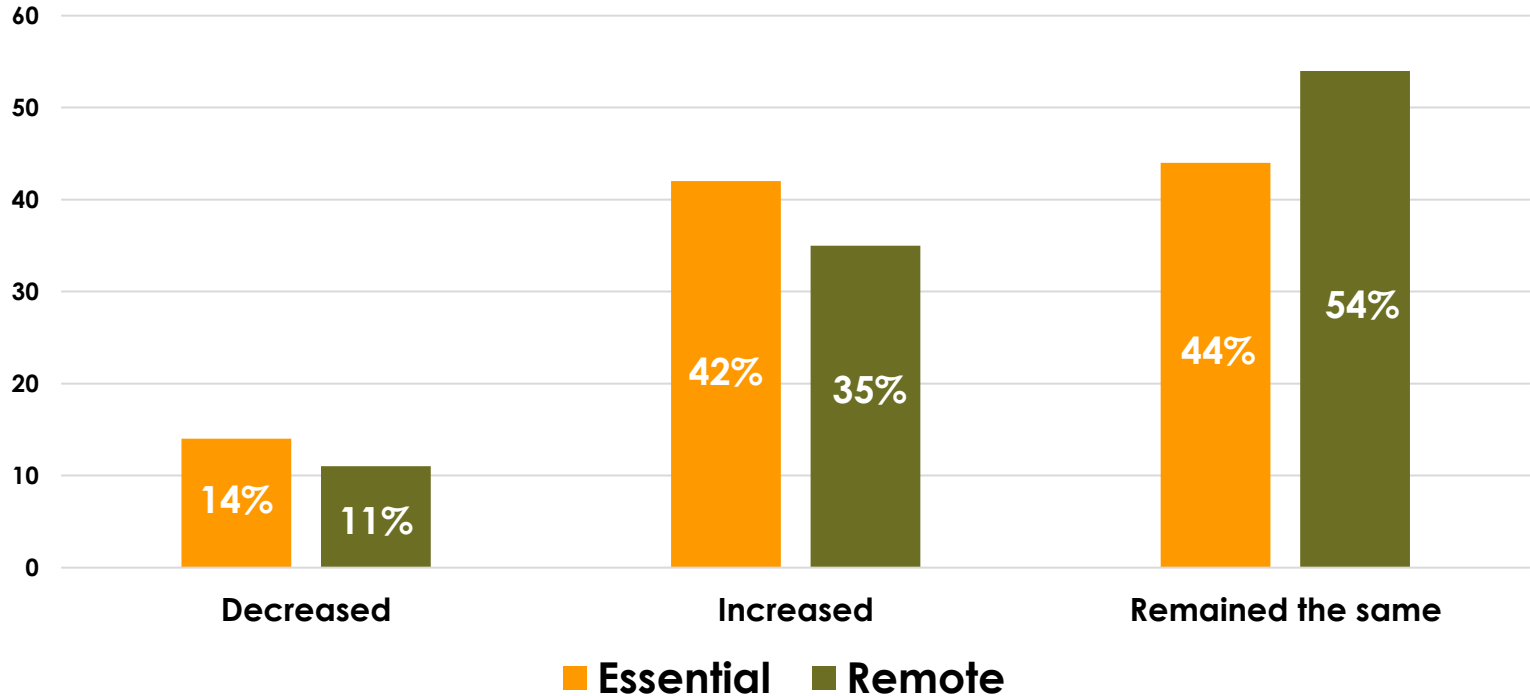
# I Understand Our COVID-19 Policies



# Recent Communications Have Been Helpful



# My Workload Has ...





# Recommendations

- **Communicate – in advance – which employees are essential**
- **Provide employees with wellness and mental health support**
- **Monitor workloads – minimize burnout, ensure productivity**
- **Because employees' demand to work remotely will persist:**
  - **Help managers and supervisors manage results and outcomes**
  - **Redesign jobs to adapt them to remote work**
  - **Give employees working remotely flexibility**
  - **Provide tools and resources remote workers need**

# More Recommendations

- **Use variety of communication approaches**
- **Provide essential employees with information, tools they need**
- **Guard against creating two classes of employees – remote and essential**
- **View demand for remote work as opportunity to expand search for talent**
- **Systematically ask employees for feedback**

# Panel Discussion

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Employee Engagement Manager  
County of Monterey, CA**

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# Your Questions



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