Back-to-Work with COVID-19: A Leadership Process and Checklist

April 2020

ASE Survey

Participation Link:
https://ase.researchfeedback.net/s.asp?k=158741239175

Your Presenters Today:

Murray Sittsamer

Dr. Kenneth Woodside

the luminous group LLC

Webbinar Objectives

At the end of this webinar you will know more about:

1. How to prepare leaders, the workplace and employees to safely return

2. Activities leadership should do to leverage their efforts

3. A process and key activities that a steering committee could follow

4. Selecting and customizing available restart or return-to-work checklists

5. Types of messaging for employees before, during and after return to work

Distance, Wash, Flatten, Pivot ...

.... What's Next?

- Is it Safe?

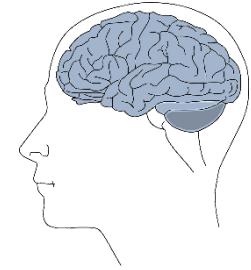- What's Different Now?

Adapted from the CDC
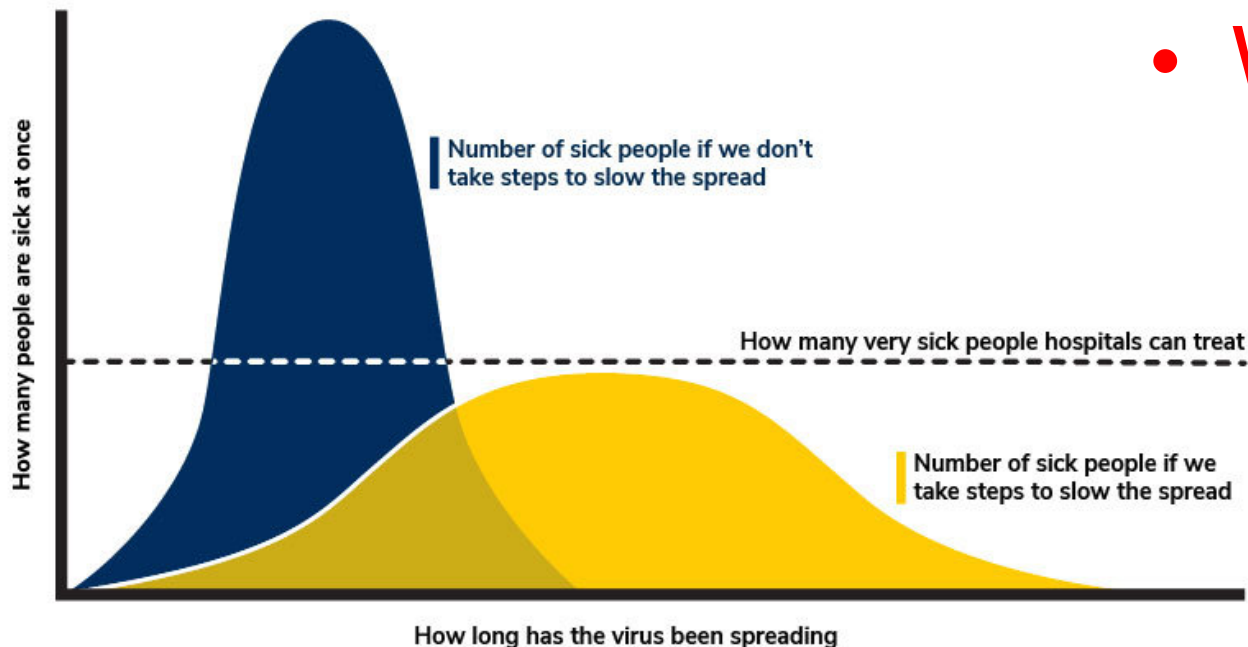
Organizational Leaders will have a Loud Voice

- Workplace pertinent information

- Is it credible?

- Can I trust it?

- Will I feel safe?

People First

Brain Science tells us why …

Brain Facts

- The primary function of the brain is **safety** and **survival**
- The Prefrontal Cortex (PFC), is our executive analysis and reasoning
- Returning to work creates **anxiety and uncertainty** -- a potential survival threat
- Emphasizing work tasks alone increases anxiety
- The **Amygdala** responds by triggering **fight, flight or freeze** behavior *(f3)*
- Feeling safe can release Dopamine that causes a positive feeling

Safety and survival are more than physical

Two Safety Concerns

#2 Physical Safety

- Avoid injury

- Using proper PPE

- Protection against COVID-19 exposure

#1 Psychological Safety

- Is it safe to be transparent about emotions –

  - without repercussions

- Fears and anxiety

- Family concerns

- Job security

- Coronavirus exposure

Unsafe signs

Psychological PPE

What are some Psychological PPE?

- ✓ Anticipate the emotional concerns
- ✓ Open and frequent communication
- ✓ Not just EAP availability
- ✓ Build a trust environment
- ✓ Transparent and accessible leaders
- ✓ Listen and affirm
- ✓ Human to human connection

Psychological PPE
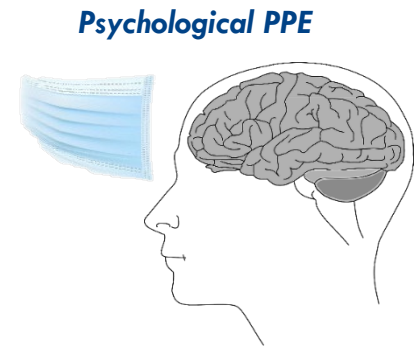
*Include these in the safety protocol*

Establish Steering Committee

➢ Cross-section of the organization

➢ Be representative of the organization

➢ Not too big, not too small

➢ Open and honest with each other

➢ Will carry the load of planning, preparing and validating

➢ Address physical and psychological safety

➢ Provide listening forums

➢ Communicate and support

➢ Long-term involvement

Back-to-Work Checklist

Back-to-Work Checklist for Organizations
A guide for returning to work in the era of COVID-19

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Back-to-Work Checklist for Organizations
A guide for returning to work in the era of COVID-19

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everything*people.*
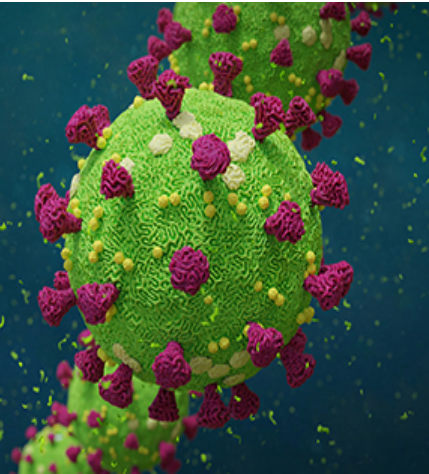
- **Executive Summary**

- **Message for Top Leadership Team**

- **Checklist for Back-to-Work**

Back-to-Work Checklist Sections

1. **Workplace Safety**

2. Board of Directors

3. All Department Heads

4. Top Management

5. **Human Resources**

6. Sales & Marketing

7. Engineering

8. Maintenance & Facilities

9. Operations and Logistics

10. Quality

11. Procurement / Supplier Quality

12. Finance & Accounting

13. Lessons Learned

14. Improve Contingency Planning

Section 1) Workplace Safety

Sample aspects:

Owner: _____

❑ Gather all CDC and governmental requirements and guidelines for workplace safety; including physical distancing and hygiene.

❑ Evaluate which employees should return and when, and which employees should continue to (temporarily?) work from home (e.g. at-risk individuals, non-essential at the workplace, caretakers for at-risk individuals, etc.).

❑ Develop, communicate, and deploy a return-to-work policy for any employee who had laboratory confirmed COVID-19.

❑ Restrict the number of employees in confined spaces, such as elevators and meeting rooms.

Section 5) Human Resources Function

Sample aspects:

Owner: _____

- ❑ Attend to all checklist items under the "Workplace Safety" header above.

- ❑ Monitor employees and customers for COVID-19 symptoms with a strict reaction policy.

- ❑ Update policies and procedures to address any additions or revisions to benefits (e.g. guidelines around use of sick days, coming to work sick, work-at-home policies, use of vacation / personal time, FMLA, etc.).

- ❑ Review EEO, ADA, OSHA, NLRA and Wage and Hour compliance requirements and changes due to the COVID-19 situation. Educate managers and employees where changes may benefit or restrict them.

Reduce your Personal Stress

❑ Share the checklist with family and friends – show them you'll be safe

❑ Take care of yourself… ASE "Stress Management" webinar May 6

❑ Prepare home emergency supplies for storms, outages, etc.

❑ Prepare or update medical power of attorney, beneficiaries, life insurance, etc.

❑ Take a personal financial planning stress test – know what you don't know

❑ Suggest these low effort, big relief ideas to family and friends

How We Could Further Help

- 3-hour webinar – Back-to-Work Preparedness Workshop

- Facilitation of your Response Team or re-start Steering Committee

- Coaching to prepare leaders for this challenge

- Outside set of eyes to validate and close any gaps

COVID-19 Response Team Workshop:

Leading Your Back-to-Work Efforts

May 11
10:00am-12:30pm

Upon completion of this webinar, participants will be able to:

- Establish your preparedness response team
- Follow a prescribed oversight process
- Define and develop critical communications
- Assign and oversee specific activities in the checklist
- Keep activities on-track and complete critical items in a timely fashion
- Ensure that employees can safely return to the workplace

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Virtual Class: COVID-19 Response Team Workshop: Leading Your Back-to-Work Efforts

Monday, May 11, 2020

Virtual Training-Online Only

This course is now virutal and will be held on May 11, 2020 from 10:00 a.m. -12:30 p.m.

COVID-19 Response Team Workshop: Leading Your Back-to-Work Efforts

This 2.5 hour live virtual course presents a process that your organization's response team can model or benchmark in order to reopen or ramp up operation the new normal. Through presentation, discussion, and practice application, this program provides a defined 'people first' process to bring personnel back work safely (physically and psychologically) and efficiently resume core operations of your organization. The process is flexible in that it can be applied to a industry and covers considerations for small to large organizations.

This process can be used by any company that wants to ensure a smooth restart with minimal risk. Participants in the class will work through and discuss application of The Luminous Group's "Back-to-Work Checklist: A guide for returning to work in the era of COVID-19." We encourage multiple participants per organization to work together during the course's practice exercises, but that is not a requirement.

Register

Next Steps

- Obtain Executive Support

- Keep abreast of health and governmental advisories

- Appoint Steering Committee

- Initiate daily committee status reports (progress, next steps, issues)

- Develop a detailed plan for Back-to-Work

- Initial critical communications

- Follow the plan and adjust as needed

- Verify safety and security… continually

ASE Survey

COVID-19 BUSINESS IMPACT SURVEY –
RETURN TO WORK PREPARATIONS

SURVEY

Now Open!
Survey closes April 28th.

How are employers preparing
for the return to work?

All participants receive free survey results.

Your input is valuable. **Participate today.**

Participation Link:

https://ase.researchfeedback.net/s.asp?k=158741239175

ASE Virtual Courses

Managing Stress

May 6 & 8, 2020 (2-session course)

2:00 p.m. – 3:15 p.m.

https://www.aseonline.org/Home/Event-Detail?id=586983

COVID-19 Response Team Workshop: Leading Your Back-to-Work Efforts

May 11, 2020 (2-1/2 hour workshop)

10:00 a.m. – 12:30 p.m.

https://www.aseonline.org/Home/Event-Detail?id=590719

Process Improvement Essentials

May 19 & 21 2020 (2-session course)

1:00 p.m. – 2:30 p.m.

https://www.aseonline.org/Home/Event-Detail?id=590674

Project Planning

May 28 & 29, 2020 (2-session course)

1:00 p.m. – 2:30 p.m.

https://www.aseonline.org/Home/Event-Detail?id=587030

We're Here to Help

The Luminous Group provides consulting and training services in the areas of quality planning, project management, process improvement, and management coaching.

For more information, please contact us.

Telephone: 248.538.8677
Email: Murray@LuminousGroup.com

Or explore our website:
www.LuminousGroup.com

We're Here to Help

ASE will continue to provide employer information regarding COVID-19, including return-to-work resources.

Please contact Michael Burns for any questions or assistance, including ASE course information or registration.

Telephone: 248.223-8039
Email: mburns@aseonline.org

Stay up to date with Coronavirus resources at
www.aseonline.org