WORKFORCE RESET

A Playbook for Workforce and Employer Resilience

LEAD WITH RESPONSIVE, EMPATHETIC COMMUNICATION CHECKLIST

- [ ] Be transparent and forthright about the health of your business and any plans to take workforce actions, especially the possibility of furloughs or layoffs.
- [ ] Ensure proper security procedures/software and hardware to protect workers and company as-sets/proprietary systems and prevent cybercrime/ inappropriate actions and behaviour.
- [ ] Encourage two-way communication: Create a hotline or simple process where people can get immediate answers to their questions or pose questions to leaders.
- [ ] Centralize your communication channels: Continue to update your internal portal or "hub" with policies, news updates and FAQs, so people have a resource to get answers quickly.
- [ ] Use pulse surveys to help gain a clearer understanding of people's concerns and needs - surveys should have ability to provide detail issues and also solutions/responses to guide others with similar concerns.
- [ ] Consider purpose-led symbolic acts from leaders — personal actions or commitments help demonstrate that "we are in this together." Link to tangible examples to aid this.
- [ ] Engage remote and frontline workers with real-time, personal, consistent communications about health and safety, policy updates and guidance from leadership.

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