



WORKFORCE RESET

A Playbook for Workforce and Employer Resilience

MAINTAINING CONTINUITY CHECKLIST

- Identify workers in critical roles who should work on-site versus those that can work remotely – re-evaluate as required.
- Support secure and efficient remote working capabilities with policies, hardware and software to ensure system and data security and appropriate use of information.
- Implement new technologies and develop workflows to support productivity. Provide access to learning/coaching on how to lead a remote team and develop new ways of working.
- Establish policies for remote working for the long term, as many organizations are planning to encourage people to work from home for the foreseeable future.
- Measure remote workforce effectiveness, productivity, engagement, worker physical and mental health, as well as work environment and security.
- Refine priority HR practices - planning for critical roles, performance management, rewards and recognition, and worker relations.
- Accelerate digital upskilling to support new ways of working and innovative products/services.
- Develop and review first- and second-level succession plans for key leaders and critical roles to support rapid re-deployment in the case of unexpected or extended absence due to illness or personal reasons.
- Recalibrate 2020 performance goals to ensure achievable targets - make goals adaptive to change as conditions/economy and client/public needs change.
- Build new policies to clarify remote working protocols/online communications/data backup/storage/file transfer and use/proprietary concerns, etc.

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