staffcircle
your people unified

THE HR GUIDE TO BUSINESS RESILIENCE

THE BIGGER PICTURE: 2020 & BEYOND

REMOTE WORK

Nearly half of employees will work remotely at least some of the time.

48% work remotely, compared to 30% pre-pandemic

EMPLOYEE DATA COLLECTION

Remote work increases passive data collection, driving H&S protocols.

16% reported data collection

EMPLOYER AS A SOCIAL SAFETY NET

The societal role of employers have grown e.g employee wellbeing.

0-HOURS CONTRACT STAFF

The number of full-time workers declines following cost-saving initiatives.

12% of employees are full-time, 32% have 0-hours contracts

CRITICAL SKILLS REDEFINED

The skills needed to meet strategic goals are no longer equal to roles.

FROM EFFICIENCY TO RESILIENCE

Lean operations pre-pandemic focused on efficiency resulting in broken processes.

(DE)HUMANISING WORK
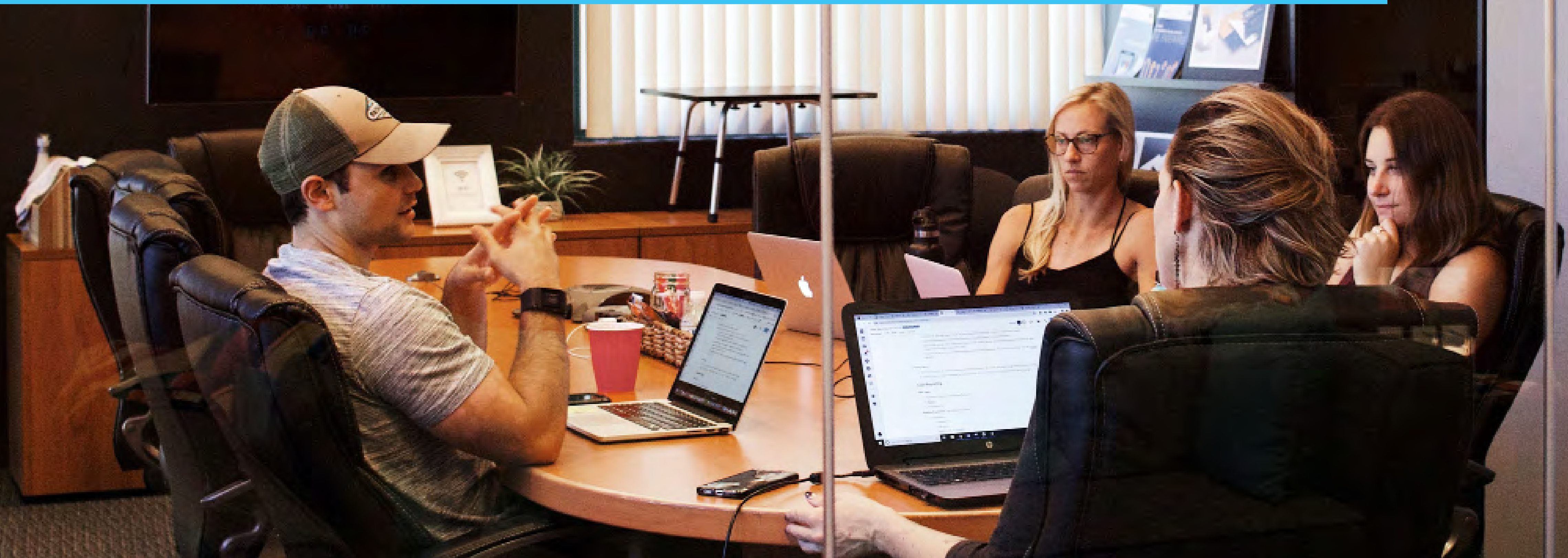
Empathy vs productivity - how much is too much to ask?

FUTURE SUCCESS AND EMPLOYER BRAND

Organisational commitment towards employees will define employer brands for years to come.

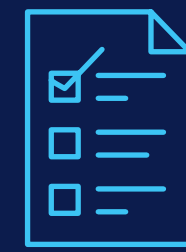Based on: Gartner, Future of Work Trends Post COVID-19

HR ACTIONS FOR SURVIVAL AND SUCCESS

REMOTE WORK

The success of remote work experience will depend on how effectively leaders can design best practices to **continually support, encourage trust, creativity collaboration, connection & psychological safety.**

Take Action

- Digital Vision: Identify the skills and competencies needed for effective remote work

- Employee Experience: get feedback on what worked and what didn't

- Performance Management and One2Ones: create psychological safety
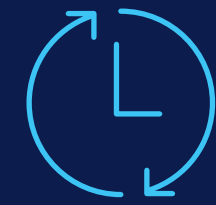
Future Proof

- Use employee data to assess current skills and competencies

- Create new employee journey maps, build trust and provide flexible working

- Work with teams on specific protocols and schedules to establish ways of working together

Take Action

- Assess current policies and practices on data collection

- Evaluate current data storage and accessibility

- Use Performance Management to determine the part that data plays in assessing productivity

Future Proof

- Ensure transparency and use an ethical approach to data collection

- Evaluate effectiveness of current software and identify any gaps. Plug the gaps or utilise new software to meet evolving needs

- Track sentiment and engagement to build culture regardless of location

EMPLOYEE DATA COLLECTION

Remote work produces more tangible data (chats, video calls, logins etc.) even if organisations don't actively collect it. **Data-driven insights will be important to maintain oversight of employees' performance, engagement and well-being.**

EMPLOYER AS SOCIAL SAFETY NET

Post COVID-19, employees will have their own challenges both in terms of their health and wellbeing. **Evaluating Benefits and Rewards Strategy can create greater organisational flexibility.**
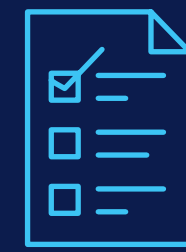
Take Action

- Assess current mental health and wellbeing policies

- Inform employees of relevant health updates, local impacts, training and desired cultural behaviours

- Equal approach to those who can, and those who can't work from home
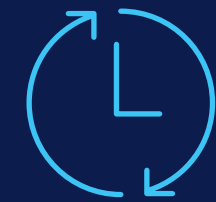
Future Proof

- Enhance employee experience: address new work-norms by implementing support for mental health and for personal demands

- Utilise analytics to identify which employee benefit initiatives work and which do not

Take Action

- Create a strategic plan to avoid creating a 'Them' and 'Us' culture

- Evaluate benefits and renumerations offered

- Assess individual development and progression needs

Future Proof

- Ensure that there is a process in place for performance management and for the individual development of 0-hours staff

- Ensure inclusivity, recognition, rewards and motivational tools are present and employee sentiment is measured.

ZERO-HOURS CONTRACT STAFF

To reduce overhead costs businesses are increasing the use of 0-hours employees and contractual workers. **Performance management of 0-hours workers and their integration into the wider team will be critical to success**

CRITICAL SKILLS REDEFINED

The transformation of work has lead to narrowing down what is critical. Critical strategic roles are no longer equal to skill sets critical to the business. **Truly critical roles will be a combination of critical skills, critical strategic roles and critical workflow roles.**
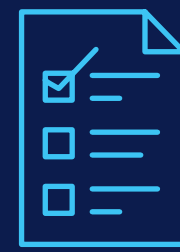
Take Action

- Focus on employee development to build a resilient workforce where people can adapt in the face of constant change

- Invest in increasing critical skills

Future Proof

- Develop new career models reflective of someone's potential vs skills

- Adopt a data driven approach to better understand employees unique attributes, needs and dimensions - matching these with organisational goals & objectives

Take Action

- Design roles around outcomes and processes rather than skills

- Establish strong and consistent communication channels with employees

- Adopt a 'Systems' / 'Dynamic' rather than 'Linear' approach - accounting for high interconnections and potential volatility in supply or demand
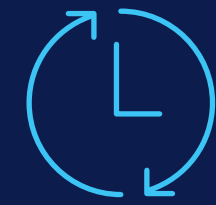
Future Proof

- Embrace future work practices: advocate virtual and flexible work

- Expand into technologies that will underpin collaboration and teamwork and provide analytics that can drive and inform future strategic decisions

- Use analytics to inform resourcing decisions

EFFICIENCY VS RESILIENCE

Financial accounting focuses on cumulative revenues and costs, and there are no standard methods or metrics for measuring resilience or complexity. **Pre-pandemic the focus was on cost and streamlining, now it's on creating flexibility.**

(DE)HUMANISING WORK

The boundaries between home and work-life are more blurred and employees work longer hours. **Organisations will need to be conscious of finding the balance between the need for productivity and empathy.**
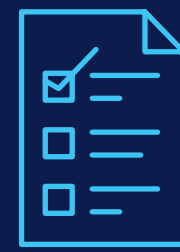
Take Action

- Embrace and invest into technology to drive efficiency: automate tasks so that employees can focus on creativity, innovation & problem solving

- Consider the implications of remote work from a psychological perspective and encourage leaders to develop their emotional intelligence and soft skills
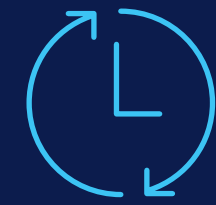
Future Proof

- Conduct research into current employee experience. Use this research to inform decisions for creating a truly great workplace.

- Track engagement levels: low engagement can point to insufficient resources, stress or burnout

Take Action

- Focus on employee engagement and the retention of existing talent

- Consider short term financial concerns against the long term impact on employer brand.

- Partner and pool resources with with other companies

Future Proof

- Position brand around recovery, align and engage top talent to support wider recovery plans.

- Consider the concept as 'Building Together'. Brands will be more reliant on employee advocacy.

FUTURE SUCCESS AND EMPLOYER BRANDS

What candidates will look for in a role is rapidly evolving. Stakeholders will look at how organisations treated their employees during the pandemic. **Organisations' approach to protect their brand will affect their ability to retain and attract top talent.**

FUTURE PROOF WITH STAFFCIRCLE

Remote Work

The flexible Performance Management module will enable managers to identify skills and competencies

One2Ones as well as the Communication module allow employees to provide instant feedback wherever they are

Employee Data Collection

Cloud based - robust data storage easily accessible from any device

Built in Security and Virus Scanner

Run reports on engagement, track employee sentiment and communication

Employer as a social safety net

The Communications Module allows to instantly push comms on multiple platforms

With the Newsfeed feature it's easy to inform about health, H&S updates and mental health support

Worksheets enable to create any type of document or checklist

0-Hours Contract Staff

Create bespoke Performance Management for 0-hours staff

Motivate and drive inclusion with Awards and Recognition or even the Newsfeed

Push communications via text, e-mail, Newsfeed and App

Critical Skills Redefined

Develop employees & identify skills gaps based on data extracted from Performance Reports & One2Ones

Motivate and drive inclusion with Awards and Recognition or even the Newsfeed

Push communications via text, e-mail, Newsfeed and App

From Efficiency to Resilience

Microsoft Teams Integration creates an enhanced user experience. Collaborate, work as a team, share, like comment, report on & increase performance & productivity, all from within Teams.

(De)Humanising Work

Identify engaged and non-engaged teams / departments

Free up employees - Automate mundane HR tasks, reduce admin time

Future Success and Employer Brands

Keep top talent by ensuring continuous 2-way communication & with automatically scheduled One2Ones

Recognise and Award them

Build employee advocacy through inclusion, & instant transparent communication.

Document Resources:

We gathered the information from the most reputable sources, collating it into key points and actions. If you would like to delve deeper into any of the topics, just click the links below:

Deloitte: Workforce strategies for a post-COVID-19 recovery Workbook

Forbes: Seven Ways To Adapt Your Management Style For A Remote Team

Gartner: Future of Work Trends Post-COVID-19

Gartner: HR's COVID-19 Response Defines Employer Brand

International Data Corporation: How Tech Builds Business Resiliency and Enables Agility

Personnel Today: Covid-19 recovery: Employer brands will require 'seismic shift'

Raconteur: Facing future challenges

The Boston Consulting Group: When Resilience Is More Important Than Efficiency
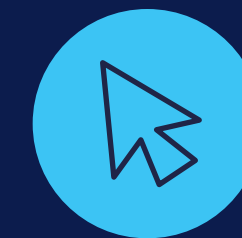
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Book a demo to see how it could work for you:

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