

Business and people priorities toolkits for the 'new normal'

Post pandemic (Covid-19)



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Business and people priorities



STRATEGIES FOR THE NEW NORMAL

PEOPLE STRATEGY

1. Well-being
2. Leadership resilience
3. Talent attraction
4. Talent development
5. Talent retention
6. Employee engagement

BUSINESS STRATEGY

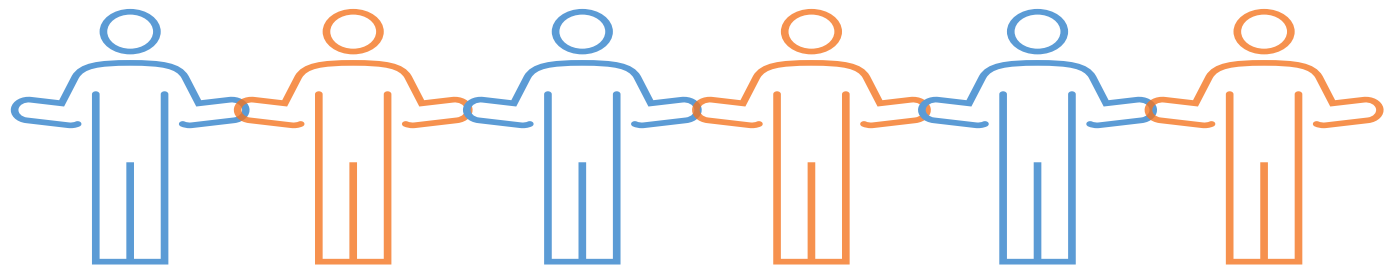
7. Company culture
8. Employer branding
9. Competitive advantage
(innovation, digitalisation & transformation)
10. Business continuity
(diversity, localisation & new business opportunities)

BUSINESS PROCESSES

11. Work function
(changes to policies & processes)
12. Productivity
13. Technology adoption & change management



People Strategy Toolkit





Tips on toolkit



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01 Analyze

Review the learni



Wellbeing Toolkit





Wellbeing



As companies begin to operate in the new normal, maintaining health and wellbeing of employees is critical to sustaining operations.

Going forward there will be more scrutiny and stringent workplace safety measures that will need to be adhered to.

This toolkit includes the following material:



Introduction to employee wellbeing



Steps that employees, employers & managers can take to promote wellbeing



Guiding questions, tips and case studies for practical application



Purpose & Benefits



This toolkit is targeted at business leaders and HR leaders alike, as they prepare for the new normal post pandemic.

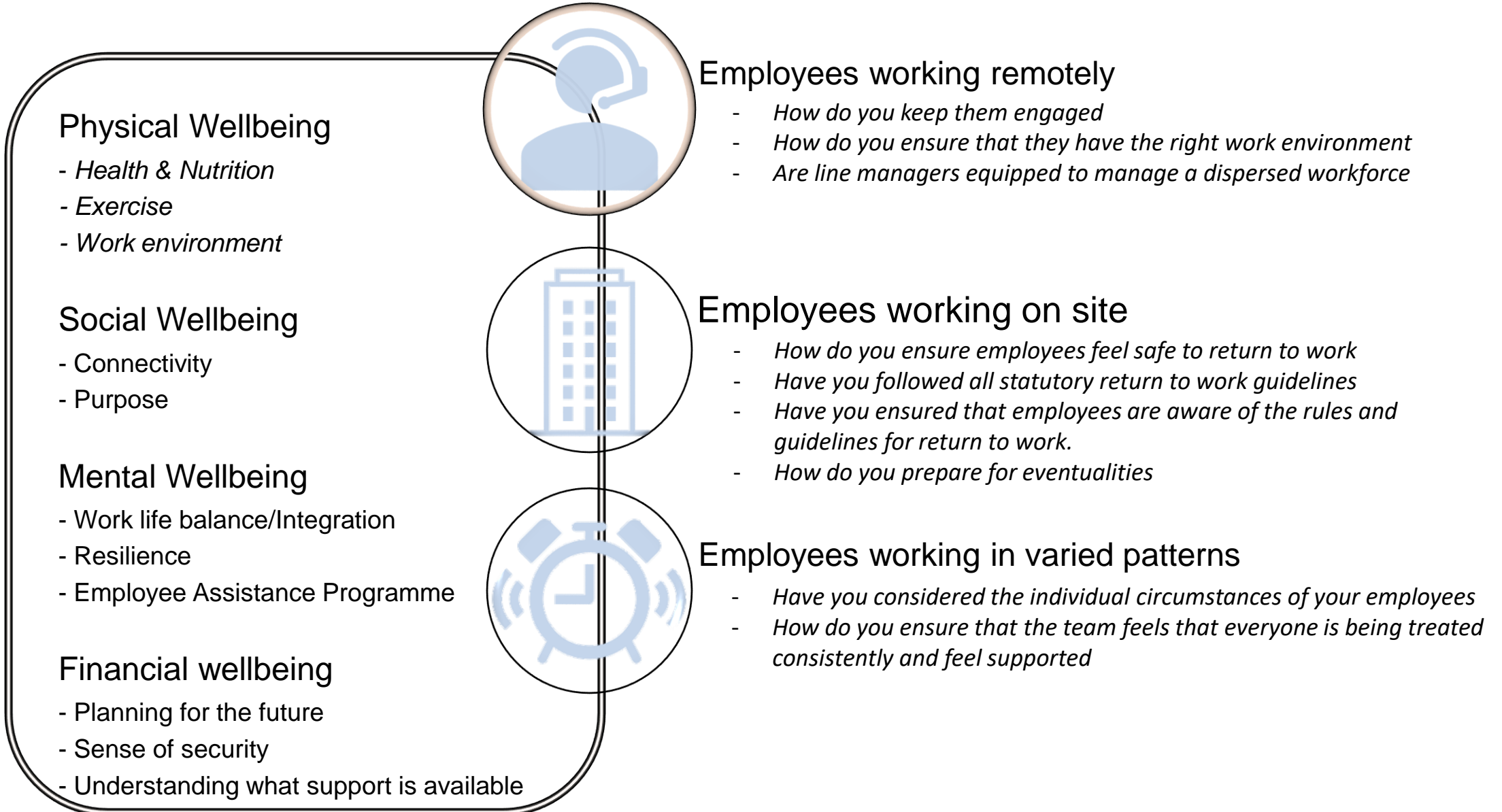
We recognise that most businesses will be fighting hard focusing on immediate priorities as they battle through a pandemic and the resultant economic turbulence. As a result, they may not be able to pause, look ahead and plan for future.

This toolkit is a ready reckoner that will enable HR practitioners to diagnose and solve organisational challenges across various dimensions including strategic and operational people priorities.

Almost two in three workers in Singapore are feeling more anxious and stressed. Post covid19, employee wellbeing is no longer a matter of choice but necessity.



Introduction to Wellbeing





Steps to promote wellbeing





Steps for Managers



1. Always listen without judgement
2. Stay connected and ask how you can help
3. Share your experiences and feelings
4. Act kindly and recognise when others do too
5. Create a culture of openness

Lead with Empathy

1. Schedule virtual moments like morning coffee
2. Encourage healthy and supportive coworker relationships
3. Promote wellness activities to keep employees on track with their health
4. Keep in mind individual circumstances
5. Look out for mentors and buddy partnering

Encourage Social Interaction

1. Ask how your teams are doing on a personal level
2. Be alert in case some employees are feeling isolated
3. Look out for common signs and symptoms
4. Be flexible and relax the rules where required
5. Know when to step aside and seek help
6. Ensure people schedule breaks
7. Support work life integration

Support Wellbeing

1. Set expectations and establish work goals based on output
2. Make sure people feel in the loop
3. Find people's motivation and flex management style as required
4. Connect people and create cross functional teams
5. Set milestones and celebrate small and big wins
6. Establish team norms

Support Productivity



Steps for Employers



1. Adopt the [safe management measures](#)
2. Establish cleaning and sanitisation standards
3. Appoint a contact to ensure health and safety of employees working in the office
4. Ensure support is in place to promote good hygiene practice

Make the Workplace Safe

1. Highlight rules, guidelines and support plan
2. Reinforce travel restrictions and policies
3. Provide tips and assistance for remote working
4. Remind employees of hygiene practices
5. Share information about business continuity plans and any crisis response plan

Communication & Training

1. Be clear with flexible work and leave policies, as appropriate
2. Consider providing training to your line managers to equip them to spot and support wellbeing needs
3. Deploy pulse surveys to provide employees the opportunity to feedback
4. Consider return to work interview

Support Wellbeing

1. Consider and consult employees about their work from home arrangements
2. Assess your culture
3. Review your policies and frameworks and ensure they are inclusive
4. Re-assess health and benefits cover for employees including on site assessments and teleconsulting

Update Policies & Procedure



Steps for Employees



1. Remember to follow public health guidance
2. Get outside and breathe in fresh air
3. Maintain self care
4. Take time off as required

Physical Wellbeing

1. Schedule virtual moments
2. Stay connected to colleagues and co workers
3. Create a structure in the workday with schedule time for break
4. Acknowledge that everyone's situation is different – keep lines of communication open

Social Wellbeing

1. Make use of employee assistance programme
2. Seek help when you need
3. Sometimes it is ok to say no
4. Explore suitable flexible working arrangements that suits your need
5. Challenge unhelpful thoughts
6. Learn to spot symptoms

Mental Wellbeing

1. Understand the financial landscape
2. Understand what support is available
3. Reach out to the experts through formal or informal network
4. Explore established and emerging solutions

Financial Wellbeing



Appendices



Tips



Case studies





Tips to foster a wellbeing environment



1. Awareness & Communication

- Clear, concise & regular communication
- Campaigns promoting wellbeing & support
- Personal check in's
- Readily available FAQ's & guides

2. Organizational Support

- Supporting Policies & Programs
- Peer support
- Social network
- Common values and drivers

3. Lead by example

- Leaders – walk the talk
- Line manager trainings
- Supportive culture

4. Listen & Think “Bottom Up”

- Employee survey's assessing needs & feelings
- Show “you listen” through actions
- Facilitate channels where employees can feedback

5. Measure Success

- Measure take up of programmes
- Measure data from health screenings, sickness & absence
- Develop fit for purpose metrics



Quick energy boost tips



30-seconds	3 minutes	30 minutes
Walk over to the kitchen and pour yourself a glass of water or cup of coffee/tea	Phone a loved one or friend for a quick chat. Leave a message if they don't answer.	Pamper yourself with a luxurious bath, and maybe have scented candles and soothing music.
Sit on a chair and focus on the sensation of the chair pressing onto your back and bottom	Make a hot drink in a mug and sip it slowly, feeling the warmth of the mug in both hands.	Enjoy a TV or radio programme, either a recording of an old favourite or something new
Take a few sips of cold water, focusing on the cooling feeling as you swallow it. Even better if very cold or if you can add ice	Quick brain workout, such as 3 minutes doing a word search, crossword, sudoku. Try the 'Alphabet Game' choose a category, then using the alphabet in order, list as many as you can.	Do something 'mindful'. This means just focusing on the one thing you are doing: such as bit of gardening, spending time on an indoor hobby, doing a jigsaw puzzle, listening to a recorded boo
Look out of a window or doorway. What can you see and hear? Anything new or unusual?	Listen to a favourite piece of music, something soothing or uplifting depending how you feel	Prepare a tasty meal or snack, perhaps a new recipe, and eat it slowly, savouring every mouthful
Pick up a special photo or object that evokes happy memories and focus on what it means to you.	Brush your teeth and brush or comb your hair. (even if you don't really need to!)	Sing at the top of your voice, sing all the songs you know, or just your favourites several times.
Take a few slow deep breaths. Breathe in, count to 3, breathe out, count to 3.	Write a worry list. Getting things down on paper can help stop them going around in your head. Now tackle them one by one	Phone someone for a quick hello or if needed, phone a helpline



Case Studies



1. Corporate businesses are investing in **telemedicine** providers, generating the largest-scale adoption and integration of telemedicine technology since its inception
2. DBS, Singapore's largest bank had offered all their customers and their immediate family **complimentary COVID-19 relief insurance coverage** to further cushion affected patients' expenses. The COVID-19 Hospital Cash policy is a 30-day free coverage that provides a daily cash benefit for hospital confinement and a lump sum payout for ICU confinement in relation to the virus. It also provides worldwide coverage for policyholders who must travel during this period.
3. Bristol Myers Squibb (BMS) is helping employees stay connected while working remotely through various initiatives like regular webinars for mental wellbeing, online fitness sessions, online social activities like quiz, among others. They launched their first **Mental Health Ambassador Programme**, aimed at supporting people who feel overwhelmed or need support.
4. New Relic a software company have initiated multiple initiatives like hosting virtual happy hours, meditation and yoga sessions, lunches, coffee chats, jam sessions, slack chats and video calls to help people stay connected. They have also allowed employees to **take time off for sickness or caring activities** without impacting holiday allowances.
5. Pharmaceutical company Amgen is providing virtual health and wellbeing seminars, providing office equipment and **ergonomic supports to staff**, enhancing its social media tools – including Yammer – to connect people, running virtual gym classes and asking its **health insurance** provider to give medical and other supports as needed to employees
6. Most company's have produced **employee surveys** to keep measuring the pulse of the staff and build programmes accordingly



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More wellness tips can be found at <https://wellbeingandcoping.net/>



People strategy toolkits master



Scan here to access all toolkits



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Thank you