



Strategic Plan for Employees

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Topics We Will Discuss

- Employee are scared and stressed
- Culture change = opportunity
- Roto - Rooter & remote employees
- Hiring & returning employees
- 5 takeaways

Change = opportunity

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Our Changing World






“Face reality as it is,
not as it was
or as you wish it to be.”

Jack Welch

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Employees are Scared & Stressed

- Covid - 19
- Stay - at - home
- Politics
- Social distancing & masks
- Social unrest
- Unemployment

Fear of the Unknown



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Added Stress

- Daycare?
- Homeschooling again?
- Are the kids safe this summer?
- Mortgage and car payments?
- Disabled child?
- Dying or sick family member?
- Enough money to pay bills?
- Health insurance

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How Stress Affects Work

- Team building
- Communication
- Social circles
- Manager - employee conflict
- Performance, safety, and quality issues
- Customer service issues
- Turnover & employee engagement

Also your customers and suppliers

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Your Company Culture Will Change

- Substantially higher employee stress
- People first - mother, son, uncle, etc.
- Reinvent better ways of doing things
- New strategy
- Not everyone will be coming back
- Home vs. Office
- Managers not prepared for this level of stress & change

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Reducing Employee Stress

Benefits:

- Increase employee engagement
- Increase employee performance
- Improved quality, customer service, turnover rates, safety concerns and profits
- **Higher sense of self-worth**

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What Do Employees Want?



- Honesty
- Leaders who make the tough calls
- Effective 2-way communications
- Validation
- Flexibility
- Diversity & inclusion
- Trust & appreciation
- Respect and to be part of the decision process
- Fewer counterproductive company policies
- You “have their back”
- Walk in their shoes

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10 Things You Can Do



- Build the best team for the new realities - core competencies
- More “WE” - less “ME”
- Breath/think before communicating (walk in their shoes)
- Assessments - hire to improve talent - critical mass
- Be approachable
- Recovery time - take time for self care
- 1 hour/week - personal - no questions - quiet space
- No emails on weekends
- No emails after 6:00 PM
- Ask questions, LISTEN and learn

WHAT GOOD WILL I DO TODAY?

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Remote Employees



What Roto-Rotter Confirmed

- Boss who is honest, capable and fair
- Quality tools and training
- Trust
- Respectful communications
- Fair wages and benefits
- Good, well maintained equipment
- Caring attitude

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Hiring



Job Fit + Manager Fit + Culture Fit

- 5 key questions
- What are your 3 - 5 must have core competencies
- Job outlook + job description
- Assessment
- Onboarding - formal & informal
- Team member's input on candidates
- Hits and misses meeting
- Critical mass

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Managers Who Will Have Trouble Adapting



- Micro-managers
- “Because I’m the boss” types
- Manage by fear and intimidation
- “That’s the way we always do it” types
- The screamers
- Hire too fast
- The “99 right...1 wrong” types
- Those stuck in the past
- Poor follow up

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Offer



Free one-hour consultation

to discuss your specific situation

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Five Takeaways

1. Walk in their shoes - your employees are scared
2. Teach your managers how to reduce employee stress
3. Develop your 3 - 5 core competencies
4. Develop job outlook and enhanced interview evaluation forms
5. Reevaluate your employee assessment