



COVID-19: Redesigning Your Employee Engagement Strategy

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Today's Guest:

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EMPLOYEE ENGAGEMENT + STRATEGY

sustaining energy and momentum in a COVID-19 world



Florican

WELCOME

Introductions

In the Q&A window, introduce yourself and share one success or win your organization has experienced in the last 60 days.

EVERYTHING I NEEDED TO KNOW

*(about adaptability
and engagement)*

I LEARNED AT UKROP'S



136 calendar
days

96 work days

30 +/- mental
days

- Labor Day
- Return to school
- National elections
- Thanksgiving
- Hanukah
- Christmas
- New Year's

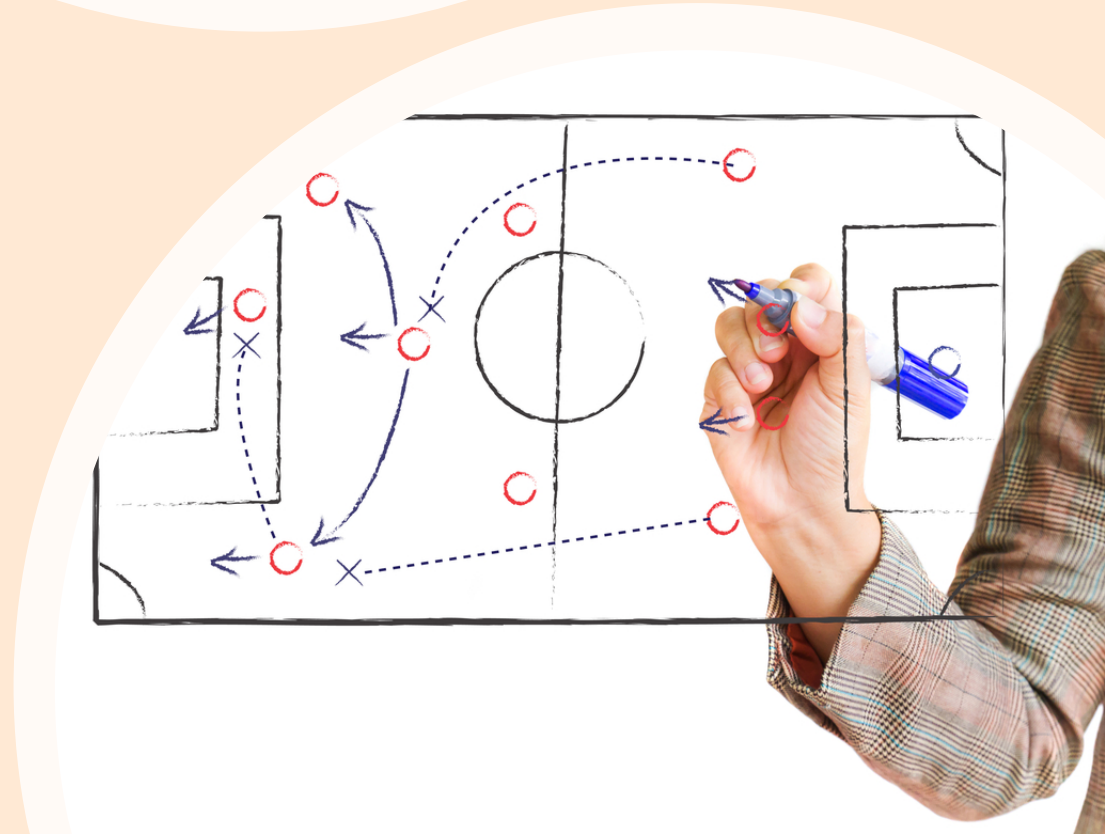


Check for
Engagement



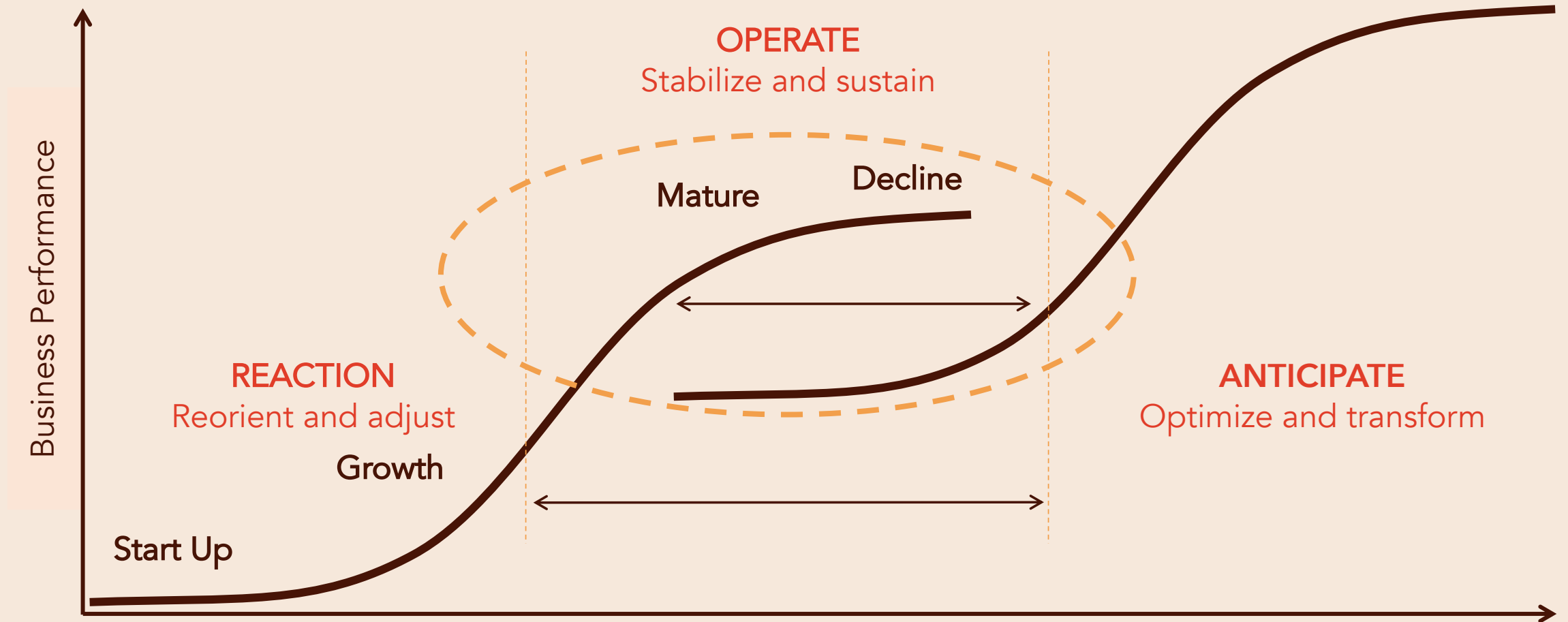
Align Your
Leadership

Build Your Playbook



REACT, OPERATE, ANTICIPATE

your three COVID-19 disruption playbooks



PEOPLE BEFORE STRATEGY

address human needs so your people can engage

- The need for alignment
- The need to feel connected
- The need for a guiding vision and voice
- The need for engagement
- The need to feel control
- The need to feel safe
- The need to feel momentum
- To be heard and understood!

STEPS OF CHANGE

how people (and organizations) move through change)

* Psst! It's a journey!



THE FIRST STEP: **AWARENESS**

In Awareness, employees may be consciously aware of this new reality, but do not fully understand the personal impact, or what they are expected to do in response. Initial emotions may include a mixture of excitement, anxiety, confusion, fear, uncertainty or disagreement.

THE SECOND STEP: **UNDERSTANDING**

In Understanding, employees can now see how the changes will impact (or are impacting) them, their teammates or others, and the way work gets done going forward. They understand that there are new expectations that will require new skills or behaviors. Emotions may still be mixed, but employees may be starting to awkwardly practice new skills and behaviors.

THE THIRD STEP: **ACCEPTANCE**

In Acceptance, employees are more consistently supporting the changes taking place, and are beginning to approach work in ways that ensure a successful transition. They agree with the organization's new direction, and see the need for new skills and behaviors. They demonstrate their commitment to meeting expectations by practicing new skills or behaviors in moderately challenging circumstances.

THE FOURTH STEP: **APPLICATION**

In Application, employees are proactively supporting the changes taking place by meeting or exceeding expectations in their day-to-day work, and by more proactively engaging in positive ways with teammates, customers and other stakeholders. Their commitment is visible and evident. They are not hesitant to model new skills and behaviors for others, and are supportive and encouraging of their teammates.

THE FIFTH STEP: **INTEGRATION**

In Integration, employees are instinctively modeling the new skills or behaviors in ways that motivate and engage others in the organization. They find that engaging with and supporting the changes happening is easy, and they are actively looking for opportunities to engage and motivate others in the organization to move forward through the changes.

Your Leadership
Opportunity:

DIRECTION & SUPPORT



QUESTIONS & LESSONS

you ask, we discuss

- What questions do you have, or lessons can you share, that may be of value to others on this call?
- What else do you need today?
- Don't hesitate to contact me at john@floricane.com if I can be helpful as you and your team processes what's next