

LunchChat

Connect. Inform. Help.



Effective Organizational Management from a Distance

May 12, 2020

Hosted by Rockford Area Convention & Visitors Bureau

Today's LunchChat Host



John Groh

President & CEO
Rockford Area Convention
& Visitors Bureau



RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

Phase 1 Rapid Spread	Phase 2 Flattening	Phase 3 Recovery	Phase 4 Revitalization	Phase 5 Illinois Restored
<p>Strict stay at home and social distancing guidelines are put in place, and only essential businesses remain open.</p> <p>Every region has experienced this phase once already and could return to it if mitigation efforts are unsuccessful.</p>	<p>Non-essential retail stores reopen for curb-side pickup and delivery.</p> <p>Illinoisans are directed to wear a face covering when outside the home and can begin enjoying additional outdoor activities like golf, boating & fishing while practicing social distancing.</p>	<p>Manufacturing, offices, retail, barbershops and salons can reopen to the public with capacity and other limits and safety precautions.</p> <p>Gatherings of 10 people or fewer are allowed.</p> <p>Face coverings and social distancing are the norm.</p>	<p>Gatherings of 50 people or fewer are allowed, restaurants and bars reopen, travel resumes, child care and schools reopen under guidance from the Illinois Department of Public Health.</p> <p>Face coverings and social distancing are the norm.</p>	<p>The economy fully reopens with safety precautions continuing.</p> <p>Conventions, festivals and large events are permitted, and all businesses, schools and places of recreation can open with new safety guidance and procedures.</p>

Panelists



Ginnie Weckerly
Human Resources Director
Goodwill Industries



Julie Bosma
Executive Director
RAMP



Shurice Hunter
Director of Human Resources
City of Rockford

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UnitedWayRRV.org/covid-19

OR

Text TOGETHER to 40403



Ginnie Weckerly

Keeping the Culture & Staying Engaged with Employees

- Culture Starts at the Top
- Early Steps
- Staying Connected
- Setting Expectations
- Results

Human Resources Director
Goodwill Industries

Goodwill
Northern Illinois





Culture Starts at the Top



Early Steps

- Establish Pandemic Proactive Response Team
- Establish Employee Care Team
- Ensured Employee Benefits Remained intact
- First Connections
 - Assistance with unemployment
 - Provide Community Resources
- Supporting Employees Who Are to Working from Home
 - Ask about their needs
 - Establish new norms



Goodwill
Northern Illinois



Staying Connected

- Listen to Employees
- Consistent Meetings for Work from Home Employees
- Use of Video Technology
 - Meetings, messages, and training
- Text Messages
 - Group texts or text alerts
- Employee Portal on Your Website
- Keep Traditions
- Welcome Back Kit



Setting Expectations

- Human Resource Policies to Consider
 - Create a policy that addresses working from home
 - Think about how/when non-exempt employees work from home (Wage & Hour Laws)
 - Create a policy that allows for multiple channels of communication of concerns
 - Think about your leave policies
- Remember, we are all learning together
 - We say this often!



Results

-Employee Message to her Manager-

“I can tell just from the last few days that my mood is different. It is because I get to be back at work. I have been laughing and smiling – I didn’t realize how I felt being away from work. It feels “normal” again or as normal as it can be and I can actually be useful now. 😊”



Thank You

Goodwill
Northern Illinois



Ginnie Weckerly
Human Resources Director



Julie Bosma

- Results Only Work Environment
- Coaching with our staff
- Management meetings
- Technology
- Tracking results not hours

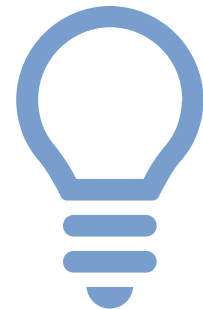


Executive Director
RAMP



3 Keys to Successfully Managing from a Distance

1. Focus on employee results
2. Consistent, candid, compassionate communication
3. Provide tools and knowledge to complete work



What is ROWE?

- Results – what you are measured on to determine if you are accomplishing your job
- Only – you are not judged on old paradigm - hours at desk, being in office - to determine work accomplished
- Work – what hired to do; duties; responsibilities; expectations
- Environment – the work culture

What is the Formula of ROWE?

100% Accountability = 100% Autonomy

Accountability = responsible, answerable, liable

Autonomy = free will, self-determination, choice



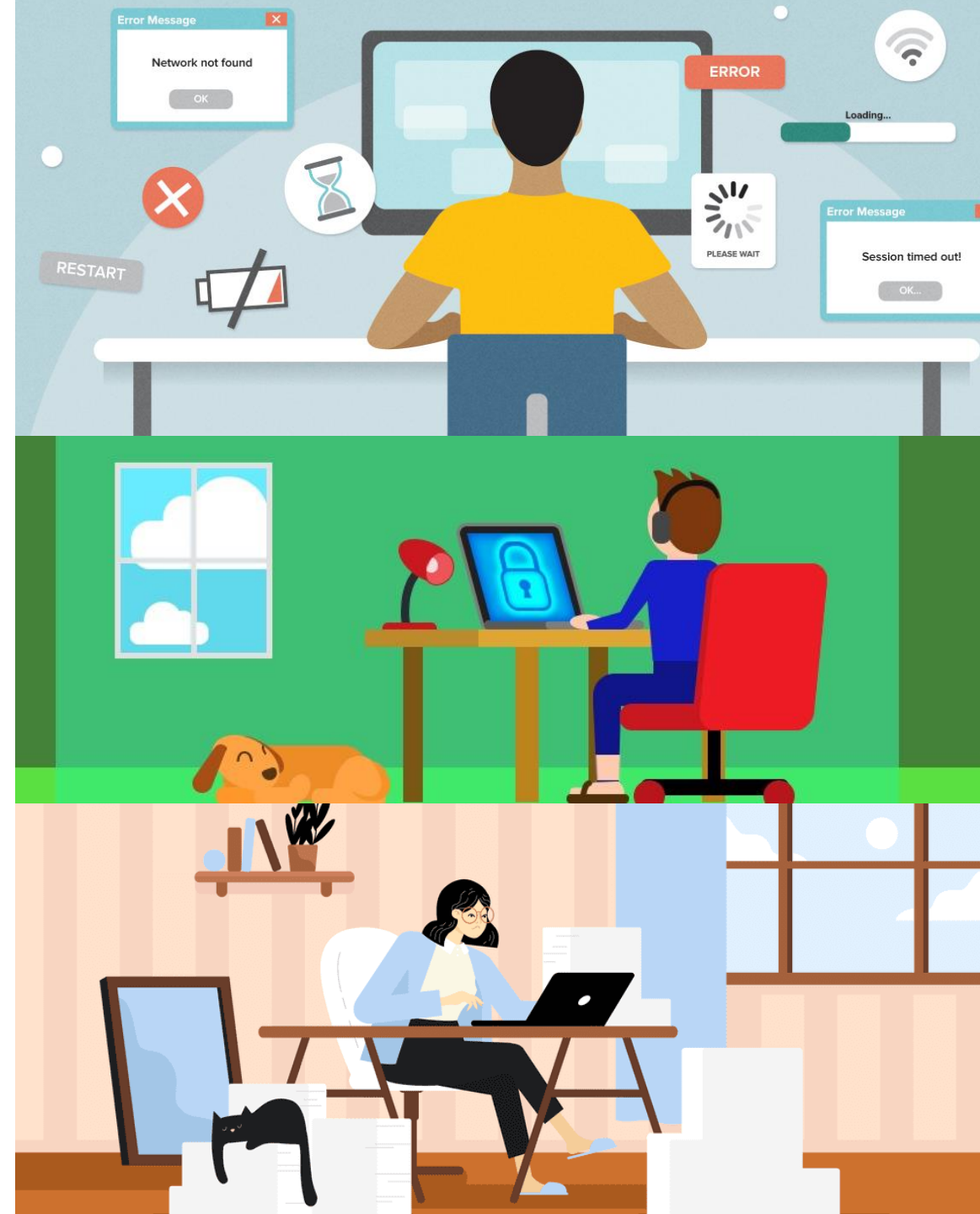
Communication

- **Consistent** – Coaching's, Management, Teams
- **Candid** – Be honest, be clear, truthful,
- **Sincere** – put yourself in their shoes
- **Compassionate** – Start with understanding; provide supports



Tools to Work Remotely

- Laptops
- Phones
- Windows 365





Thank You

Julie Bosma

Executive Director

RAMP



Shurice Hunter

- Preparing for the recovery and the return to work



Director of Human Resources
City of Rockford

RETURN TO WORK GUIDELINES MITIGATION STRATEGIES



PHYSICAL
ENVIRONMENT



WORKFORCE
PLANNING



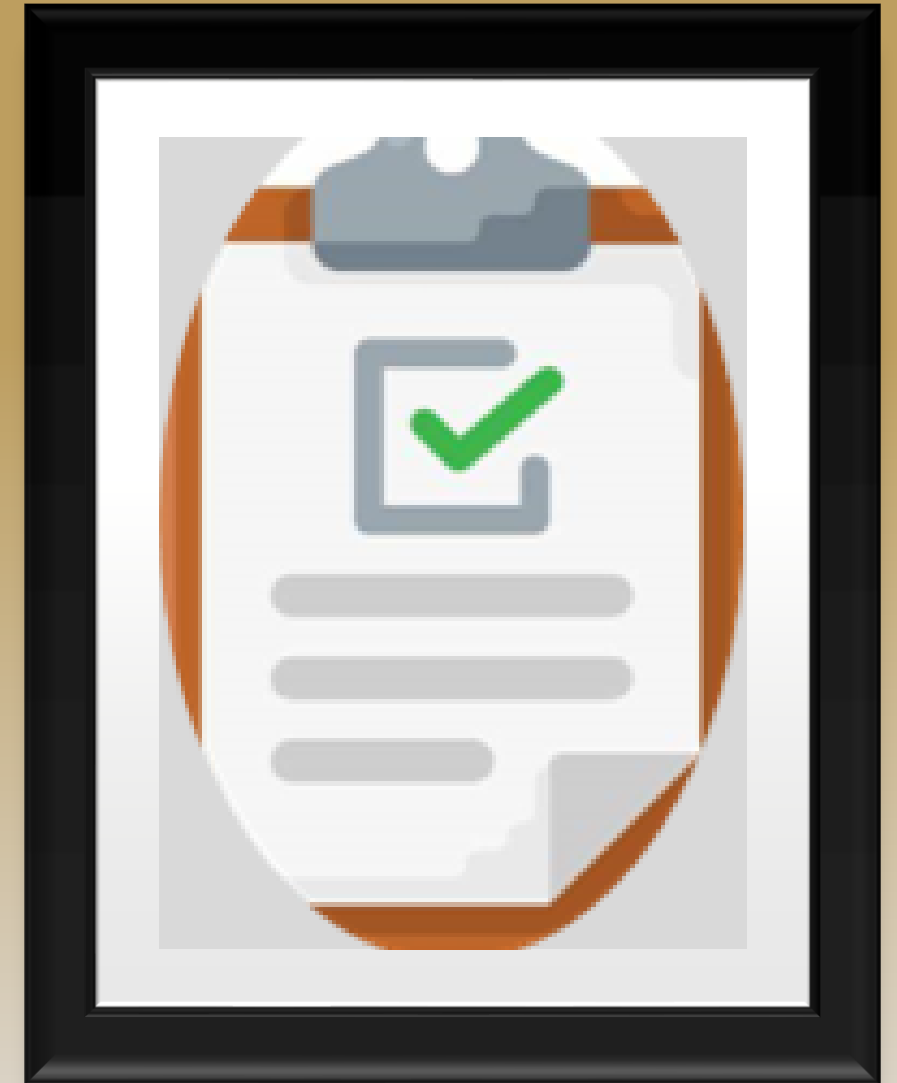
MAINTAINING
WORKPLACE SAFETY



COMMUNICATION

PHYSICAL ENVIRONMENT PLANNING

- Checklist
- Determine When to Reopen
 - Follow State, Region and Industry Guidelines
 - Seek guidance from legal and insurance companies
- Facility Risk Assessment
 - Risk and Exposure
 - Manage and Monitor Risk
 - Identify facility and office needs
 - Communicate with vendors plans



WORKFORCE PLANNING

- Determine who will return
- Return employees in phases
- Flexible schedules, rotating days/weeks
- Communication



WORKPLACE SAFETY

Follow OSHA Guidelines and Industry Standards

Three Tier Approach:

- Limiting the Spread of Transmission
- Maintaining Healthy Business Operations
- Maintain Healthy Workforce



OUTREACH AND COMMUNICATION

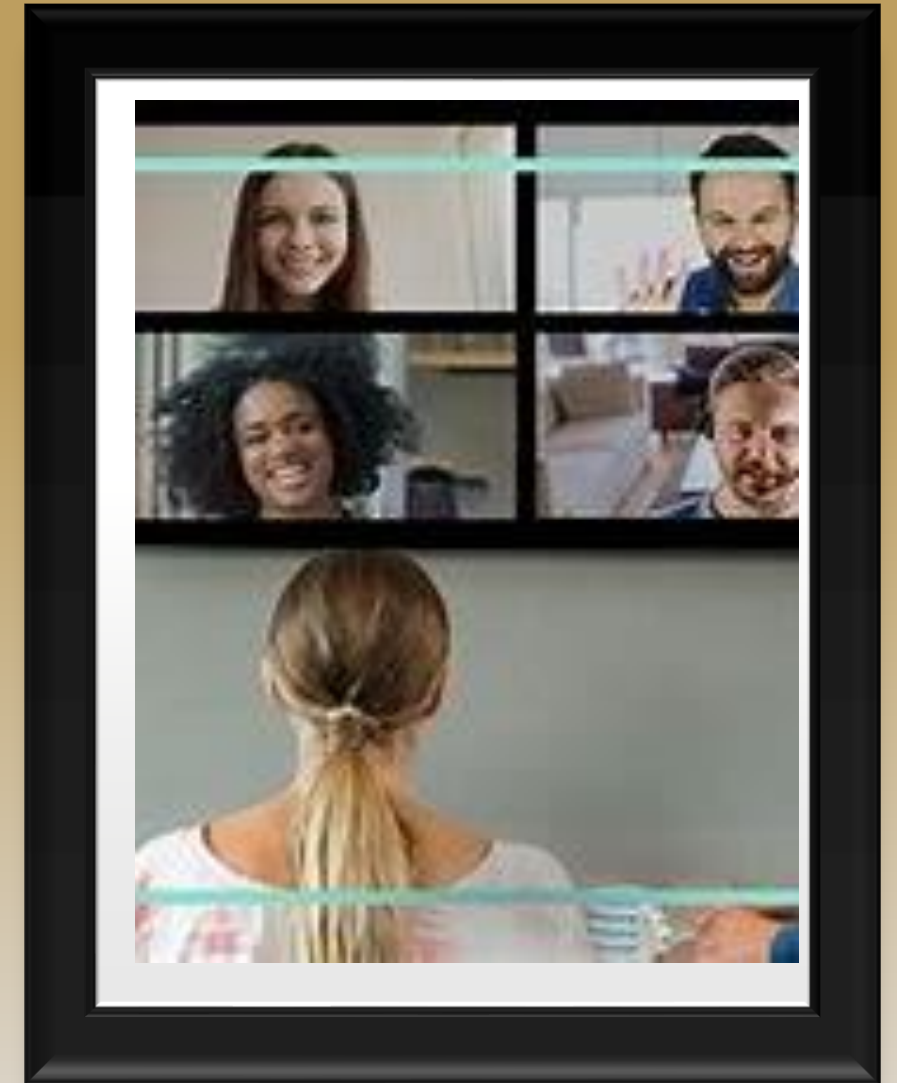
Company Plans for Reopening

- Welcome Letters (reopening plans)
- Facilities Schedule
- Facility Safety Reminders
- Policies and Procedures
- Surveys



MANAGING STAFF WORKING REMOTELY

- ✓ Set clear expectation
- ✓ Establish regular communication
- ✓ Ask for communication preferences
- ✓ Establish rules of engagement
- ✓ Ensuring accountability for responsibilities
- ✓ Offer encouragement and emotional support



THANK YOU!

SHURICE HUNTER
DIRECTOR OF HUMAN RESOURCES
CITY OF ROCKFORD

Q&A

LunchChat

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Tuesdays & Thursdays @ 12 noon

www.gorockford.com/lunchchat

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OR

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Rockford Area Resources

GoRockford.com/ResourceCenter

Information about local sites/attractions/restaurants, and resources for families and small businesses

GoRockford.com/LunchChat

Weekly webinars every Tuesday/Thursday



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Thank you!