



Reward**Gateway**  
the employee engagement people

# Maintaining employee morale while navigating uncharted territory in the workplace

Welcome to the webinar

# Who will you hear from today?



**Alex Powell**

US Director of Client  
Culture and Engagement



**Patrick Ahern**

VP Client Success



**Mike McRae**

President and CEO



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# What's on the agenda today

1 **Connecting** in times of uncertainty

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2 **Supporting** your people through challenging times

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3 **Recognizing** to motivate your team

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4 **Learning** to inform the future

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# Time for Q&A

Got a question?  
Please submit  
via  
[GoToWebinar](#)

POLL



# Navigating a New Normal



# The Impact of Change

Workers experiencing recent or current change

**2x**

likely to report  
stress

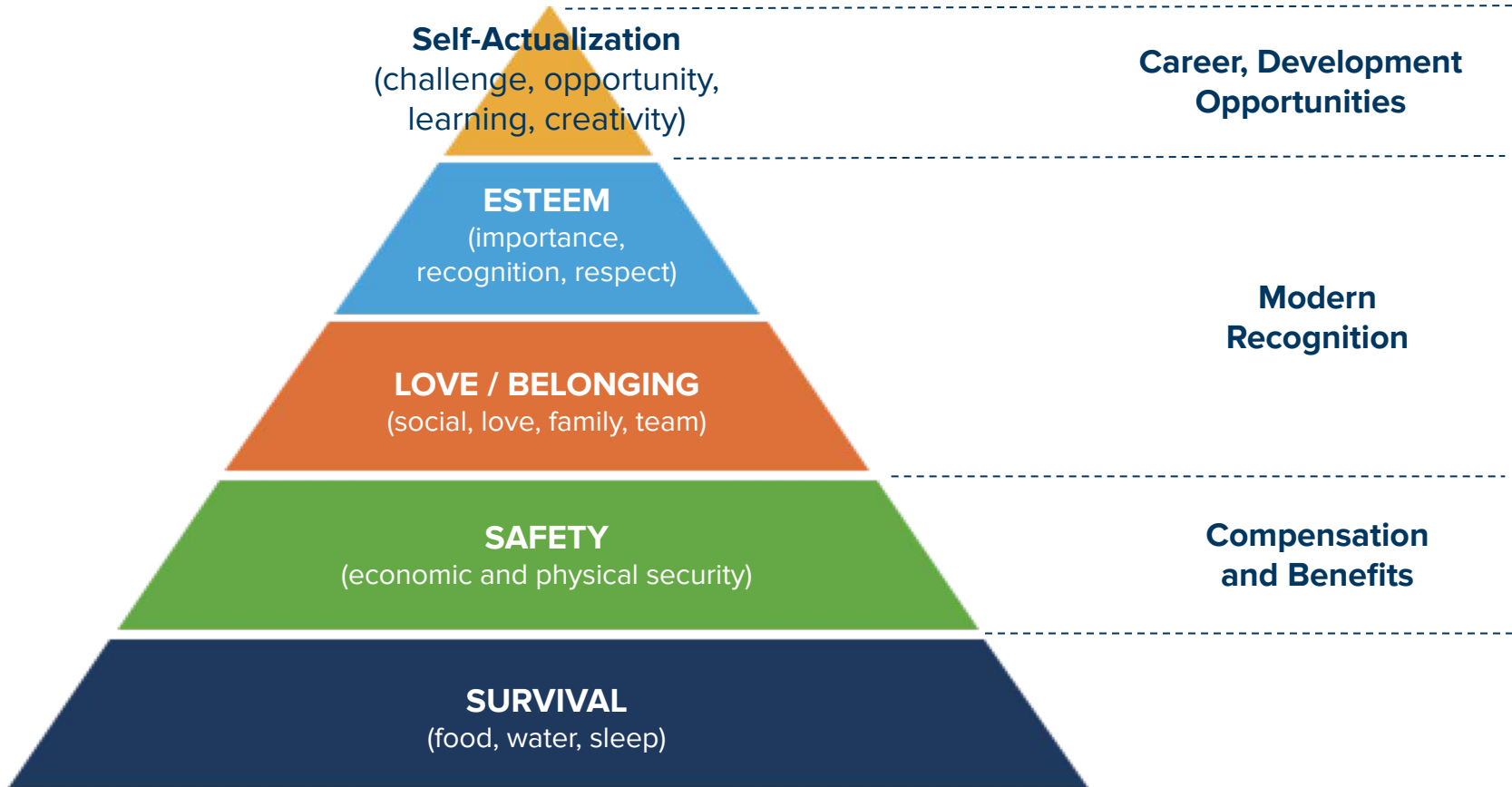
**4x**

as likely to report  
physical health  
symptoms

**27%**

more likely to  
have work/life  
conflicts

# Maslow's Hierarchy of Needs



# The Old Ways Don't Work Now





## What are the biggest challenges facing your work from home team?

- Having an effective set-up at home (technology, access to systems)
- Being isolated from the rest of the team and clients
- Managing communications and information overload
- Blurred line between work and personal



## **What are the biggest challenges facing a team of essential workers?**

- All staff are on-site
- Families - that help with care - are prevented from visiting
- Leadership is competing with the media to share information
- Regulations are changing quickly - at one point every 30 minutes

POLL





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**Connecting remote  
workers and  
frontline teams**



# Connecting with Employees

- Virtual social gatherings - lunches, happy hours, contests/games, etc.
- Monday and Friday 30-min updates
- Leadership town halls
- 1:1's and regular “pulse checks”



Turn on captions





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# Connecting with Elders

- Elder Buddies are non-clinical support staff who visit elders 4-5 times a week
- They stay connected with video calls for family members
- This supports the clinical staff to move more quickly through their day
- Leaders also host regular video calls with large groups of families





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## Connecting with Staff

- We now have one entrance, so we can see everyone at shift change
- Floor staff are connecting via social networks and are working together to solve problems
- Leaders are “acknowledging and demonstrate empathy.” Meeting employees where they are.





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**Supporting your  
people through  
challenging times**



# Supporting Employees

- What's important to you, is important to me - "Family first" in conversations, flexibility of schedules, wellbeing
- Summarizing information - researching and sharing federal, state and local policy updates
- "Work from Home" bundles, CEO 5K Challenge, book benefit

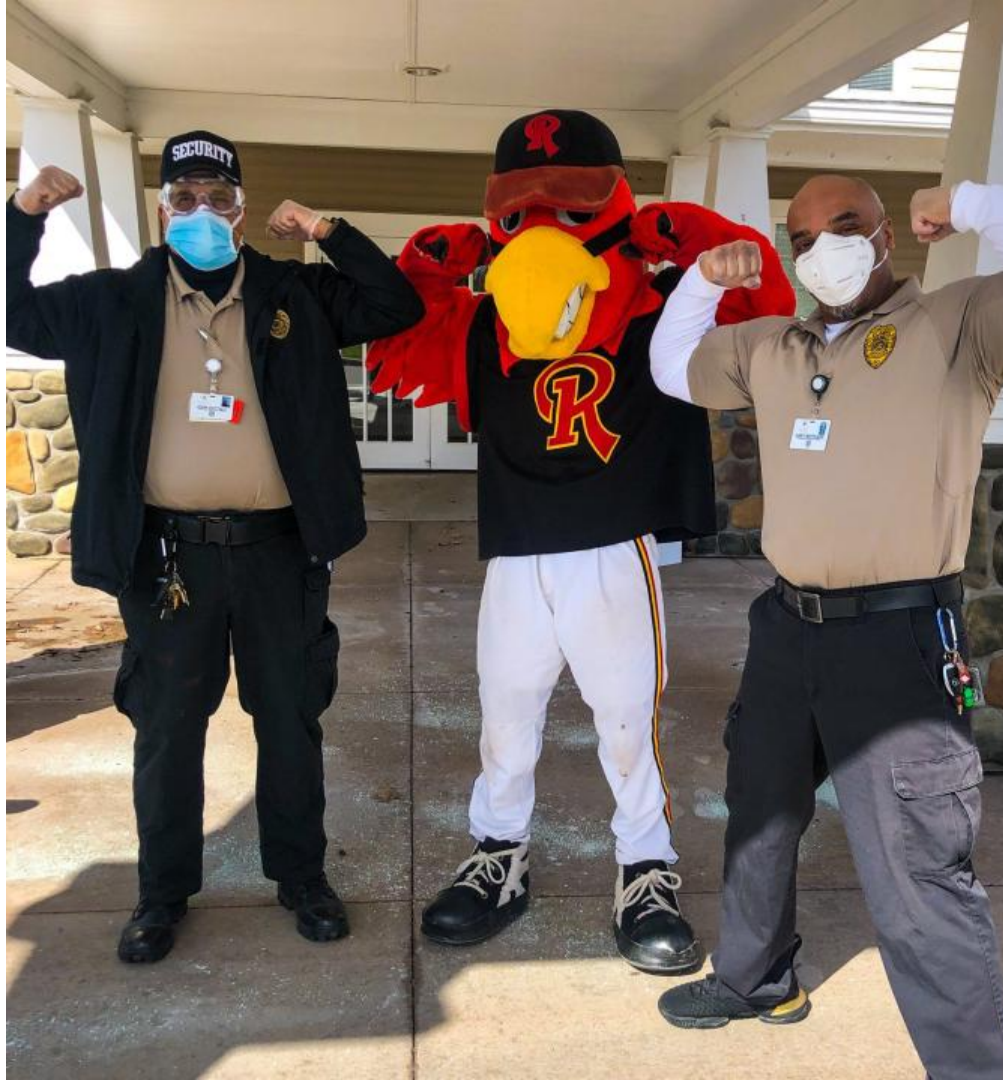




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## Supporting Staff

- Appreciation bonus for full and part time employees in late March and early April
- Free breakfast, lunch and dinner
- Relaxed dress code to allow for individual expression
- Flexibility of scheduling to account for increased responsibilities at home
- I give out my cell phone number to all staff - and I get calls





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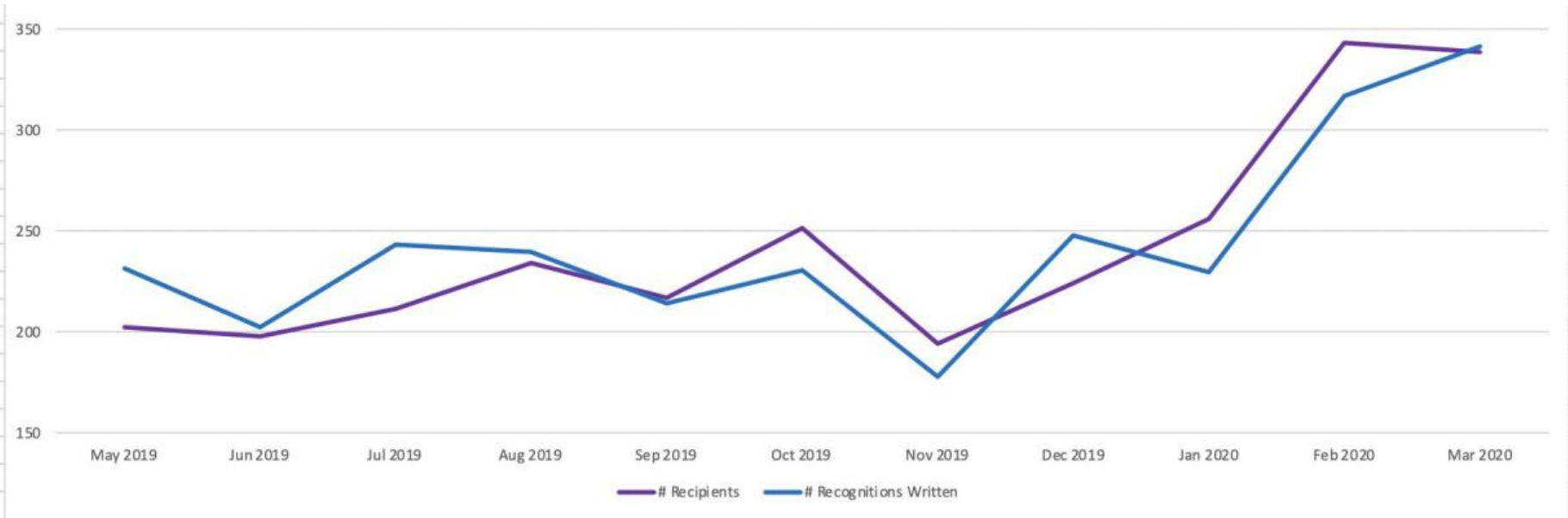
# Recognizing to support employee morale



# Recognizing Employees

- Solid blend of formal and informal recognition
- Mailing Thank You cards
- Starting team meetings with successes
- Connecting the work employees do to mission and purpose





1066 Recognitions  
 638 (55%) Recipients  
 89% Managers posting



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## The St. Ann's Experience



**Poll**

What keeps you motivated in your job?

- Words of affirmation (compliments, verbal thank-you's)
- Quality of time (positive connection/time with supervisor)
- Acts of service (teamwork)
- Tangible gifts (candy, food)
- Other

Your response will be anonymous and we won't see who you are.

**Submit**







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## Recognizing Staff

- Lots of visual recognition around the facility
- Employee of the Month, Care Awards, STAR Awards, Attendance Awards
- A leader is writing notes to employees homes - including those not in his department





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**Learning to  
inform the future**





# Learning for the Future

- Slow down to speed up
- Embrace the change as opportunity (while still being vulnerable)
- Pushing the boundaries





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# Learning for the Future

- We have needed to be nimble and agile. We are making quicker decisions that we can still stand by.
- Gratitude for the efforts of the team.
- Eliminated some of the distance between “us” and “them” between staff and leadership.



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## Browse Blog topics:

Employee Benefits	Reward and Recognition	Employee Communications	Employee and Workplace Culture
Technology and innovation	The Employee Experience	Leadership and Management	Wellbeing at Work



**Kylie Green**  
Global Senior Vice President of Consulting  
5 min read

Adopting a changemaker mindset in times of crisis: 3 qualities of inspiring leaders



**Pippa Arthur-Van Praagh**  
Global Employee Communications Evangelist  
4 min read

How to manage writer's block when creating employee communications



**Joy Adan**  
Content Journalist  
2 min read

16 ways to connect, support and recognise teams in times of uncertainty [Infographic]



**Kylie Green**  
SVP Global Consultancy  
4 min read

Embracing uncertainty with creativity: 3 ideas for recognising remote employees



## Keeping Connected during COVID-19

### Resources to help navigate uncertain times

It's a challenging time for businesses and leaders everywhere. More than ever before, we all need ideas to connect, recognize and support our people in meaningful ways, through difficult times. We hope this resource center helps bring you inspiration, insights and practical ideas to help you navigate the world we're now in. Check back as we'll be updating this hub weekly with new resources and fresh content.



[rg.co/covid19US](https://rg.co/covid19US)



# How valuable was today's webinar

1

Not valuable

2

3

4

5

Very valuable



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**Thank you for  
joining us today**



**Let's make the  
world a better  
place to work**