

Sharpening the Employee Relations Landscape: Preparing for Return to “Normal”

*Returning to Work After the COVID-19 Pandemic
Top 10 Considerations*

OUR MISSION IS
TO SUPPORT YOURS



TODAY'S PRESENTER



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1. THERE IS NO SUCH THING AS “NORMAL”



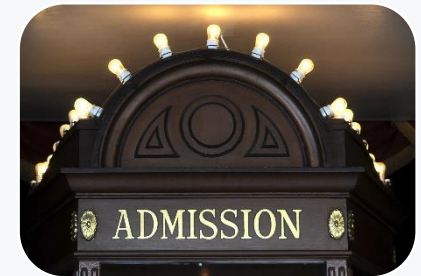
Shattered Norms



Encourage New Ideas



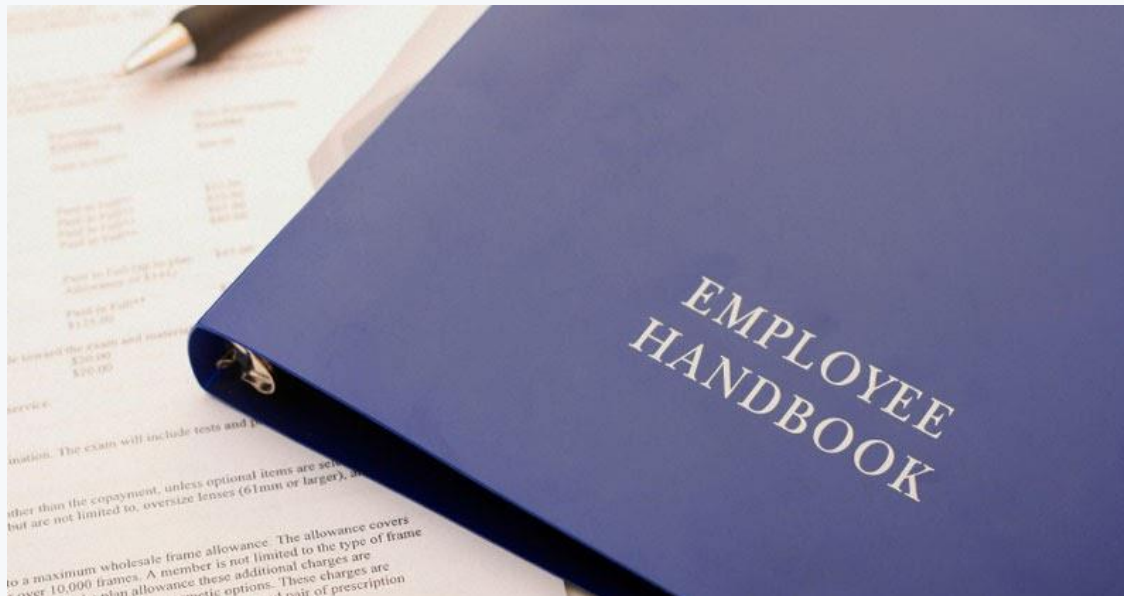
Prepare People Leaders / Flexibility



Admission and Inclusion

2. TIME FOR POLICY AND HANDBOOK REVIEW

- Revisit it through the lens of this unprecedented event
- Revert new changes that no longer make sense
- Window of tolerance of change



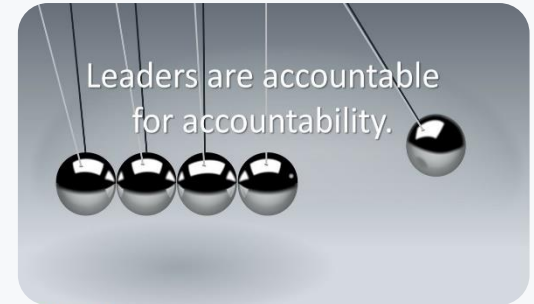
3. ANTICIPATE INCREASED CONFLICT



Control: Forget
It!



People
Mangers:
Identify,
Address,
Escalate



Employee
Accountability:
Say it, Train It
and Live It!

4. WORKPLACE CONFLICT PART 2: SMART INVESTIGATIONS

WHAT?

Do Not Investigate
Everything

The 5% Rule

HOW?

Use the Right Tool for the
Situation

Investigation, Mediation,
Coaching, Training,
Culture and Org
Assessments

WHEN?

Discrimination Claims at the
“Point of Differentiation”

Adverse Impact for “Comings
and Goings”

5. WORKPLACE CONFLICT PART 3: “SEEPING”



6. STAFF UP YOUR ACCOMMODATION RESOURCES

Prepare for a ramp of reasonable accommodation requests to work from home, changed schedules, etc. for those who have an underlying medical condition

THE RISE CO-MORBIDITY CLAIMS

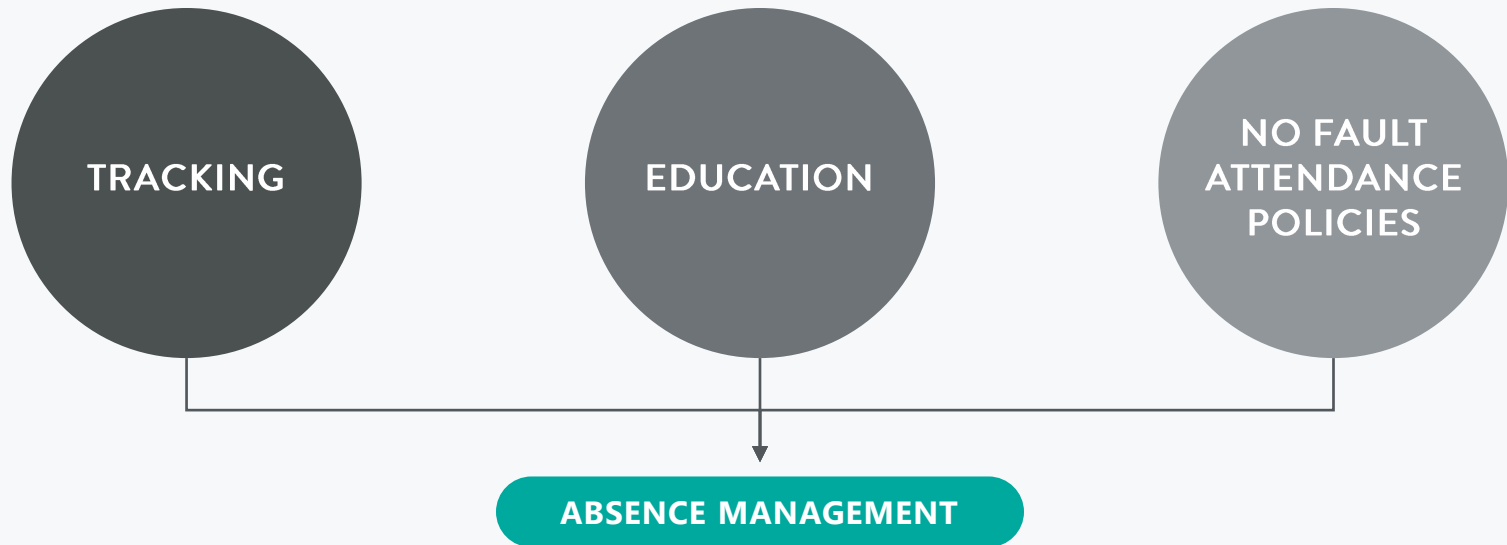
- Add Reasonable Accommodation resources
- Refresh HR resources to be able to handle RA cases
- Train people managers to recognize RA requests
- Educate new users of the RA process

7. SHARPEN YOUR WORKFORCE REORG SKILLS

- Consistent and Aggressive Re-orgs are In Our Immediate Future
- The new “Normal” will force it
- Train HR managing a workforce reorganizations / change management
- Revisit your Severance Rules / Policies



8. REVISIT YOUR ABSENCE MANAGEMENT PROCESSES



9. REVISIT EMPLOYEE ENGAGEMENT STRATEGIES

“HIGH TOUCH” WITHOUT TOUCHING

- Increase communications and “high touch”
- Strategies to do with without needless meetings or stand-ups
- “Empathy without sympathy” and reasonable expectations
- Increase ways that “employees can be heard” without gridlock
- Employee Engagement definition will change ... when we are in survival mode, the things we value shift

10. CRASH COURSE IN LABOR RELATIONS

Labor Unions have a very favorable view of the general public right now

- They are seen as protectors of employee's rights. This momentum will give them headwinds in non-traditional workplaces
- Unprecedented History = Labor Explosions
- Erase fear! Decide on your Labor Strategy and educate

**WORKERS
RIGHTS
ARE
HUMAN
RIGHTS!**

OPEN QUESTIONS?

THANK YOU

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