

July 2020 EAP Notes: Returning to work after COVID-19

How can companies adapt to be successful?



Bringing employees back to the workplace safely will require resilience, adaptability, and reinvention after COVID-19. What will each individual company need to do to be successful?

Companies need to build more adaptable, resilient organizations.

As companies reopen, they will need to be patient with processes as nothing is the same as before COVID-19. As companies have adjusted processes, implemented new policies, and created new policies and procedures quickly, now they need to be able to continue to analyze situations and pivot toward any new business demands. Here are some ways to help the process:

- **Assemble support teams to help reopen workplaces and continue monitoring for any future adjustments.** There are many things to consider when reopening or adapting a work area for the future. A *super user COVID-19 work process team*, made up of employees from all across the work force could provide a unique opportunity. This team can act as a temp check of comfort levels as companies open and time goes by.
- **Reskill workers to adapt to changing work requirements.** This seems like a no-brainer, but getting this started early on will help keep everyone's focus on the ball to serving the needs of the customer. Pick out a mission statement to help everyone stay on the same path and focused on shared outcomes.
- **Survey staff if you need to find skill sets you don't readily know about or onboard essential talent to get you there.** You might already have someone on staff that is able and willing to step up and lead the way, make sure you are looking carefully at what you have and what you will need from workers in the future. Then if you can adjust and hire what you need when you need it.

Support the health and well-being of your people.

Help your people stay informed, engaged, and supported whether they are continuing to work remotely or getting ready to go back to work in the office:

- **Connect people to the resources and answers they need.** Develop an intranet COVID-19 or returning to work section, provide links to details on returning to work, post job aids, HR information, and announcements.
- **See how the workforce is feeling with weekly "pulse surveys"**- ask pointed questions to see how everyone is coping with changes.
- **If you can't setup an intranet page, or send out a survey, then do the next best thing, remind employees of Best Care EAP.** Best Care EAP has many resources pertaining to COVID-19 on the [Bestcareeap.org](https://bestcareeap.org) website that all employees can access anytime. No need to login, just [click here](#), then scroll down to view the tabs on the left hand column: **COVID Related Webinars, COVID-19 Updates** and **Newsletter**. All of these sections have articles, webinars and weekly updated information during this pandemic for you to share with your employees.

Also, don't forget Best Care EAP offers counseling through the Best Care Emotional Response hotline (800) 801-4182 is FREE and available 24/7. Sessions are available via telehealth and are completely confidential.