

Welcome!

The webinar will begin shortly...

3:00

minutes

until the webinar starts

While you wait, here are some fast facts about HR outsourcing:

Companies that outsource HR to a professional employer organization (PEO) are **50% less likely** to go out of business.



The webinar will begin shortly...

2:00
minutes
until the webinar starts

While you wait, here are some fast facts about HR outsourcing:

Companies that use a professional employer organization (PEO) are **28% more satisfied** with their available selection of employee benefits.



"PEOs: Taking Outsourcing a Step Beyond Pays off for Small & Mid-Sized Companies" Aberdeen Group, 2011

The webinar will begin shortly...

While you wait, here are some fast facts about HR outsourcing:

1:00
minute
until the webinar starts

G&A Partners has an average Net Promoter Score (NPS) that is **35x higher** than that of the HR outsourcing industry.



"NPS Benchmarks for B2B" Inavero, 2014



Promoting a Positive Culture in a Hybridized Workplace

Amy Turner, SPHR



Before we begin...

We are recording this webinar. The on-demand recording will be available on our website by the end of the week.

This webinar has been pre-certified by the Human Resources Certification Institute (HRCI) and The Society for Human Resource Management (SHRM) for one hour of HR general recertification credit.

If at any time during the presentation you have a question that you'd like us to answer, please send it to us using the "Questions" tab in the GoToWebinar menu bar.

About G&A Partners

G&A Partners delivers world-class HR solutions that help build thriving businesses and make a difference in the lives of the clients and employees we serve.

G&A Partners has a local presence in the following markets:





Promoting a Positive Culture in a Hybridized Workplace

Amy Turner, SPHR



Learning Objectives

- How to redefine your culture to include various work types such as remote work
- How to onboard new hires and drive engagement and team spirit, even if they work remotely
- Work life balance is out! Learn concepts that are more inclusive and meaningful to workers as they strive to perform while living and working at home
- How to return furloughed workers to the workplace in a compliant manner
- Communication tips and innovations that are effective and that can reduce burnout
- Creating and managing high-performing teams in a hybrid work environment

Return to Work

- Employers do have the right to require in-office participation
- Employers may simply value in-person collaboration as well as morale, and that is their right
- Gradual and flexible strategies can help ease employees back onsite.



COVID-19 Communication

- Employees may be fearful to return if entire workforce has not gotten a vaccine.
- Communicate what you have done and are doing to manage COVID-19 in the workplace.
- Inform employees in writing of new policies and ensure leaders are enforcing them.
- Reassure employees that you will *consider* options for those with underlying health conditions or kids at home, especially if offering FFCRA.
 - High-risk employees may need an accommodation so enact ADA and/or FFCRA if you opted in.
- Watch out for new state or local paid sick-leave laws and returning-to-work laws, especially in California.

Flexibility & Breaking Up the Monotony

- According to [Gallup](#), employees' optimal engagement occurs when they spend 60-80% of their time working remotely
- Future work environment will most likely be both office and remote time
 - The future is a hybrid workplace with, for example, two days in the office and three days at home
- How can you collaborate differently?
- How will you ensure quality and productivity?



Poll Question

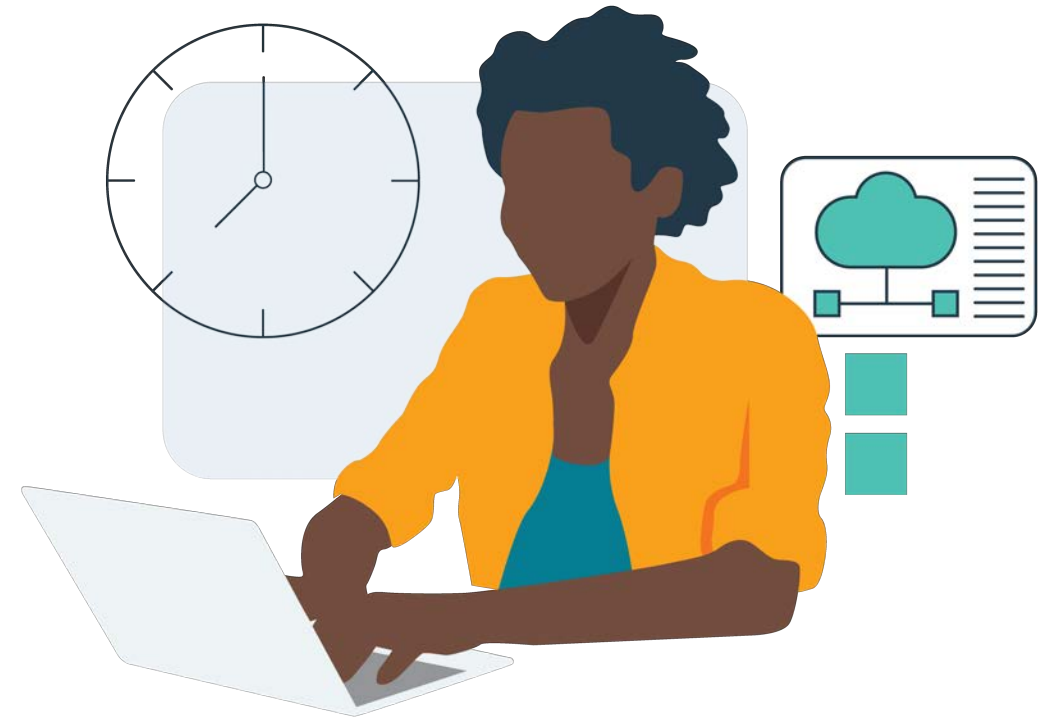
Will your post-COVID workplace/office be set up vastly different than it was pre-COVID?

- Yes
- No
- Unsure
- Not Applicable



What Businesses Are Doing Now

- 33% of responding companies' total U.S.-based workforces will work remotely post-pandemic
- More than 80% said their organization's shift to remote work during the pandemic had been successful, and nearly 40% reported an increase in productivity
- 36% of surveyed organizations have made the decision to reduce the number or size of their offices or facilities



According to a [Work from Home Policies and Practices](#) survey by executive compensation firm Pearl Meyer, conducted in February and March with participation from 349 companies.

Work Life Balance is Out

- “Work life balance” implies that work and personal life must compete.
 - The phrase sets up the expectation that maybe there’s a way to perfectly weigh these.
 - When that doesn’t happen, which is often, burnout ensues.
- Employees need to look at their personal and professional life differently now since both may happen at home.
 - How do you satisfy that with a diverse employee population?
- You can create balance by making sure employees are excited about the work they are doing and who they are doing it for and with.

What will be the new phrase in your organization?

Work-life integration
Work-life fit
Work-life blend
Work-life harmony
Work-life synergy
Work-family / work-life choice

Flexibility May Look Like This

- Staggered shifts but regular schedules
- Let employees suggest what works best for them
- Seating and floor-plan changes
- Certain teams in the office on certain days; all teams once a month
- Consider potential issues such as:
 - If senior managers work from home more days or when they want, but lower-level staff are required to come in, it could present a big culture issue for many employers and possibly discrimination concerns
 - Let employees suggest what works for them
- Implement change gradually and with plenty of notice



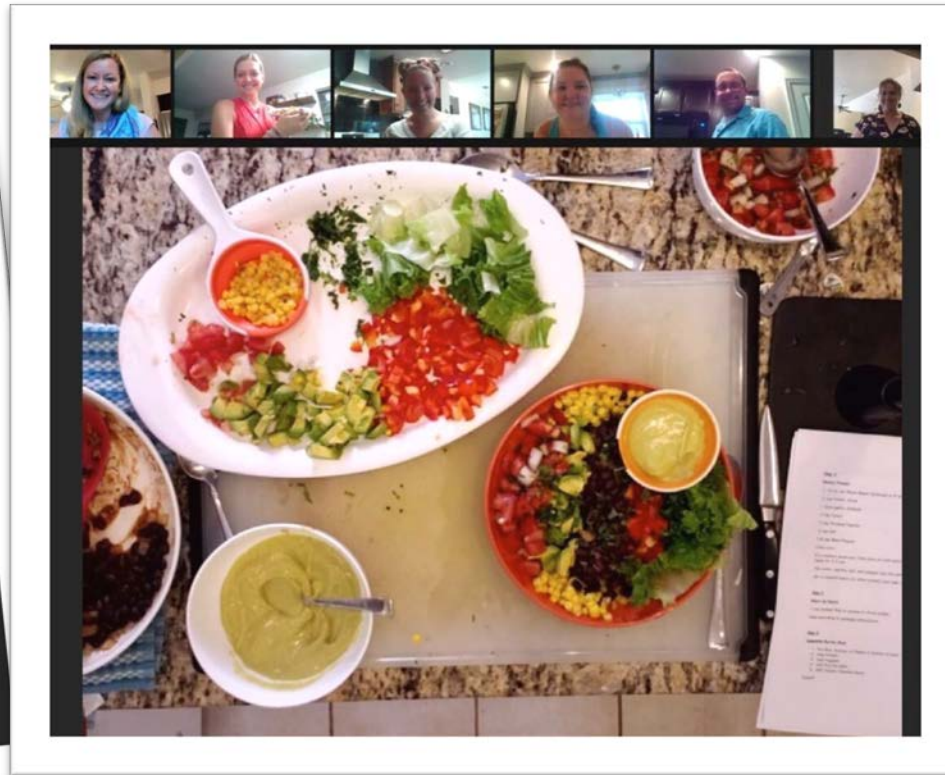
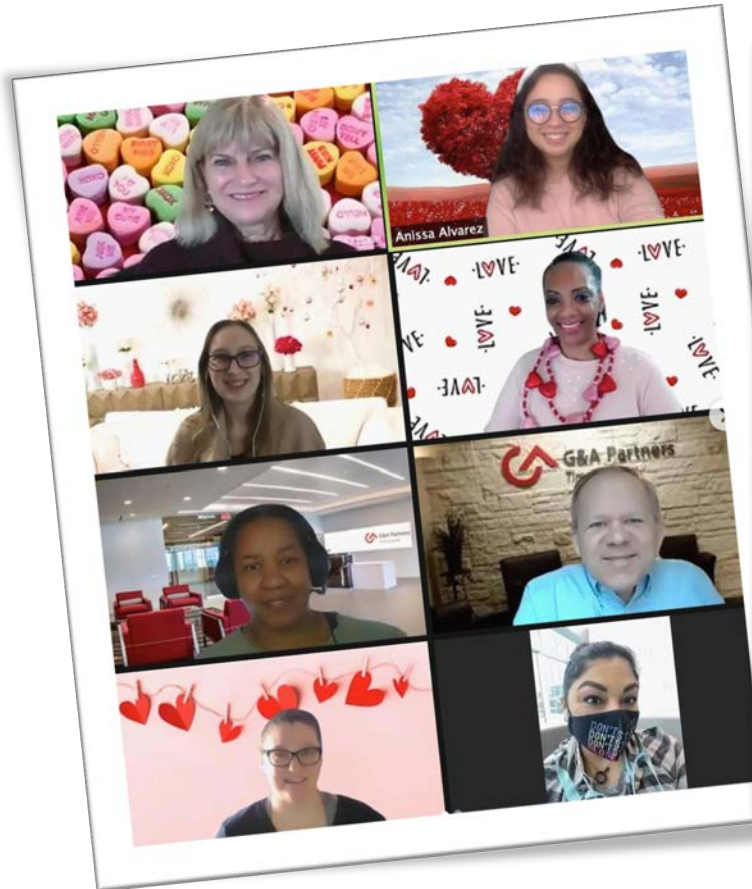
Work-from-Home Best Practices

- Set expectations for any changes to a role and approve them prior to implementation.
- Outline commitments, rewards and consequences.
 - Have a documented, clear way to assess productivity and results.
- Employees need to own it and be required to communicate clearly and often.
 - They must contribute results/ finished products timely, accurately, and efficiently.
- If employee is “working from home” in a different state, check that their compensation aligns with the market in that state and the company plan and taxes are paid appropriately.
- ***Team coordination*** - Ensure people are introduced and become familiar with the team virtually and that relationships are maintained.
 - Implement new ways to keep teams collaborating and create team bonds.

Monotony Breakers

- Office spaces should have collaborative areas, shared workspaces (e.g., hoteling stations), and social areas as well.
- Make meetings enjoyable.
 - Use apps or tools such as whiteboard, break outs, and polls for interactive meetings.
 - Play games.
 - Have lunch.
- *Research virtual teambuilding ideas*
 - *Teams that share experiences, emotions, challenges, or feelings voluntarily help to build unity and decrease feelings of loneliness, separation, and isolation.*
- Ensure work environments are extremely friendly; personal interactions increase productivity when consistent and mitigate the effects of using technology.
- *Consider Focus groups.*

Get Creative!



New Cadence—of a lot of things!

- *There was an adjustment period when we went home and there will be one coming back.*
 - Be sure to address any issues quickly and document them.
- *Communicate differently and more often.*
- Check in frequently with individuals and not electronically.
- Expect a new cadence of meetings: team, company, service / account teams.
 - Create frequent touchpoints with employees in one-on-ones and team meetings.
- Ask yourself: *What things are we doing that don't matter?*
- Employees are experiencing virtual overload. Consider mandatory disconnect times and call times instead of chats.

Poll Question

Do you feel like your team(s) has/have stayed close and been collaborative/effective during the past 14 months?

- Yes
- No
- Unsure



Building Culture in Hybrid Environment

- Keep in mind your employees define the culture, so you need to know what they value.
- READDRESS, READJUST, REITERATE culture and how it is communicated.
- Look at new concerns or topics not addressed before employees split and implement new ideas.
- Identify and deliver what employees want creatively.
- Employees need to reconnect with each other and with the company vision, mission, and values.
- Continue to tie performance to company goals.

Culture Ideas for New Hires

- Onboarding deck that can be emailed
- Communicate culture to potential employees
 - Day in the life video
 - What's on your website?
 - Does it need to be more realistic?
- Required trainings first day / week
- Welcome emails from you and team
- Schedule training / mentoring sessions ahead of time
 - With whom, what is being covered
 - When-date and time
 - Use a calendar for effectiveness
- Have the computer set up and ready on their first day
- Team introductions on their first day
- Assign mentor
- Gift card for office supplies or have them delivered before the first day
- Swag bags
- Get-to-know-you questions

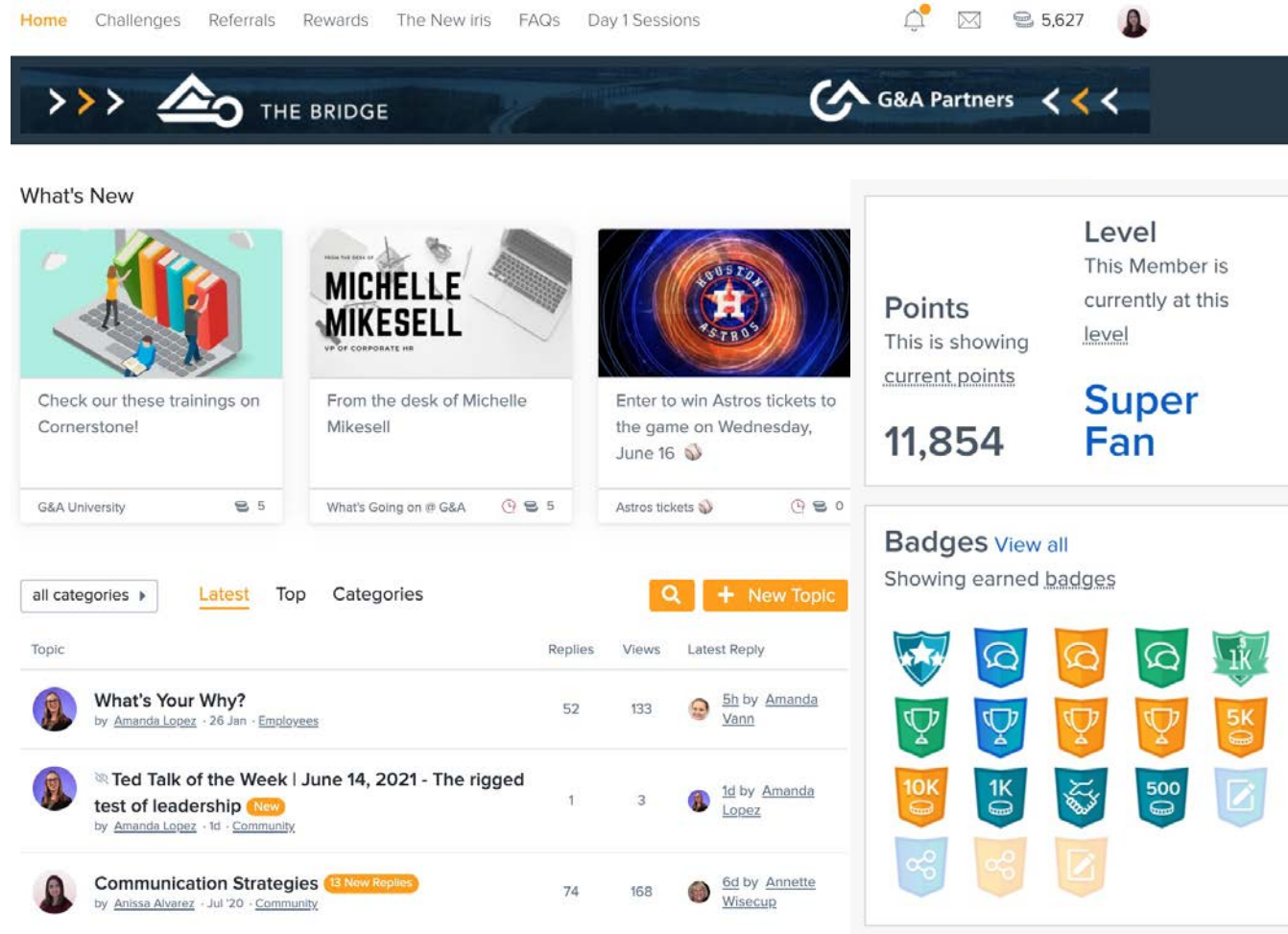
New Concepts to Consider for your Culture

- Look at how different generations are interacting and understand how each needs to connect and feel like they belong
- Understand what each generation values in terms of culture, job security, income benefits. *It's different.*
- Who needs to feel part of a mission? Or not? Belonging? Accomplishment?
- Engaging new generations to the workforce makes imperative the need to connect work to the organization's mission
- Tech-access to mobile tools, dashboards, security

<https://www.gnapartners.com/resources/webinars/bridging-generational-gaps>

New Concepts to Consider for your Culture

- Create new experiences, connections and new ways to have fun
- Display how people have succeeded
- Time off for important family events/functions helps to create balance
- Donations for birthdays, anniversaries
 - Venmo, Cash App
- Digital badges / recognition / rewards
- DISC assessment



The screenshot displays the 'THE BRIDGE' community interface. At the top, a navigation bar includes links for Home, Challenges, Referrals, Rewards, The New Iris, FAQs, and Day 1 Sessions. A user profile icon and a notification bell are also present. Below the navigation bar, a banner for 'THE BRIDGE' features the G&A Partners logo and navigation arrows. The main content area is divided into three columns under the heading 'What's New'. The first column shows a post about training on Cornerstone from G&A University. The second column features a post from Michelle Mikesell, VP of Corporate HR. The third column displays a contest to win Houston Astros tickets. To the right of these posts, a user's profile summary shows they are a 'Super Fan' with 11,854 points. Below the posts, a table lists recent topics with columns for Topic, Replies, Views, and Latest Reply. The topics include 'What's Your Why?', 'Ted Talk of the Week', and 'Communication Strategies'. On the far right, a 'Badges' section shows a grid of earned badges, including achievement icons and point milestones like 1K, 5K, 10K, and 1K.

Home Challenges Referrals Rewards The New Iris FAQs Day 1 Sessions

>>> THE BRIDGE G&A Partners <<<

What's New

Check our these trainings on Cornerstone!

G&A University 5

From the desk of Michelle Mikesell

What's Going on @ G&A 5

Enter to win Astros tickets to the game on Wednesday, June 16

Astros tickets 0

Level
This Member is currently at this level

Points
This is showing current points

11,854

Super Fan

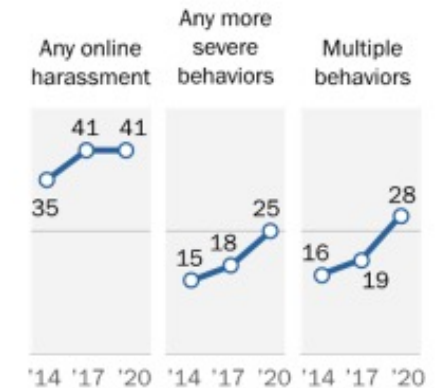
Badges View all
Showing earned badges

Topic	Replies	Views	Latest Reply
What's Your Why? by Amanda Lopez · 26 Jan · Employees	52	133	5h by Amanda Vann
Ted Talk of the Week June 14, 2021 - The rigged test of leadership by Amanda Lopez · 1d · Community	1	3	1d by Amanda Lopez
Communication Strategies by Anissa Alvarez · Jul '20 · Community	74	168	6d by Annette Wisecup

Engagement & Communication

How did COVID-19 change this?

- Productivity increased and so did burnout
 - 69% of employees took less time off and had longer working hours with nowhere to go during COVID to relax. Burnout is a real issue.
- Virtual harassment is on the rise between WFH employees
- Women have been negatively impacted
 - Women—especially women of color—are more likely to have been laid off or furloughed during the COVID-19 crisis.
 - More than one in four women are downshifting their careers or leaving the workforce completely.
- This is an emergency for corporate America



Note: Those who did not give an answer are not shown.
Source: Survey of U.S. adults conducted Sept. 8-13, 2020.
"The State of Online Harassment"

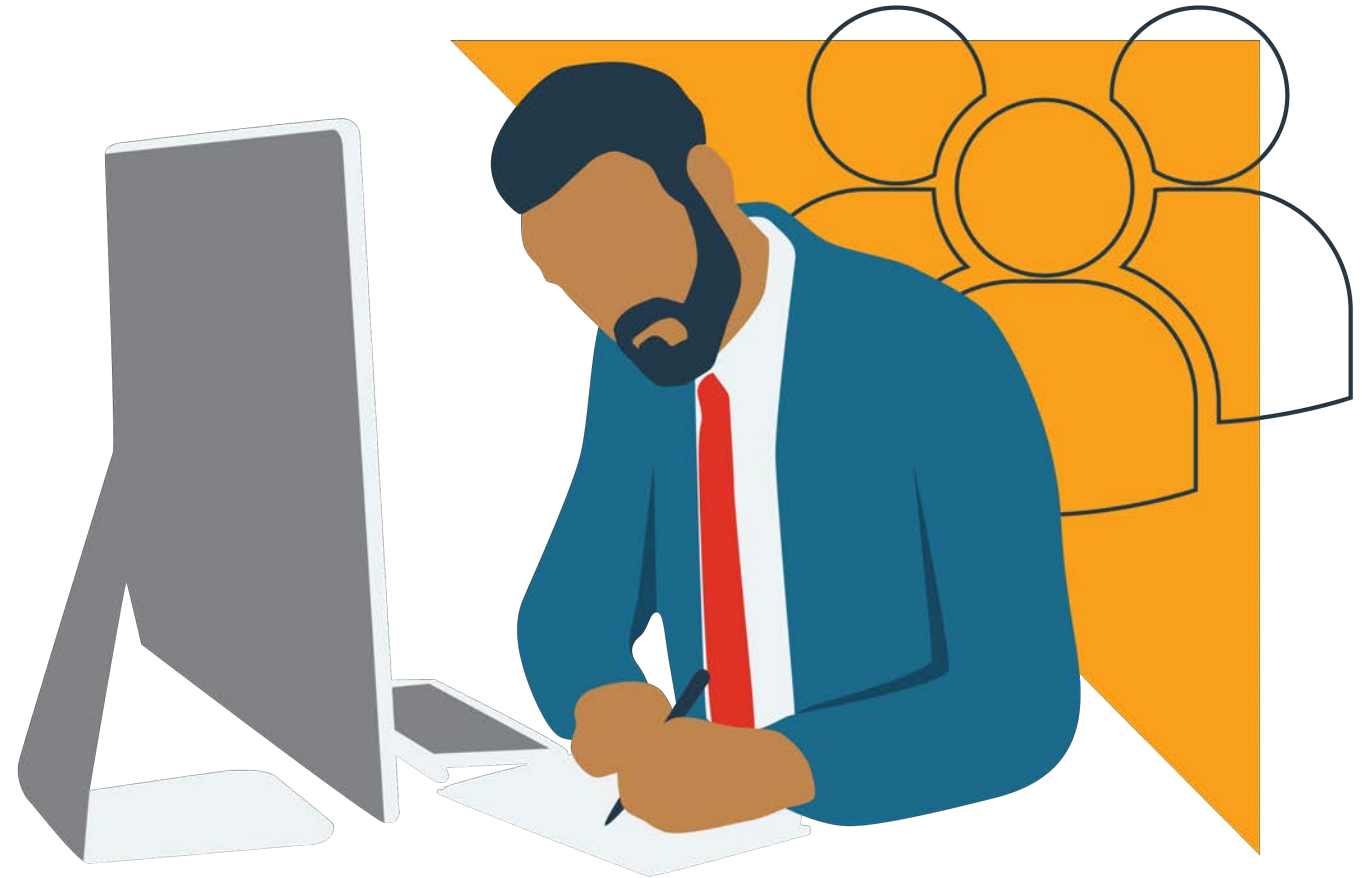
PEW RESEARCH CENTER

<https://www.mckinsey.com/featured-insights/diversity-and-inclusion/women-in-the-workplace>

<https://www.cnbc.com/2020/07/28/remote-work-burnout-is-growing-as-coronavirus-pandemic-stretches-on.html>

What has made workers feel disengaged?

- Reduced social connections
- Decrease in presence of management
- Reduced feedback opportunities
- Colliding of work and personal life



Tips to Keeping Teams Engaged & Communicating

- Manage change well
- Maintain open dialogue with each employee
- Try to resolve motivation issues quickly
 - Don't assume they just need time off
 - Maybe they need training or a different role/temporary assignment using their specific talents
- How do we prevent someone's work/life choice/integration (balance) from creating imbalance for someone else?



More Tips

- Consider work / life choice where the employee determines their priorities and takes corresponding rewards or consequences
- Lateral move instead of vertical
 - Create opportunities for them to do what they enjoy, within reason
- Can your company offer flexibility on things like:
 - Schedules
 - Location
 - Work type
 - Project based
 - Time for discovery
- If the problem is global then you may need to survey

Engaging with New Hires

- There are many challenges in creating engagement in new hires and keeping them connected to their team, you, and the company vision
- Create a game plan together and execute
- Don't guess! *Ask*.
 - What's the best way to communicate with you?
 - What's your working style?
 - What management style works best for you?
 - How do you learn skills fastest?
 - What motivates you to bring your best to work?
 - How can we support your skills or needed skills?

Lessons Learned from the Pandemic

- Separation from work and home was a balancing act but now it's one and the same
 - Different level of complexity
 - It's easier to deal with when they are separate, but we must help our employees manage that now
- Recognize employees are humans with responsibilities, obligations, and commitments
 - Allow employees autonomy and empower them to be successful in any work environment
- Provide expectations and guidelines so that employees can effectively manage themselves, since there's little to no person-to-person interaction
 - Clearly describe what success looks like

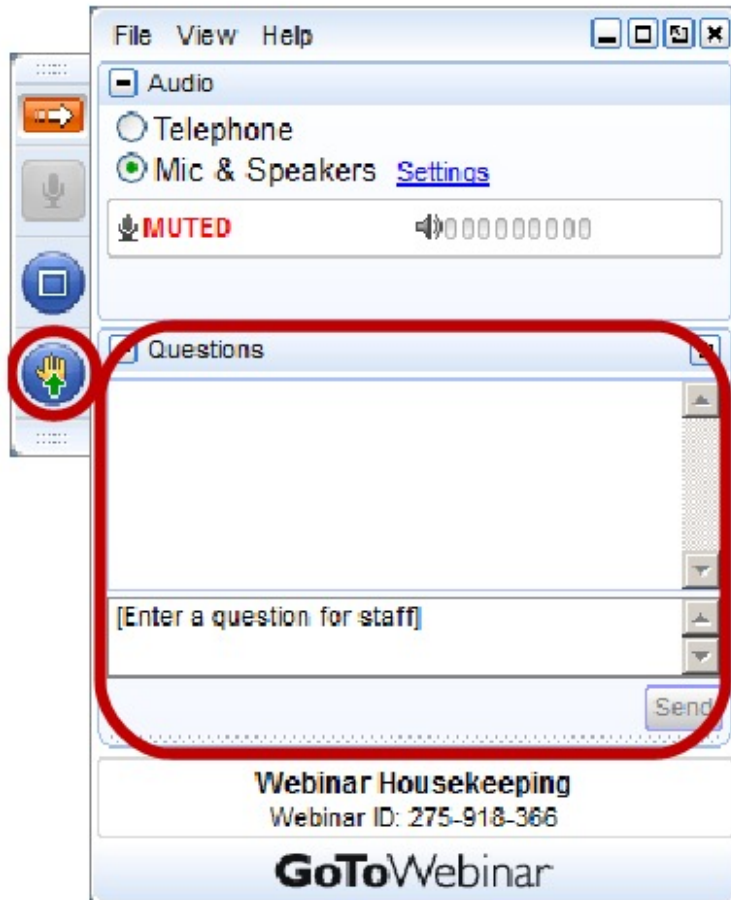
Patty McCord served as chief talent officer of Netflix for 14 years and helped create the Netflix Culture Deck.
McCord, Patty; March 2021, https://www.ted.com/talks/patty_mccord_4_lessons_the_pandemic_taught_us_about_work_life_and_balance#t-18145

Lessons Learned from the Pandemic

- Pay attention to the work they are doing
 - To deliver the right results, it matters what success looks like for your organization. Individuals can and should figure out what excellence means for them.
- Each person operates independently but is moving the organization in the same direction
 - All employees need to see how that is being accomplished and how they have impacted that. Use new mediums to illustrate this to employees.

Patty McCord served as chief talent officer of Netflix for 14 years and helped create the Netflix Culture Deck.
McCord, Patty; March 2021, https://www.ted.com/talks/patty_mccord_4_lessons_the_pandemic_taught_us_about_work_life_and_balance#t-18145

Questions



You can type questions for our presenter in the chat pane of your Go-to-Webinar menu bar.

If we don't get to your questions during the Q&A session of this presentation, you can email them to info@gnapartners.com.

For additional resources, including
our on-demand webinars, visit:
gnapartners.com/resources