What should businesses do when returning to operations after covid 19?

# Strategies when bringing the workforce back to the workplace?

## Health and safety

* Ensure compliance with Government directives and health, safety and environment (HSE) regulations
* Ensure a safe and hygienic working environment. Establish rules for shared use of equipment and workspaces
* Consider appropriate medical procedures as part of the return to activity (Example: temperature checks)
* Check environment, health, safety, and emergency responses to comply with regulations
* Establish health measures (e.g. temperature checks, exercise at work) consistent with policies and privacy

## Employee needs

* Assess workers' attitudes on health and safety issues in the current situation
* Understand employee personal circumstances (e.g. childcare, financial situation) and impact on work performance
* Assess the dependency of remote working and review the effectiveness of support tools
* Regular evaluation is extremely important when there is a change
* Provide benefits to on-site workers in affected areas (Ex: child care services, personal transportation)
* Provide wages for on-site workers in the affected area

## Changing occupational safety measures and requirements

* Wearing masks, providing testing for employees
* Strengthen occupational health and safety measures including providing guidance and training on occupational safety, health and hygiene.

## Change shifts or split shifts to reduce exposure

* Build weekly and daily on-site work schedules based on work forecasts, applicable laws, and change schedules
* Set up business hours for each location (e.g. for manufacturing plants, stores, contact centers)

## Allow some remote work locations

* Invest in tools/infrastructure to securely support remote working (e.g. online software, network bandwidth, laptops, Wifi/VPN access, management access and identification, data assurance, detection and response to hazards)

## Minimize exposure in the workplace (For example, open only part of an office or retail location)

* Make provisions to avoid crowding in the workspace, e.g. core workforce, staggered shifts/teams, rotation
* Office infrastructure remodeling (e.g. retrofitting desks with mica screens to limit close contact between employees)

## Review of new tool to assist with employee location tracking and contact tracing

* Invest in tools/infrastructure to securely support remote working (e.g. online software, network bandwidth, laptops, Wifi/VPN access, management access and identification, data assurance, detection and response to hazards)

What are the methods of human resource management after covid 19?

# Human resource management method after covid 19

## Recruiting and working remotely

During the Covid-19 crisis, changes in customer demand have temporarily increased demand in sectors such as retail, and lead to mass layoffs in other industries such as tourism and hospitality. Even with this changing situation and rising unemployment, effective recruitment is still very important – especially for areas where talent is needed like Information Technology.

This decline in recruitment demand is on the one hand due to a decline in labor demand – on the other hand, businesses are rethinking their recruitment processes more comprehensively. For example, with successful trials of remote hiring during the COVID-19 crisis, companies are rethinking whether face-to-face interviews are necessary. The trend of remote recruitment is expected to continue to grow after the pandemic.

## Enhance training and development

CHROs now need to consider the impact of the workforce transition occurring due to the pandemic and the importance of training in post-Covid-19 HR management. Post-pandemic learning and development activities should not only stop at skills training, but also need to focus on the following three areas:

* Remote work management skills. This activity aims to solve problems such as effective leadership from afar and “keeping the fire” for employees in difficult circumstances.
* Change management skills: This is an essential skill for responding to changes in the workplace. For example, a salesperson accustomed to interacting face-to-face with customers will now need to develop remote selling skills. The right approach can boost sales force performance – helping HR accurately gauge the impact of talent on revenue.
* Leadership skills: In response to the current crisis, HR Directors (CHROs) need to consider replacing the cumbersome administrative apparatus with a clear goal system and the ability to make quick decisions. Leadership development and training programs can help businesses achieve this goal. Specifically, businesses need to identify 3-5 skills needed for management positions to better navigate their operations. These trainings need to combine classroom research with real-world projects based on business situations.

## Performance-based management and rewards

The Covid-19 pandemic has been accelerating the necessary changes in the way businesses manage and reward employees. A common problem in the past is that most employees don't feel that their performance management processes are accurately reflecting their contributions. The current crisis has profoundly affected performance goals and plans. For employees working remotely, performance management is extremely important to accurately assess their role.

Here are 3 things that HR Directors (CHROs) need to do when managing HR post-Covid-19:

* Link employee goals to business priorities clearly and flexibly. In today's volatile environment, businesses need to change and adapt as quickly as possible. Therefore, managers should talk regularly with employees to jointly determine the priority activities and flexibly customize according to actual conditions.
* Developing coaching skills for managers. Coaching is at the heart of performance management – especially when your employees work remotely. Enterprises need to focus on training management skills and mindset around coaching and continuous feedback between management and employees.
* Focus on the dedication of all employees. Instead of investing too much time in ranking (and rewarding) high-achieving employees, businesses should focus more on holding conversations that develop skills and inspire all employees.

## Optimize employee experience

* Employee experience and engagement is an extremely important factor in human resource management – ​​especially for businesses working remotely. Businesses need to ensure that their employees are not under pressure or anxiety due to work. When working from home, your employees will not have face-to-face conversations and meetings to nurture their spirits. Therefore, online interaction via phone/video plays an important role.
* In addition, the HR department should also consider applying analytical tools to research and promote employee engagement. From using social network analytics to map the rapid interactions and connections needed – to using listening tools (e.g. mobile text platforms) to collect and analyze By analyzing employee emotional data, businesses need to consider how they monitor and capture their employees' well-being on a regular basis – rather than relying solely on annual surveys.

## Completing human resource planning and strategy

Recent changes in business trends after the Covid-19 epidemic (for example, the shift from direct to online sales model) have been demanding profound changes in human resources. As a result, workforce planning, strategy, and transformation are more important than ever. Here are the three key components of a human resource plan and strategy:

### Re-evaluate strategic positions in the company

With the current business fluctuations, businesses need to reevaluate the most important positions in the current period (e.g. new product development and innovation department) and post-crisis.

### Skill group

In addition to individual roles, businesses should look at key skill sets for each employee (e.g., digital programmer) to determine the skills needed for the future and whether your employees have met the required requirements. This requires businesses to take a more holistic view of the talent supply — instead of focusing solely on traditional titles and roles, businesses should look deeply at the basic skills of their employees. At that time, businesses will be able to free their thinking and find new ways to handle current inadequacies.

### Talent system

* AI-powered tools can help assess individual employee skills, while performance management systems can be redesigned to track skills along with their performance. These data can be saved to track employee development.
* Based on the understanding of skills in the business, "smart vehicles" can be developed for important roles, staffing is flexibly arranged based on the right skills. Such tools, in the early stages of deployment today, will become increasingly important to CHROs and other leaders as they face future challenges.