Five Good Ideas
Opportunity
It’s Chaos, Be Kind
Five Disasters to Avoid During Work Calls

People are Failing Hilariously at Working from Home

Six Embarrassing Stories of Video Calling
Collision of the Personal and Professional

• Learn to embrace the chaos while sweating the big stuff:
  Confidentiality | Privacy | Productivity

• Understand the challenges that might arise
On-Site Challenges: Are they worth it?

- Personal Protective Equipment (PPE)
- Shift changes
- Hygiene
- Sanitizer
- Traffic flow
- Meeting rooms
- Workstations
- Visitors
- Suppliers
- Commuting concerns
What Do You Really Need?
It’s (Past) Time to Upgrade

- What do you need?
- What do you have?
- What are you going to do to fill the gaps?
Sergeant Hans Heimer

11/20 exp.

1. Leadership: 15%
2. Tactics: 15%
3. Empathy: 15%
4. Self control: 15%
5. Management: 15%

1. Luck: 10%
2. Anger: 25%
3. Drunkenness: 10%

Skill points: 6
• Technology is a big part, but not the only part
• Flexibility and adaptation
• Resilience
• Empathy
• Teamwork
• Leadership
• Creativity
Lessons Learned
“With all the challenges this country faces right now, nobody can tell you “no, you’re too young to understand” or “this is how it’s always been done.” Because with so much uncertainty, with everything suddenly up for grabs, this is your generation’s world to shape.”

- President Obama
• What has worked and what hasn’t worked?
• Who is making that determination?
Productivity

They won’t be as productive if they are working from home

• No one is commuting
• No one is talking in the kitchen, lobby, hallways, etc.
• Nowhere to go for lunches, shopping, gym
Productivity is Mostly About Managing Employees

- Time-tracking
- Task review
- Check-ins

- Trust
- Communication
- Clarity
Know Your Team
What Will it Take for People to Work in an Office?

<table>
<thead>
<tr>
<th>EMPLOYED CANADIANS</th>
<th>71% Who will work with conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>I’m comfortable enough already</td>
<td>Clean surfaces regularly</td>
</tr>
<tr>
<td>12%</td>
<td>66%</td>
</tr>
<tr>
<td>Won’t be comfortable until there’s a vaccine</td>
<td>People have to wear masks</td>
</tr>
<tr>
<td>17%</td>
<td>37%</td>
</tr>
<tr>
<td></td>
<td>Enough room to distance</td>
</tr>
<tr>
<td></td>
<td>60%</td>
</tr>
<tr>
<td></td>
<td>Reduce number of people</td>
</tr>
<tr>
<td></td>
<td>47%</td>
</tr>
<tr>
<td></td>
<td>Trusted organization</td>
</tr>
<tr>
<td></td>
<td>56%</td>
</tr>
</tbody>
</table>
EMPLOYER COMMUNICATIONS: EMPLOYEE SAFETY MORE CRITICAL THAN BUSINESS IMPACT

Percent in Canada who say employers should be sharing each kind of information with employees on a regular basis

<table>
<thead>
<tr>
<th>Information Provided</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>What employees should do to avoid bringing the virus into the workplace</td>
<td>70</td>
</tr>
<tr>
<td>Steps people can take to avoid spreading the virus</td>
<td>69</td>
</tr>
<tr>
<td>What the organization is doing to help win the battle against this virus</td>
<td>62</td>
</tr>
<tr>
<td>How many employees have contracted the virus</td>
<td>61</td>
</tr>
<tr>
<td>If, and how, the virus is affecting the organization’s ability to operate</td>
<td>58</td>
</tr>
<tr>
<td>Impact of the virus on our business sector</td>
<td>50</td>
</tr>
<tr>
<td>How the virus is affecting our revenue and profits</td>
<td>45</td>
</tr>
</tbody>
</table>

2020 Edelman Trust Barometer Special Report: Trust and the Coronavirus. Q9. Which of the following information about the coronavirus should your employer be sharing with their employees on a regular basis? Pick all that apply. Question shown to those who have heard of the virus and are employees (Q1/1 AND Q43/1). Canada. “All of the above” responses were added to each item. Data collected between March 6 and March 10, 2020.
Hold Up a Mirror
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