

RESPOND TO RECOVER PHASE

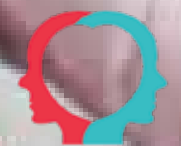
SERIES
#003

How to Successfully
Navigate a Changed Work
Environment

HR-Utilities

by MEDIATORS Recruitments & Consulting

WHERE SPIRITS REMAIN UNLOCKED



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As the phases of the COVID-19 pandemic progresses, lets invest the lessons learned back into the enterprise to reset strategy and build resilience.

To equip you to make effective resource/ investment choices and build resilience by planning for complex scenarios, we have broken down the human aspect of business into four quardrants:

1. People physical, emotional	3. Financial re-appropriation of budgets
2. Operational working model, workspace	4. Digital infrastructure, strategy & cyber security

RESPOND TO RECOVER PHASE

As we recover from this crisis, do we want to be different — and if so, how? To get the answer for the above we have created a “Checklist” on the above dimensions that can help to reconfigure your business and operating models for a new reality.

People

Build empathic policies and culture

Enhance employee Listening

Build empathetic Policies and culture

EMPLOYEE SENTIMENT

- Capture voice of employee to manage safety, security and trust
 - Restructure reward strategy in line with modified working and performance measures
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CHANGE IN HABITS AND PERCEPTION

- Update policies related to sickdays, vacation, social distancing etc
 - Reevaluate performance measures, employees' concerns and productivity blockers
 - Bias against work from home dissolving, adopt Hybrid operating model
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WORKFORCE DISTRIBUTION

- Understand which of your people to transition when
 - Set clear identification of roles that are critical for return and those that have the best propensity for continued remote working
 - Space out desks, pluck conference chairs, alter HVAC systems,
 - Installing thermal scanners, floor markings & mandating rigorous cleaning protocols
 - Create rosters where people come at different times
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SAFETY AND WELL BEING

- Deploying sensors, dongles & other tools to or inform or ensure safe distance apart
 - Create employee wellness program focused on mental health
 - Testing, Sanitising, Empaneling a doctor
 - Reset culture and bring extraordinary workforce experience
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Operations

40% of employees likely to continue working remotely post pandemic offering a 10-15% Operating cost benefit

Non compliance translates into punishable offence and heavy penalties

WORKPLACE

- Redesign offices with taller partitions separating workspaces
 - Have signage for safety norms
 - Have workforce status dashboards, newsletters, awareness campaigns
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OPERATING MODEL

- Establish a new, cross functional operating model to drive agility
 - Diversify your third-party relationships to create greater leverage
 - Align roles to manage emergencies and incidents
 - Built a crisis management task force
 - Ensure no violation of customer and employee's privacy rights
 - Prepare for backlash to layoffs and cost-cutting measures
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COMPLIANCE AND REGULATION

- Is your work from home arrangement in compliance with DOT-OSP/ SEZ regulation
 - Develop tools to regularly monitor compliances
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Finance

Given the economic uncertainty, it is prudent to align cost structures to a potential reduction in revenue

Have sharper alignment of compensation with the people performance

RE - APPROPRIATION OF BUDGETS IN COST

- Allocate budgets for training for Upskill and Reskill workforce
 - Invest in upgrading technology for collaborative remote working
 - Built cost structures for larger business potential

 - Hiring cost expected to reduce as normative attrition to fall due to sluggish market
 - New hiring to be only based on revenue growth forecast, business case and new competency buildup

 - Payroll cost – make a part of the existing CTC of employee’s variable and align the same to revenue performance of the firm
 - Restrategise reward and recognition and its impact on payroll cost, based on normative calculations, see if the cost increase is sustainable

 - Give promotion on exception basis
 - Salary hike in case of promotion to be limited to next level entry level
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Technology

Physical = Virtual
Workplace experience
and security

Digital workforce
transformation

Speed up digital
adoption

INFRASTRUCTURE

Develop collaborative and contact less technology
Have strong digital HR platform for clear communication on policies and benefits

IT STRATEGY

Use software and applications for performance monitoring
Transition L&D programs to virtual setting
Use technology for team building exercises and engagement interventions

CYBER SECURITY

Leverage intelligent mobility management tools, analytics and insights minimize
cyber security risk

Rethink strategies for access control and identity assurance

Ensure every point of access can prove identity, compliance, and configuration
assurance

THANK YOU



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