

12-Actions for Managing Your Organization During COVID-19

[PRESENTATION LINK](#)

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Front Line Employee

Challenge—Shift changes cause moral issues due to lack of information on decision making process.

Action—Keep employees up to date with ongoing changes using brief and concise directions. Use 4-5 pieces of information (Cowan, 2000; Miller, 1956).

[Additional Resources—Fourth Part in Series](#)

Challenge—Conflict between essential and nonessential workers.

Action—Create scheduled office hours/check ins to increase interaction with front-line.

Challenge—Conflict amongst peers regarding social distancing practices (internal and external to work).

Action—Change work flow or encourage conversation (similar to safety).

[Additional Resources—Third Part in Series](#)

Challenge—Policy and procedure changes failed and make essential worker job harder.

Action—Gather interview data (or survey) around employee perceptions to policy and management changes

Management & Safety

Challenge—Getting participation in Employee Assistance Programs.

Action—Gather personnel stories/testimonials within the organization (leaders in particular) discussing their experience with the employee assistantship program ([Geller, 2017](#); Ledimo & Martins, 2018; [Roberts, 2015](#)).

Challenge—Limited face-to-face interactions creating challenges for managing safety remotely.

Action—Ensure communication is feasible both inside & outside the plant. Have IT create remote connections where currently absent.

Challenge—Separating home from work life for remote workers.

Action—Distribute best practices for transitioning to telework and managing work-life balance (Felstead & Henseke, 2017; Greer & Payne, 2014).

[Additional Resources—Second Part in Series](#)

Challenge—COVID-19 increasing workplace hazards.

Action—Reach out to manufacturing to ensure they have the resources to maintain safety.

[Additional Resources—First Part in Series](#)

GLOBAL HR

Challenge—Different responses by countries creating HR management changes.

Action—Communicate to employees and customers how global changes are being managed in the organization.

Challenge—Shift to remote work and changes in business strategy.

Action—Drive remote work as a competitive advantage for the organization.

Challenge—Plant Closures.

Action—Move work to different plants where possible.

Challenge—Managing expatriate evacuations.

Action—Inform expatriates about evacuation options, including resources available to employees to assist in relocation.

Additional Resources

[Part 1: The impact of Coronavirus in healthcare: And how HR can help.](#)

Summary: In first part of the five part HRM Solutions to COVID series, [Tara O'Neil](#), M.A., MBA, [Soundarya Kanthimathinathan](#), M.A., MBA, and [Philip Hinson](#), M.A. share the implications of the novel coronavirus on healthcare organizations, specifically their HR functions.

[Part 2: Telework solutions for COVID.](#)

Summary: In the second part of the HRM Solutions to COVID series, [Maira Compagnone](#), M.A., MBA, [Bill Griffin](#), M.A., MBA, and [Erin Marion](#), M.A. offer solutions for managers on effective teleworking practices, noting that the percentage of employees doing telework has recently jumped from 27% to 88%, and 76% of managers report problems with the shift. Best practices for telework were discussed in throughout the presentation.

[Part 3: Guardians of the factory: How has COVID-19 impacted the manufacturing industry?](#)

Summary: In the third part of the HRM Solutions to COVID series, [Darby Ford](#), M.A., [Jessie Harris](#), M.A., and [Lindsey Wuerfel](#), M.A., MBA, offer advice on managing employee concerns versus business needs, overview the current health guidelines, discuss preventative strategies, and consider how to best deal with uncertainty. Viewers will also learn about online resources and communication mechanisms.

[Part 4: A look inside: One company's response to COVID-19.](#)

Summary: In the fourth part of the HRM Solutions to COVID series, [Rosalyn Reese](#), M.A., and [Brooke Myall](#), M.A., present a case study on one struggling organization during COVID-19. Throughout the presentation, the researchers provide recommendations on how to increase communication and maintain productivity.

[Part 5: 12-actions for managing your organization during COVID-19.](#)

Summary: In the final part of the HRM Solutions to COVID series, [Matthew Laske](#), M.A., and [Kelly Redd](#), M.A., suggest that managers should use an iterative process, listening and revising their procedures continuously, based on changing information and guidance. The video includes interviews with HR managers who are dealing with COVID-19 issues and suggestions for dealing with social distancing norm violators – employees who disregard social distancing either at work or during their off hours, behaviors that put employees working in close proximity at risk – and handling misperceptions about non-

References

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