

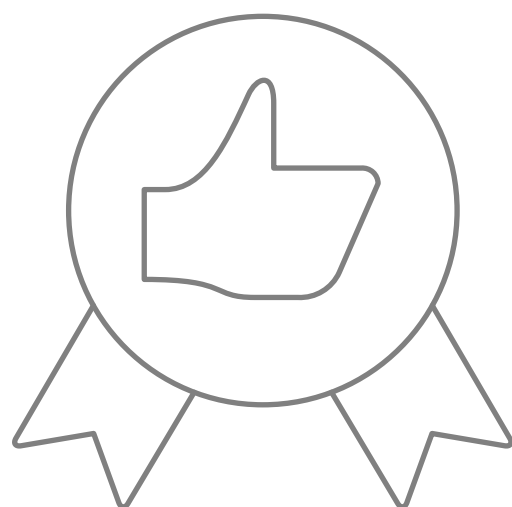
# HOW LEADERS CAN HELP SHAPE THE EMPLOYEE EXPERIENCE IN TIMES OF CRISIS



In today's landscape, you may not be able to physically look an employee in the eye or put a supportive hand on a shoulder. But, with the willingness to adapt, there are plenty of other ways you can connect with and support your employees.

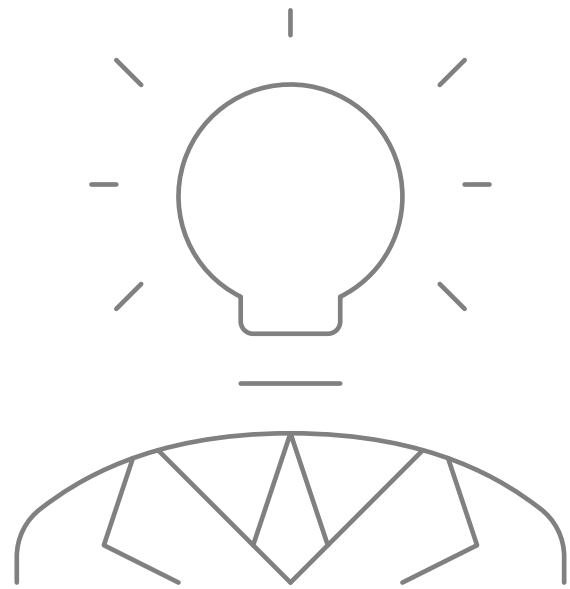
Here are 7 ways to help shape the employee experience in times of crisis.

## REINFORCE YOUR COMPANY VALUES



**FIND OUT** how your team perceives the company values. Do they (and do YOU) practice these values in today's daily work life, even when working remotely or in times of difficulty?

## KEEP YOUR COMMUNICATION CHANNELS OPEN



Ask questions that show you're thinking about the experience employees are going through right now. Look for ways to augment your **FEEDBACK TOOLS**, and make them more timely.

## CHANGE YOUR TONE AND THE NATURE OF YOUR QUESTIONS

**SURVEY** your teams, especially remote workers. Focus more on open text comments to get the full weight of **FEELINGS**. Shift your questions to be more employee-centric and less organization-centric.

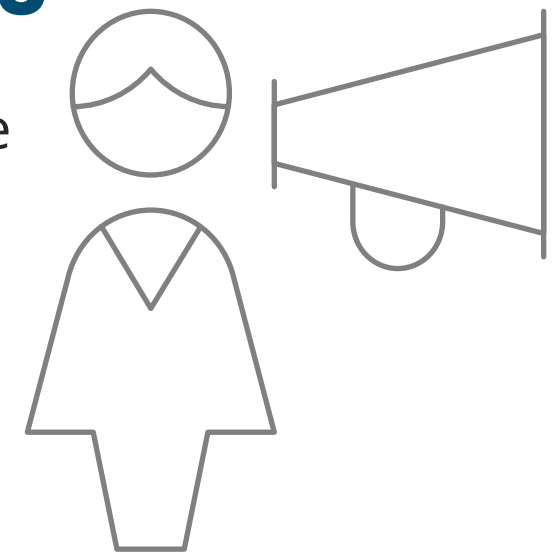
## “ONBOARD” REMOTE WORKERS AND CHECK IN FREQUENTLY

Many workers who work from home for the first time will need access to VPN, **TECHNOLOGY**, and other resources. Make sure someone oversees setting these employees up for success.

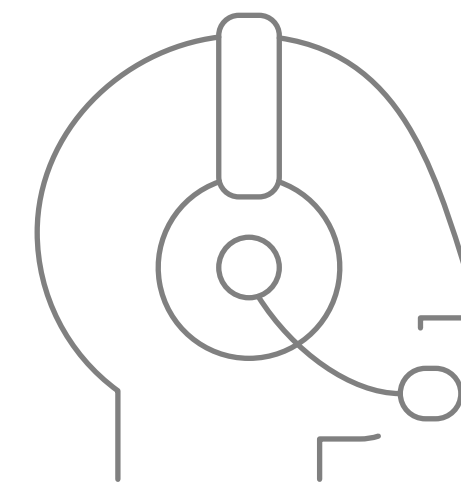


## COACH YOUR MANAGERS

Put **BEST PRACTICES** and tips into the hands of your front line. Reinforce their responsibility to cascade information up from employees to leaders and back down again.



## ALIGN EXPECTATIONS WITH MANAGERS AND EMPLOYEES



Model how managers can **COMMUNICATE** with their teams. Managers, help your teams understand the critical outputs. Ask for **DELIVERABLES**. Check in.

## CONNECT WITH THE MISSION

Have each team meet and talk through these points: What's our **STRATEGIC** contribution, what are we good at, what do we want to be good at, how can we contribute in this new era?

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