

Reboarding_ after COVID

Back-to-business after the pandemic



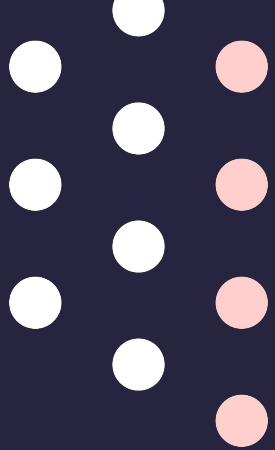
Talmundo
Onboarding by Talentech

THE SITUATION

With the exception of essential services, the majority of organizations have gone fully remote, with their entire staff base working from home or in some cases placed on (temporary) unemployment.

Today we'll be looking at the process of returning to work as restrictions gradually ease. How do you effectively bring your employees back-on-board and ensure they feel safe, secure, and ready to perform?

A good reboarding process is the key.



WHAT IS REBOARDING?

Reboarding is not a new concept – generally used for people who've been absent for medical purposes, parental leave or a secondment.

It is designed to:



Re-familiarize your employees with your company's story and goals



Bring them **back up-to-speed** on relevant changes.



Integrate them back into the culture of your workplace



Equip them with the **confidence** they need to get back to 'business-as-usual'

THE REBOARDING PLAYERS

Excited Erin

Erin is OVER lockdown. She is really excited to be back in the office and will be a force of positivity.

Capitalize on Erin's energy and turn her into a **reboarding ambassador!**



THE REBOARDING PLAYERS

Fearful Faye

Faye thinks it's too early to be back. She's worried about her and her family's health.

Ease Faye's fears with well-communicated, best practice policies around hand-washing, cleaning your workstation, sharing food etc.



THE REBOARDING PLAYERS

Frustrated Finlay

Finlay was temporarily laid-off during COVID, and he's not pleased about it.

Win Finlay back with transparent communications and a big helping of empathy.



THE REBOARDING PLAYERS

Hopeful Helen

Helen isn't exactly thrilled to be back. But neither is she upset, she just hopes things work out well.

You can score some major points with Helen during this period by exceeding her expectations.



THE REBOARDING PLAYERS

Ho-hum Henry

Henry is not pleased to be back at work. It may be that he loved working from home, or that he misses spending time with the kids.

Whatever is it, you need to think about how to re-engage Henry and remind him why he loves working for you.



WHY REBOARDING



WORKPLACE ENTHUSIASM

Many of your staff will be very pleased to get back to work. Build on this enthusiasm and provide a proper framework. Some will not be as pleased and a good framework will help alleviate their misgivings.

WHY REBOARDING



STREAMLINED **PRODUCTIVITY**

The vast majority of workplaces have experienced a dramatic drop in output and resulting revenue during COVID-19. We need to be focussed on getting your teams back up to full productivity fast, whilst keeping wellbeing front-of-mind.

WHY REBOARDING



CULTURE REBOOT

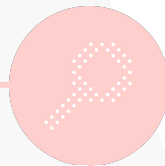
Your workplace culture isn't going back to normal. At least not any time soon. So it's time for a reboot that reflects the nature of our current situation and builds on learnings from COVID-19.

WHY REBOARDING



SENSE OF BELONGING

Common experiences build rapport and capitalizing on this can turn the challenges we've faced during the pandemic into a positive force.



BUILDING PROCESS

To build an effective reboarding strategy, we'll be borrowing techniques from world-class onboarding processes that put the focus on employee experience.

HOW TO BUILD GOOD PROCESS



Build clear internal comms

Foster trust with your returning employees by setting clear expectations and following through on promises from the outset.



Tell dynamic stories

Re-introduce the why of what your company does to remind your employees why they started working with you in the first place.



Check-in early & often

Don't leave your returning colleagues in the dark. Connect with them early and often.



Eliminate hurdles

Make information easily available by centralizing useful resources so your employees can explore in their downtime and answer their own questions.



Drip-feed information

Avoid overwhelming your returning teams by drip feeding relevant information and content throughout the entire process.



Focus on social connection

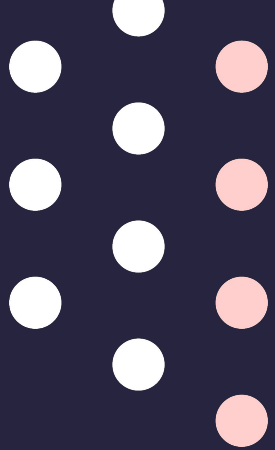
Rebuild an environment that inspires cross-departmental connections and helps your employees develop strong interpersonal relationships.

ALWAYS REMEMBER THE HUMAN_

In times of great uncertainty, you want to avoid adding additional stress for your employees. As with all things onboarding, always keep in mind you are dealing with human emotions.

A robust reboarding process should help you remedy many of the same fears and anxieties employees have when they first start a new job.

Build on what you've learned and keep asking for open feedback.



A BASIC REBOARDING TIMELINE



2 weeks until return

Welcome pack
Make it special by having a hand-written postcard, small gift or bunch of flowers delivered alongside.









1 week until return

Check-in & train

Have managers call their teams and let them know 'training is imminent'.

Follow this up with 1 or 2 key pieces of training - a point-of-sale refresher course or product quiz for example








1 day until return

Buddy-up and brace yourself

Pair up returning employees with a first-week-back buddy, introduce them and encourage they reach out to one another.








Day 1

Meet and meet again

Hold team meeting (in small waves), outline all additional safety procedures, the plan-of-attack for the first week and open the floor to questions.








Week 1

Telling stories


Incorporate engaging storytelling - have staff create short mobile videos promoting one of your products or their own team '80's infomercial style'.






Centralize resources


Upload resources to a central hub so your staff have a one-stop-shop for everything they need that they can explore in their own time.



Mental & emotional support



Send out a short quiz to your staff where they can rate how they are currently feeling about their reboarding. Be sure to follow-up afterwards!







Week 4

Keep it up

Up-the-ante on all your efforts.

Keep checking in with your people. Continue to tell stories. Consistently update them with your organization's response to COVID.

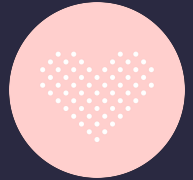




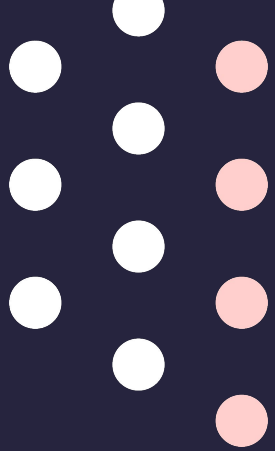
Reboarding complete

Celebrate!

There's still a long way to go - but for now, your team should be feeling empowered, productive, and most importantly, happy.



ANY QUESTIONS?



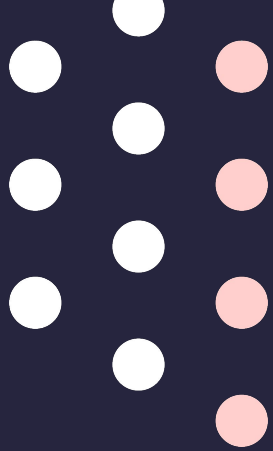
THE TAKEAWAY

Prepare to reboard. We may not be there yet, but the time will come when your employees will return to work - so prepare yourself and avoid being blindsided.

Start by identifying the current state of your staff base. What percentage of these staff members have been working remotely, and how many have been temporarily off work.

Then take targeted action. Get your house in order. Figure out what actions you're going to take and when, and how you'll handle any fallout.

THANK YOU_





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