NEW, BUT NOT NORMAL

Survive & Thrive in a Post-COVID World

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NEW, BUT NOT NORMAL

Returning to the workplace won't quite feel like "coming home." Our offices will be different, and our co-workers will be different.

New Workplace

- Phased returns

- Social distancing

- Restrictions

- Physical barriers/changes

- Other visible signs of "not normal"

- Palpable fear, apprehension, awkwardness

New Workforce

- Different personal COVID experiences

- Those who never left … **weary**

- Those returning right away … **scared**

- Those returning later … **disconnected**

- Those not returning at all … **grieving**

- Varied levels of financial/health risk

- **Not the same people you knew before**

"I understand that I should get back to the office, but school is out and I don't have child care. Now what?

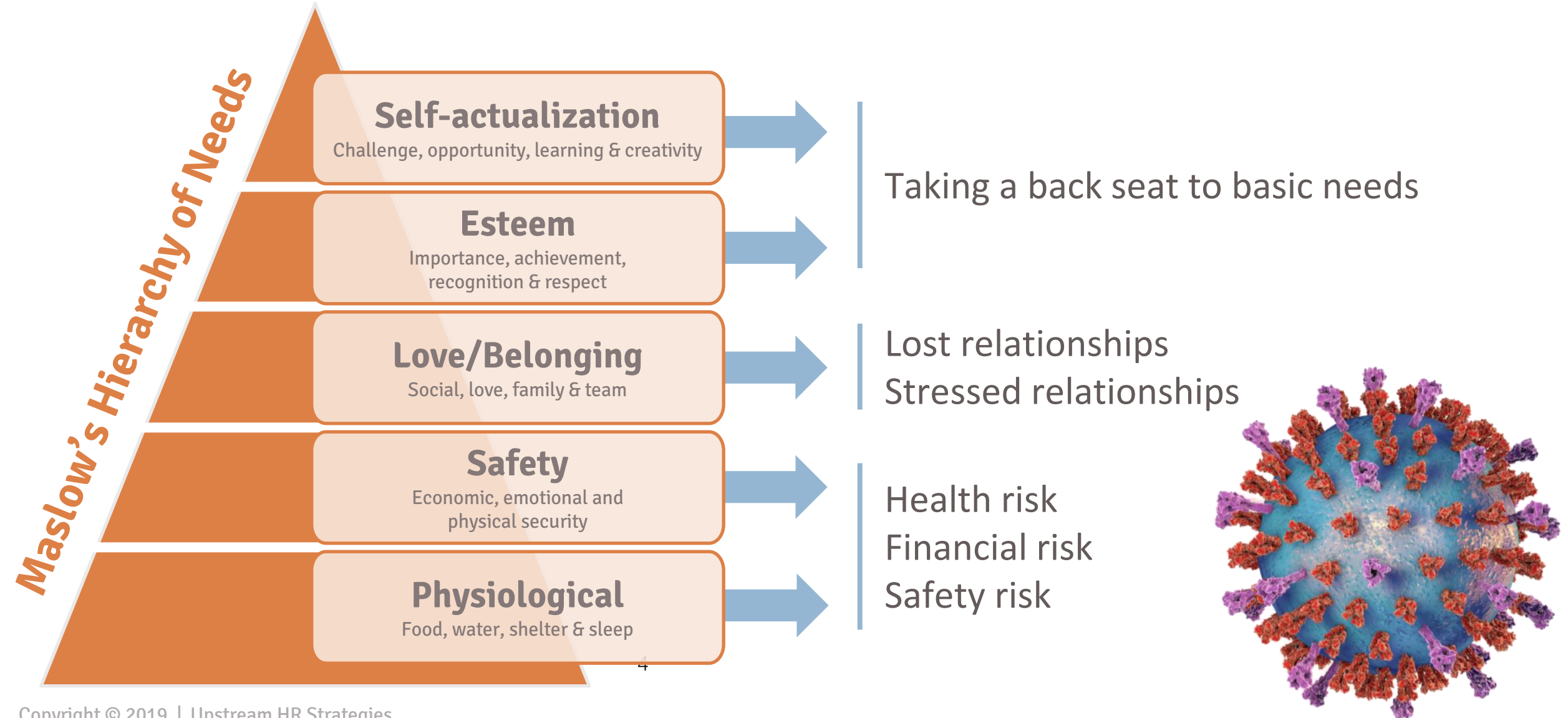"I'm OK to go back to work, as long as we have good safety protocol.

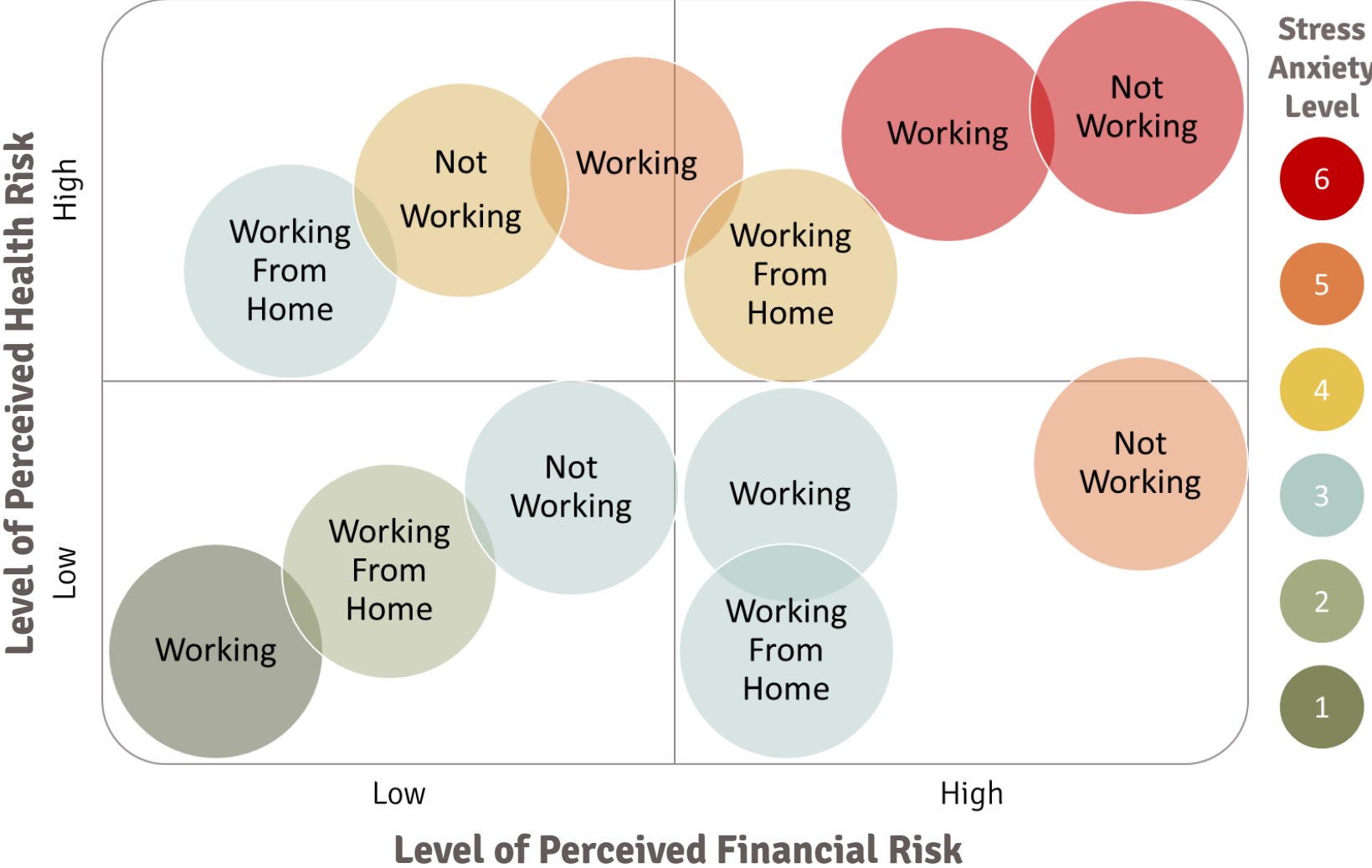"This was all a huge waste of time – I can't wait to go back. I'm ready.

"I think it's too early … I can't believe that the company wants me to go back and risk my health.

Different viewpoints … ALL VALID

COVID THREATENS BASIC HUMAN NEEDS

Maslow's Hierarchy of Needs

Self-actualization
Challenge, opportunity, learning & creativity

Esteem
Importance, achievement, recognition & respect

Love/Belonging
Social, love, family & team

Safety
Economic, emotional and physical security

Physiological
Food, water, shelter & sleep

Taking a back seat to basic needs

Lost relationships
Stressed relationships

Health risk
Financial risk
Safety risk

SAME STORM, DIFFERENT BOATS

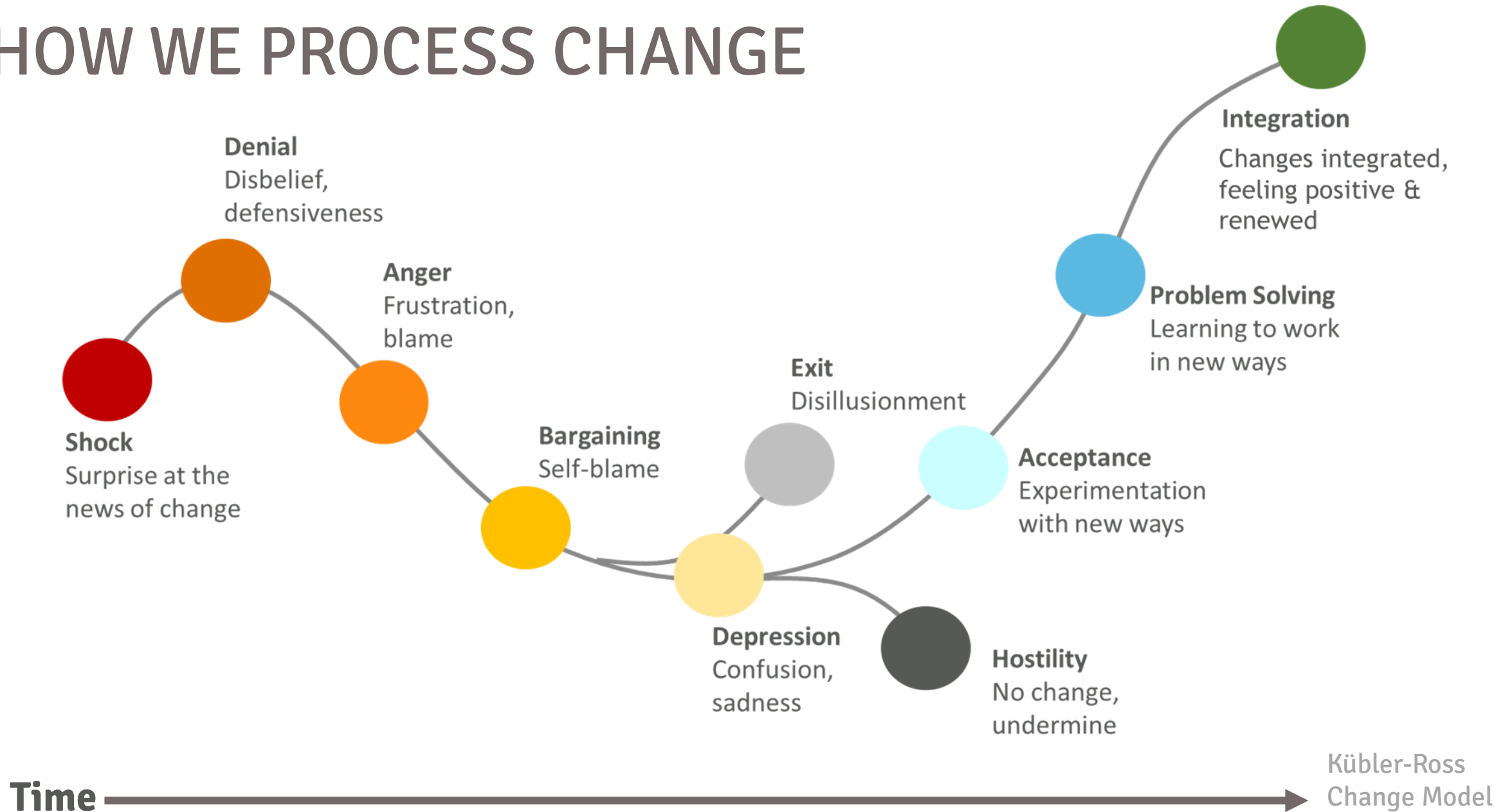The level of stress and anxiety felt by an individual is the product of multiple factors and produces a very personal and unique experience.

Stress Anxiety Level
6
5
4
3
2
1

Additional stress/fear factors:
- Child care demands
- Adult care demands
- Spousal/partner interaction
- Exposure to COVID illness
- What else?

Level of Perceived Health Risk — High / Low
Level of Perceived Financial Risk — Low / High

HOW WE PROCESS CHANGE

Morale, energy & performance

Shock
Surprise at the news of change

Denial
Disbelief, defensiveness

Anger
Frustration, blame

Bargaining
Self-blame

Exit
Disillusionment

Depression
Confusion, sadness

Hostility
No change, undermine

Acceptance
Experimentation with new ways

Problem Solving
Learning to work in new ways

Integration
Changes integrated, feeling positive & renewed

Time →

Kübler-Ross Change Model

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HIGH STRESS SLOWS THE CHANGE PROCESS

Each journey is unique … everyone will:

- return to work at a **different place** on the curve
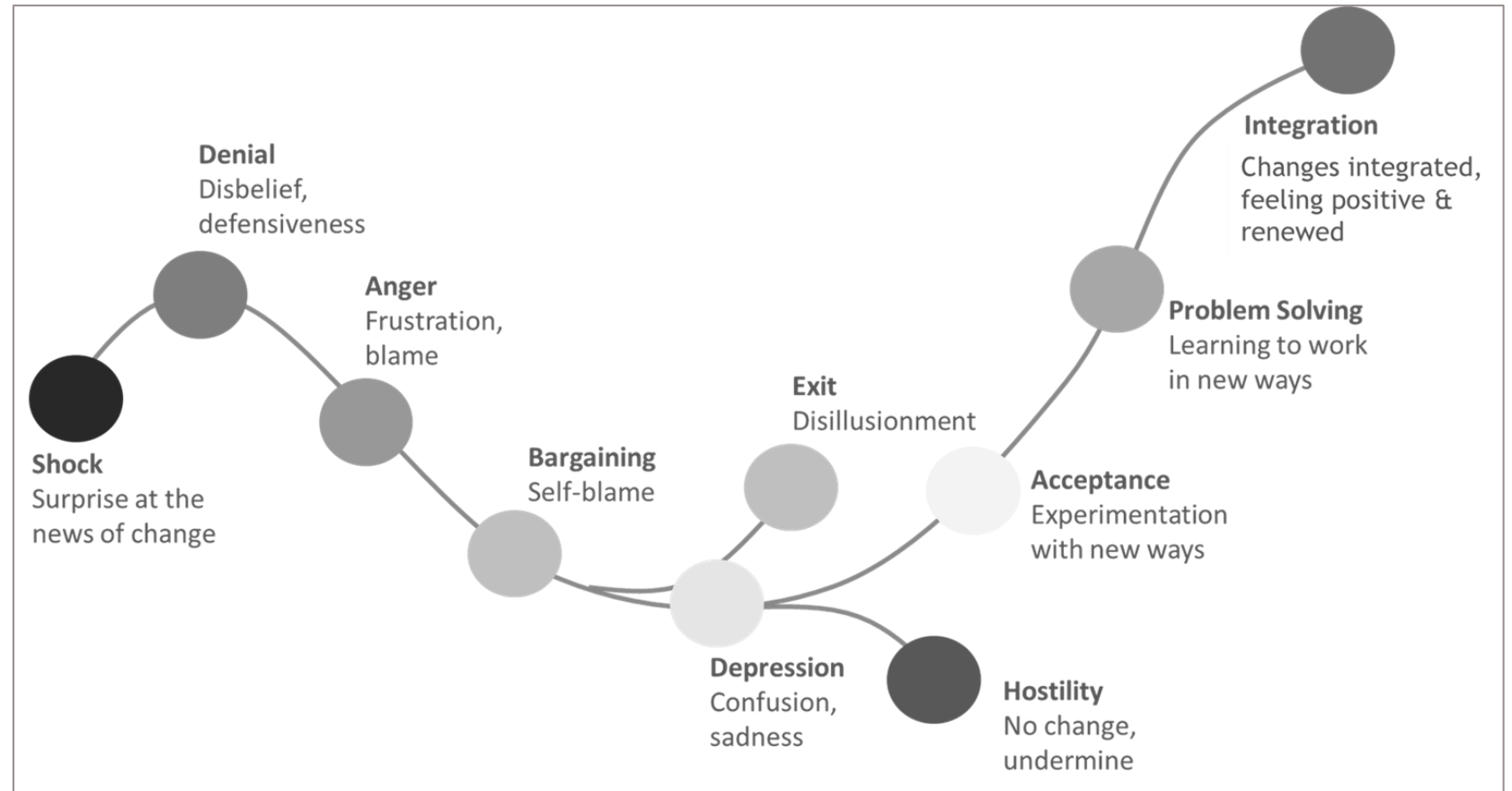- progress at a **different rate** through the curve

Stress Anxiety Level

- 6
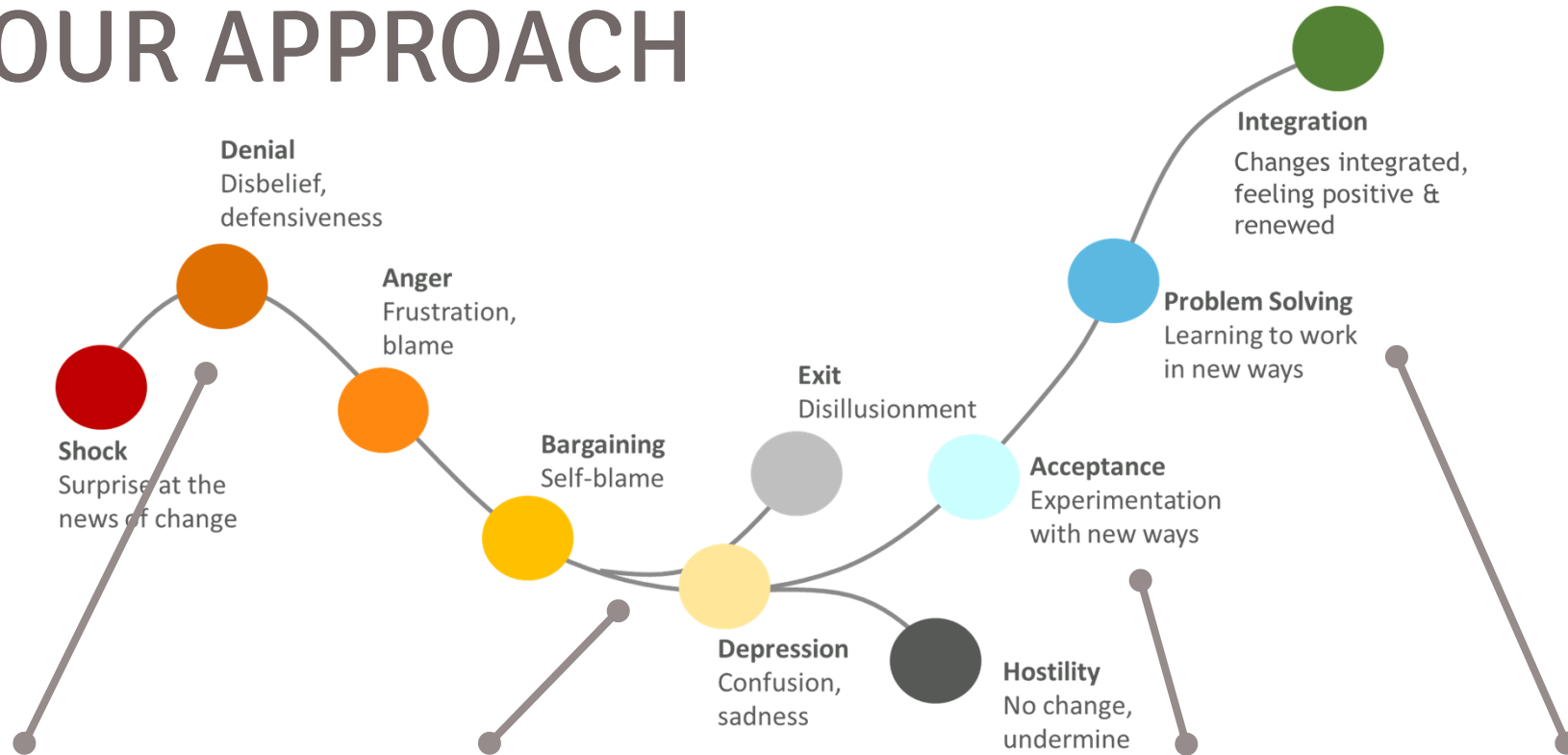- 5
- 4
- 3
- 2
- 1

Time to process change

- Longest
- Average
- Shortest

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RE-INTEGRATION CHECKLIST

Successful re-integration will require recognition and empathy for each person's circumstances, as well as tailored interactions.

☑ First and foremost … create a **safe** environment

    ☑ **Share** your preferences with others

    ☑ Understand and **respect** others' preferences

    ☑ Be **courageous** - stand strong on your preferences

☑ Be **gracious** in your interpretations of others' behavior

    ☑ Assume there's a **good reason**

    ☑ Resist **judgment**

    ☑ Don't try to **"convert"** opinions

☑ Interact with others where <u>they</u> are, not where you are

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THANK YOU

♥

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