| **Preparing your people and organisation for returning to the workplace** | | | **Under control** | **N/A** | **Work to do** |
| --- | --- | --- | --- | --- | --- |
| **Question to ask** | **Things to consider** | **Action Plan** |
| **Looking after my people** | | | | | |
| 1. **Who will benefit the most from returning to the workplace?** | When considering who returns first, think about:   * Those who work best with others * Those who have been alone throughout isolation * Those who cannot do their job well from home |  |  |  |  |
| 1. **Who may be reluctant to return to the workplace, and why?** | * How do we know who is concerned about returning to the workplace? * What will we need to do to support: * Those with “at risk” people in their bubble? * Those caring for young children and the elderly? * Those most anxious about exposure to COVID-19? * Those who may struggle returning to the hustle and bustle of the work environment? * How can those who are ready to return to the workplace help those who may struggle? |  |  |  |  |
| 1. **Who will require different resources or need to learn new skills?** | * How do we help people who need to learn to work in different ways or prepare for a different future than they might have expected? * What equipment needs to be fixed, changed or purchased? |  |  |  |  |
| **Preparing the work environment** | | | | | |
| 1. **What should be our first priority?** | * What needs to be done to re-set or reactivate operations? * What work can be effectively done within travel and space restrictions? (e.g. social distancing) * What efforts will help our organisation the most? |  |  |  |  |
| 1. **What can we do to support those who will still be working remotely?** | * Is this an opportunity to physically assess staffs remote working environments? * What training/equipment can we provide that will support health and wellbeing for our remote workers? |  |  |  |  |
| 1. **What needs to be done for people to feel safe?** | * What steps can we take to help keep the work environment virus-free? * How do we bring everyone on board with new ways of working? |  |  |  |  |
| 1. **What needs to be done to get equipment back to the workplace?** | * What checks are needed for returning technology? * What is required to get computers reconnected? * Where will transport/heavy lifting be required? |  |  |  |  |
| **Building a “new norm”** | | | | | |
| 1. **How should I prepare people for changes that have occurred in our organisation during lockdown?** | * Should we communicate in advance key changes that may have occurred during lockdown? How? * Is it appropriate/are we able to provide assurances around the stability of our organisation? * How will changes to personnel impact people’s ability to settle back into the workplace? |  |  |  |  |
| 1. **How do I make the most of this opportunity to make positive change?** | A return to the workplace may provide opportunity to do things differently:   * Given time to reflect, should we have conversations about what we should stop doing and what we should do more of? * What creative ways are there to reduce costs or increase revenue? Are there services or resources we can access without spending money? (e.g. talent exchanges, alliances) |  |  |  |  |
| 1. **What about job-related travel?** | * Who would normally travel as part of their job? * How do we work around limited travel options? * How can time usually spent on work travel be used? * Do we need new work travel policies? |  |  |  |  |
| 1. **What flexible work from home/office arrangements should be put in place?** | * What employees would benefit from this option? * How could the business benefit from these arrangements? |  |  |  |  |
| **Leveraging Learnings** | | | | | |
| 1. **What insights can be gained from this experience to help us as we move forward?** | * What were the main challenges for staff?   *(Location, processes, systems, tools, job roles, critical behaviours, mindset/attitudes/beliefs, reporting structure, performance reviews, remuneration)*   * How were staff and teams empowered for virtual work? * What can we learn from those who excelled in working from home and contributing remotely? (e*.g.* *energy, time and mindset)*? * What can we learn about being flexible and quick to take action? * What were the challenges of rapidly deploying resources? |  |  |  |  |