| **Preparing your people and organisation for returning to the workplace** | **Under control** | **N/A** | **Work to do** |
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| **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
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| 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?
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| 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?
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| **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?
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| 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?
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| 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?
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| 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?
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| **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?
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| 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)
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| 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?
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| 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?
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| **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?
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