



LIVE WEBINAR

Reopening Your Business to Survive & Thrive

Date: 5/12/2020 **Time:** 11:00am



E Komo Mai! Please use the question box in your toolbar to ask questions throughout the session. Your lines will be muted.



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Reopening Your Business to Survive & Thrive

Date: 5/12/2020 **Time:** 11:00am





Our Experts



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TODAY'S GOAL

Share actionable steps businesses should take to prepare for their workplace to reopen and thrive in the future.

AGENDA

BUSINESS PRIORITIES

PEOPLE STRATEGY

A SAFE APPROACH



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Products &
Services



Source
Customers



Forecast
Revenue



Minimize
Expenses



**Reflect on
products &
services.**



Top Sellers

High Margin

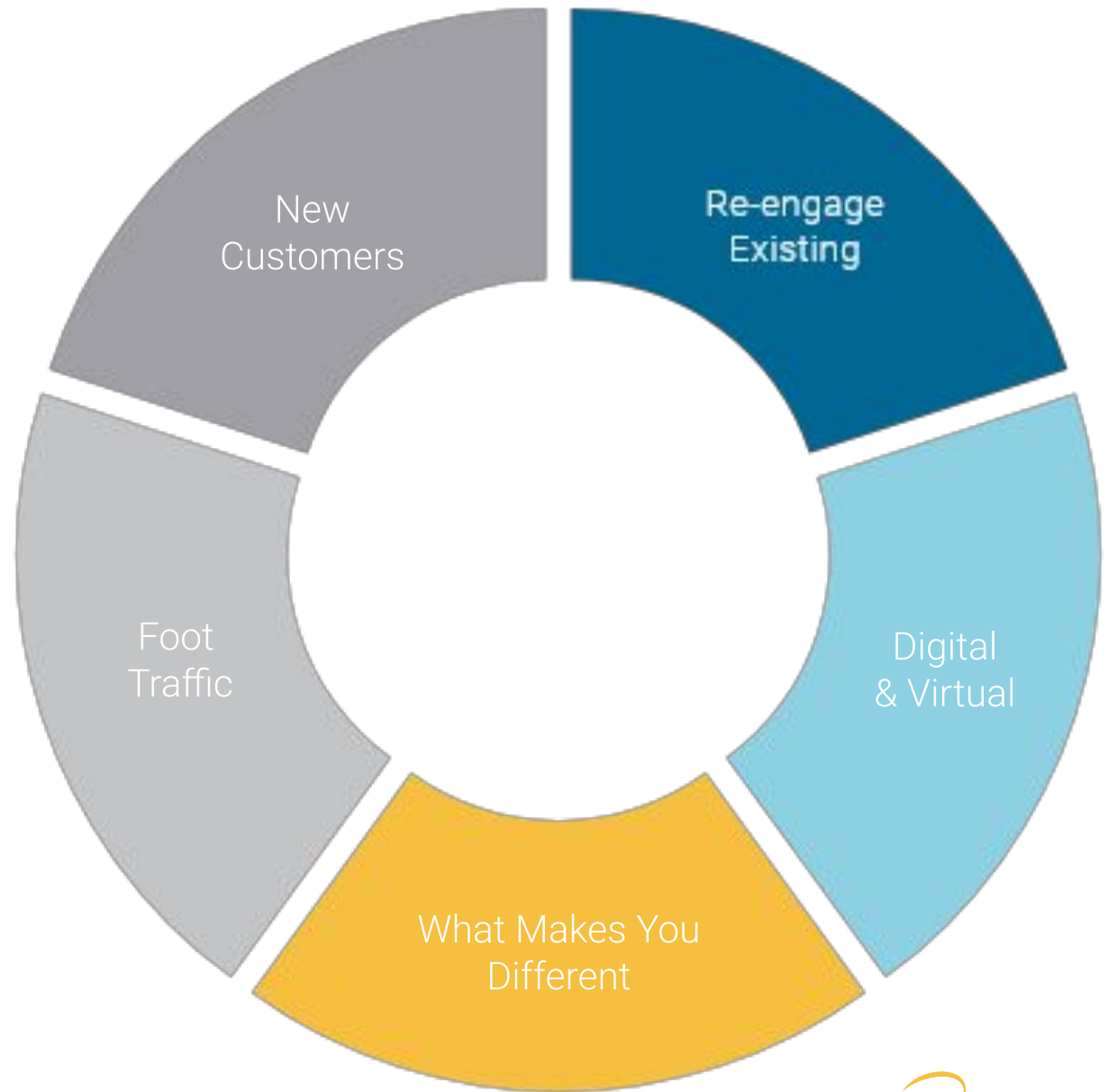
Fast Sellers


New Products

Unique

Supply

**Attract
customers.**





Project sales revenue.

- Assume a slow up-tick
- Core product assortment
- Limited hours
- While testing new distribution, customer outreach, products & services



Minimize your expenses.

- Continue to try to reduce, defer and extend terms on your largest expenses
- Try to reduce square footage and extra facilities, and all their associated utilities, maintenance and staffing expenses
- Consider employee wage reductions
- Use PPP funds smartly - for short and long-term



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Decide your
core team



Onsite vs.
Remote



Return to work
conversations



Re-
onboarding



Manage a
mixed workforce



**Decide
who to
bring back.**

Focus on what is best for the business.

- Identify top priorities and top talent
- Use objective approach to execute your priorities efficiently
- Ensure legal compliance
- Phase staff back in to align with business
- Firm up your team
- Build or rebuild your culture

Consider Onsite vs. Remote

Onsite

- Customer service and vendor meetings
- Core functions
- Streamlined communication
- Culture and camaraderie
- Innovation

Remote

- Accessibility with technology
- Improved focus
- Reduced commute time
- “Safer at home”
- Childcare and/or eldercare
- Potential cost saving
- Obtain better talent.

Return to Work Conversations

1

Re-engage Employees

- Remind them about benefits of long-term employment
- Re-invigorate purpose or mission of the organization

2

Listen and Empathize

- Listen to concerns
- Be prepared to address worries or resistance
- Give them an opportunity to share ideas

3

Set Expectations

- Establish the new normal
- Specify what you need from the employee
- Explain how you intend to support them

4

Ask for Commitment

- Ask for availability
- Confirm willingness to return to work
- Gain commitment from the employee



Hold a re-onboarding session.

- Reinvigorate excitement
- Establish expectations
- Review new health and safety protocols
- Confirm salaries, benefits, and PTO/vacation/sick policies



Engage a mixed workforce.

- Have clear communication cadences
- Protect their wellbeing and balance
- Increase frequency of company meetings and huddles
- Help employees stay connected to each other with non-work activities
- Be creative with onsite and remote



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Preparing
Your Worksite



Preparing
Employees



Preparing for
Customers



Health & Safety
Checklist

Preparing the Workplace

1

Cleaning

- Supply orders
- Pre-opening disinfection
- Ongoing cleaning
- Visible Cleaners
- Leased/community spaces

2

PPE and Supplies

- Masks or face shields
- Gloves
- Hand sanitizer
- Extra hand wash stations
- Physical barriers
- OSHA/CDC standards

3

Space and Traffic Flow

- 6 ft. spacing
- Density planning
- Staggered scheduled
- Signage for employees and customers

4

Compliance Readiness

- Infectious disease and positive test plan
- Employee records
- Training records



Prepare your people.

- Health screening
- Training
- Managers and leaders
- Employees
- Open and frequent dialogue
- Signage



Prepare for customers & visitors.

- Health screening
- Signage
- Employees following guidelines
- Visible cleaning and designated people
- Hand sanitizer stations



Review a health and safety checklist.



- General safety guidelines implemented before reopening
- Employee health screening protocols
- Schedule of disinfection and cleaning
- Employee safety travel protocol
- Employee safety guidelines for off-site work
- Client, visitor, and vendor safety



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KEY TAKEAWAYS

BUSINESS PRIORITIES

Set priorities based on what is best for your business.

PEOPLE STRATEGY

Align your people strategy to maximize the best talent, and then re-engage them.

A SAFE APPROACH

Make a plan to prepare your workplace and ensure the safety of employees and customers.

How We Can Help

Check [Proservice.com/coronavirus](https://proservice.com/coronavirus) for:

- On-demand webinars on re-opening (coming soon)
- Guide to handling positive diagnosis
- Links to industry-specific guides
- Leadership on-demand courses
- HR and safety consultations



Q & A

**Please enter your questions
into the question box in
your toolbar.**

