



# Welcome Your Team Back The Right Way

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# Returning To Work

☼ What excites you?

☼ What concerns do you have?

# Today

- ❁ Ideas For Welcoming Employees Back
- ❁ Shifting Perspectives: Opportunities in Crisis
- ❁ Best Practices, Tips and Suggestions Right Now
- ❁ Building Trust as Leaders



“There are decades  
where nothing happens;  
and there are weeks  
where decades happen.”





# Out of Crisis Comes Opportunity



# Out of Crisis Comes Opportunity

- ❁ Telemedicine has accelerated
- ❁ Vaccine development has accelerated—from years to months
- ❁ The earth is healing
- ❁ People are exercising more, planting more gardens, baking more
- ❁ We're all Zoom-literate
- ❁ **What opportunities have you personally experienced in the last three months? Chat your responses**



# Out of Crisis Comes Opportunity



- ❁ What opportunities can you create from this crisis?
- ❁ Discuss with your team if these opportunities would be permanent or temporary.
- ❁ Breakout Room- randomly assigned
- ❁ Leader is person with closest birthday to today
- ❁ Leader: Facilitate the discussion, make sure all voices are heard, and keep track of time. Finally, select a presenter to share your ideas to the large group.

# Out of Crisis Comes Opportunity



**Need 3 volunteers to share out**

- **Group leader: unmute yourself**
- What ideas did your team discuss?
- If you have any questions, put them in the chat



# Reopening Best Practices

- ✿ Create an agile leadership team-  
*change-ready, rethink what could be*
- ✿ Lead with compassion and humility  
*“You can’t ask employees to be productive if you haven’t even asked if they’re okay.”*
- ✿ Create and communicate your welcome back and training process
- ✿ Create a workplace where employees are physically safe and feel emotionally/psychologically safe
- ✿ Foster “We’re all in this together” approach
- ✿ Create a communication process
- ✿ Implement daily huddles, respecting social distancing
- ✿ Put plans in place for a second wave
- ✿ Consider flexible work schedules and job reassignments and classifications

# Psychological Safety

## Amy Edmondson, Harvard Professor and Researcher

**Psychological safety in the workplace**, is the belief that you are safe to take risks around your team-that you can speak your mind without fear, that people have your back.

- Employees can be open,
- offer ideas,
- feel they can speak up,
- express their concerns, and be heard,
- feel accepted and respected,
- feel safe to disagree with out retribution.



# Breakout: Implement Best Practices

What best practice(s) did you stamp?

Discuss HOW you could implement this practice

# Debrief Best Practices Discussion

- **Need 3 volunteers to share out**
- **Group leader: unmute yourself**
- What ideas did your team discuss?
- If you have any questions, put them in the chat



# Building Trust as Leaders



- ❁ **Trust is the master key that unlocks everything.**
- ❁ **If you get the trust right, it unlocks high performance in your employees**



# Building Trust



Please chat your answers

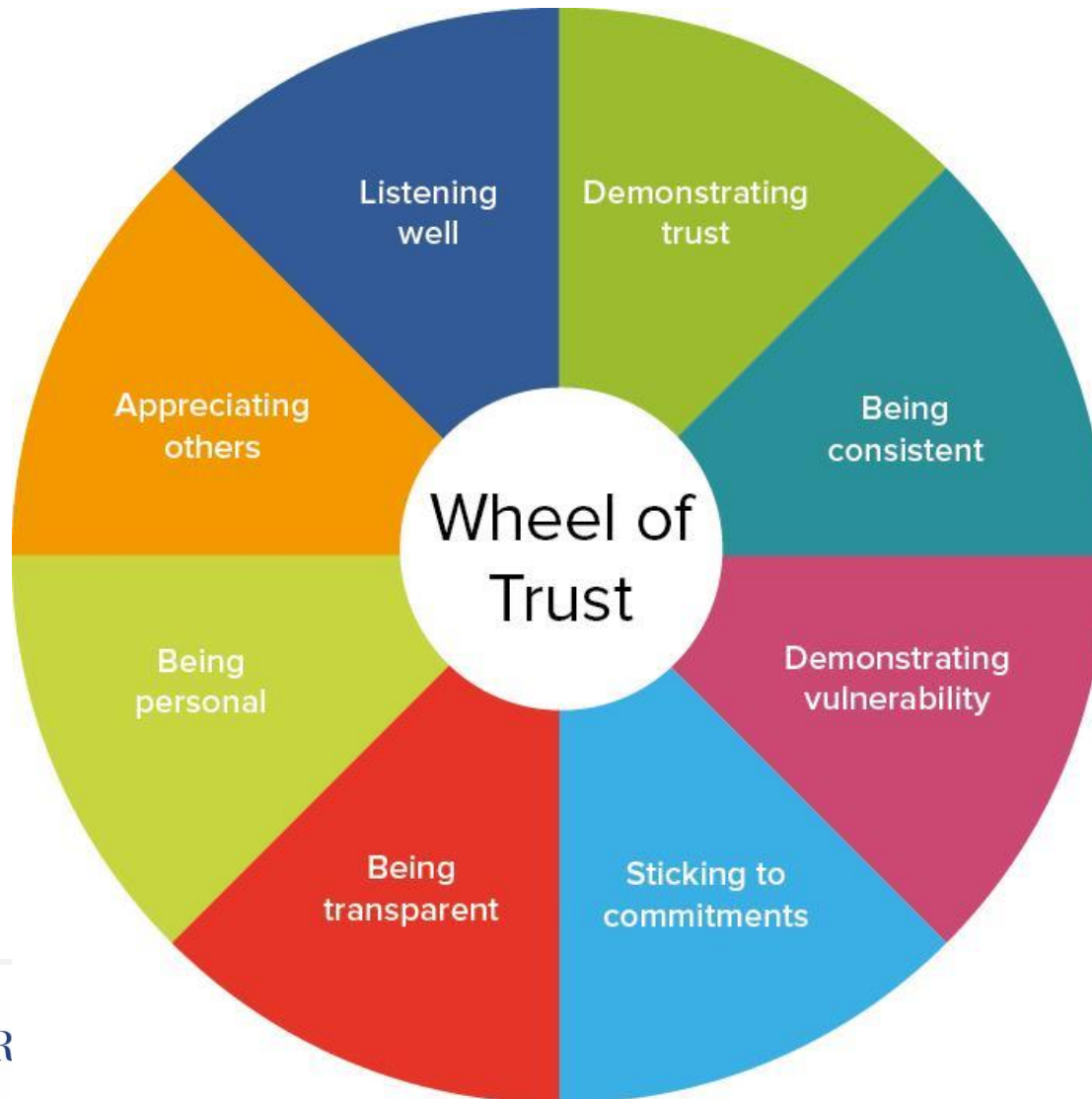
❁ When I say “Trust,” what comes to mind?

Trust in the workplace



**Your opportunity to build trust  
fastest is in crisis and recovery**

# Eight behaviors that build trust



## Self-assessment

- ❁ Consider where you are already strong on this wheel
- ❁ What are the benefits of using these behaviors?
- ❁ What behaviors do you need to strengthen?
- ❁ What are some benefits of improving in these area?



What is one action you will take as a result of today?

# Your Impact As a Leader







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### **What are your new opportunities over the past 3 months!**

- Value friendships and Family
- Spending more time with my adult children....
- I'm learning spanish
- took a defensive drivers course
- more time to spend with the family
- more time to read
- Drinking down my wine cellar.....
- digital events for the club
- Realized I have to have some sort of schedule , so I created one for myself at home :)
- took an excel class
- connecting with people I haven't been in touch with for a while
- My wine cellar is empty!
- more meaningful relationship with my son.
- Creating online programming
- being in touch with people
- spending time at home
- volunteering. mid day phone calls to friends and family. biking around Manhattan!
- catch up with Netflix shows
- Spending more time with family. Worked on being more patient with loved ones. Found my new hobby - carpentry.
- working from an I phone because kids are still doing school inside . so it a bit of a challenge . but spending time with the children
- lots of dog walks!
- thoughtfulness of neighbors
- Gardening and BBQ
- time with toddler and creating a routine
- more free time for better work/life balance
- community outreach
- Read
- better work-life balance
- building relationships for years to come with our clients. Long walks.
- baking too much bread
- Working hours have become longer than when in the clubhouse.....

### **What does trust mean to you?**

- Loyalty
- Genuine interactions
- integrity empathy
- belief and integrity
- respect
- respect
- the employer cares of the employee equally
- not micro manage the employee
- transparency, respect
- reliable
- When those around you know you have the best interest in mind
- respect and reliability
- One team, one vision - We are in this together
- clear communication
- Advocating for your team
- support even challenges arise

### **Trust Wheel - what do you need to work on most?**

#### **Where are you already strong on the wheel?**

- Appreciating others
- Appreciating others
- being consistent
- Being Consistent
- Being consistent
- consistent
- Sticking to commitments
- value everyone's ideas
- being vulnerable is always hard
- Demonstrating vulnerability
- Strong on being personal, work on being consistent
- being vulnerable
- Being Transparent
- Appreciating Other
- Being transparent; so intentions are clear
- vulnerable
- get such good results from appreciating others

### **What is one action you will take as a result of today?**

- welcome back and training process
- create a welcome back video for staff and virtual walk through of what returning to Club will look like
- Not be afraid to speak up
- Over-communicate. Make a video tour of club or a staff message board. Daily/weekly huddles
- keep lines of communication open and consistent. agree with vision and purpose, need to communicate it while being aware of the challenges of our team during this crisis.
- being part of a TEAM and being a team player has never been more important- in this together
- Learning new ideas and hitting the reset button
- welcome everyone back equally
- involve everyone in the planning process with a strong communication
- videos of changes that are being made
- Welcome back video
- All clubs are in this together , sharing techniques with each other and things that may or may not have worked at your club
- I have heard about “pivoting in teams” but was not quite sure what it meant. Now I know.
- make the team part of the solution