

WORKING DIFFERENTLY

Our Post-COVID-19 World

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Working Differently: Post COVID

- Technology Trends
- Privacy Expectations
- Cybersecurity
- Virtual Meetings
- Online Learning
- Telework
- Work Schedules
- Electronic Forms
- Employee Engagement
- Employee Satisfaction

CHANGE IN EVERY INDUSTRY



AEROSPACE



HIGH TECH



MANUFACTURING



RESOURCES



CHEMICALS



AUTOMOTIVE



ENERGY



GOVERNMENT



ELECTRONICS



UTILITIES



RETAIL



EDUCATION



ENTERTAINMENT



INFORMATION TECHNOLOGY



TELECOMMUNICATIONS



FINANCIAL SERVICES



HOSPITALITY



PHARMACEUTICAL

Three questions to consider



What actions should we be taking in times of trouble?



How do we overcome the challenges of today?



How do we overcome obstacles in the way of our success?

Polling Question

Have you conducted or are presently conducting a survey of employees?

- Yes
- No

Three questions to consider



What actions should we be taking in times of trouble?



How do we overcome the challenges of today?



How do we overcome obstacles in the way of our success?

Start with yourself.

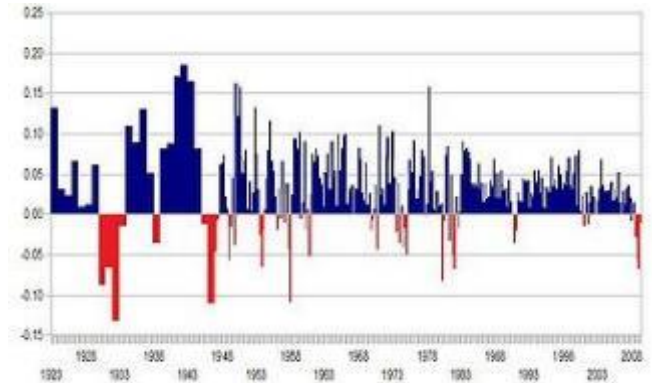
Have a positive mindset.

Have a positive mindset

There have been 47 significant downturns in the market since recording such events in 1790.

My mind and gut tell me that we will make it through to see 48.

Illustration of the market since the Great Depression



LIFE IS 10% WHAT
HAPPENS TO YOU

**AND IT IS 90% HOW
YOU REACT TO IT**

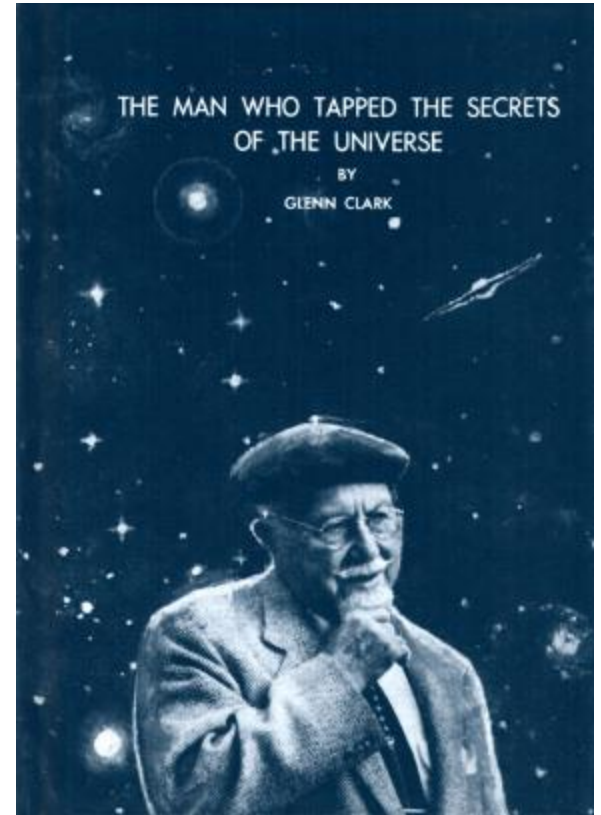
Have a positive mindset

“Life is about perspective. The only thing you can control is how you choose to show up.”



Tracey Arnish Chief Talent Officer, SAP

“Yes, I believe sincerely that everyone has consummate genius within them. Some appear to have it more than others only because they are aware of it more than others are, and the awareness or unawareness of it is what makes each one of them into masters or holds them down to mediocrity. I believe mediocrity is self-inflicted and genius is self-bestowed.”

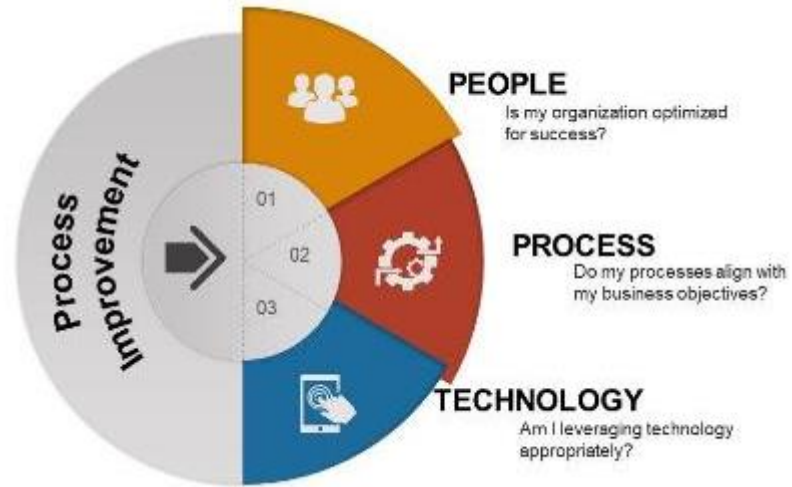


Nothing is achieved without first a belief that it can be done. That's a mindset. Mindset is an attitude that colors our view of the world and what's possible in the world.

Have a positive mindset

It's a new world with new tools,
new economics, new ways of
getting things done.

**Understand and address the
resources that can change to
make improvements at this time
(it's an opportunity!) and reset
on what success looks like.**



Polling Question

What percentage of your workforce is presently telecommuting or working differently right now?

- 0%
- 20%
- 40%
- 60%
- 80%
- 100%

Remember others.

Any success is a social journey. Work with others from where they are.

Understand the reality of your situation

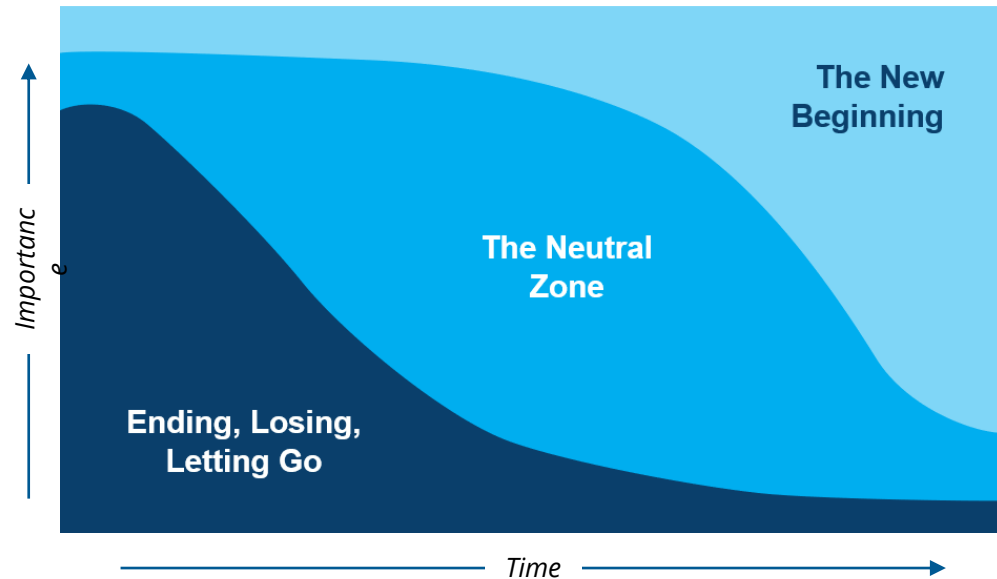
Some things have changed and will never revert back to the way things were.

Some things have not changed and will never change.

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The William Bridges Transition Model



Work with people
from where they
are, not where
you would want
them to be.



Amber Case, Founder of Geoloqi

Be intentional

Slower is faster, especially in a virtual world.

Establish alignment, connection, and joint purpose.



Polling Question

Rate your organizational morale during this time of profound change

1. **Excellent**-Team members are thankful for our ability to adapt in the face of the pandemic
2. **Good**-Most team members are doing well
3. **Mixed**-Some team members are doing well while others are struggling
4. **Fatigued**-Team members are tiring of the length of the change
5. **Stressed**-Team members are experiencing stress due to change and uncertainty
6. **Struggling**- Team members are struggling during this unprecedented time and many are afraid

It's all about fundamentals.
That's because it's all about
people and that will never
change.

Focus on the fundamentals

We live in a highly specialized world and in times of great change it is easy to overlook **the fundamentals.**



Thornton May, Futurist

Focus on the fundamentals

Work to get it right, not to be right.

Measure what matter and nothing more.

Act now and avoid the disease FUD.

Build relationships before you need them.

ICMA

INTERNATIONAL CITY/COUNTY
MANAGEMENT ASSOCIATION