

RE-ONBOARDING CHECKLIST:

How to re-engage, re-space, and re-frame your workplace to provide a safe environment as your team returns.

Preparing your team is as important as preparing your facility. The checklist below provides suggestions that will help you express your empathy and authority while increasing trust and lowering distrust.

Communicate!

Engage your workforce in a way that builds community, strengthens trust, and prepares your team emotionally and socially.

Create a survey email:

Develop a connection with “opinion” surveys/polls to take the “temperature” of your workforce.

Example:

How are you feeling about returning to the office?

- I'm stir crazy and excited to get back to my workspace environment
- I'm looking forward and willing to return, but I'm a little nervous
- I'm anxious about what returning to work means for me and my family
- I'm enjoying working from home and wonder about making remote as a part of my work week.

Create pre-onboarding email communications:

Show empathy by communicating that you are taking precautions and realize this is a new work world in which your team is returning

Possible topics:

- New touch protocols
- New sanitizing and cleaning protocols
- Analyze physical space-answer: “Where will I sit and who’s sitting beside me and how close?” “How many are allowed to gather in one room?”
- “What can I do to prepare while I’m still working remotely?”
- Create Social Communities—“Front porch” spaces to connect
 - Online Happy Hour
 - Use technology like <https://icebreaker.video/> to create guided connection points
 - Develop gamified production and productivity
 - Photo/video sharing (e.g. workspaces, neighborhood walks, pets and kids)

Other items to Communicate:

Over communicate!

- This is a new world!
- Treat people congruently not equally- seek to understand individual needs and address them to show that you’re care

- ❑ Be the guide—people want care and competency—Communicate, “We are stronger—we are building strength through you, whether you are here, here and home, or at home, we are stronger than before—We understand and are flexible.”
- ❑ Announce new products coming in the next 90 days and how the company is solving customers’ needs and how the team fits into the success.
- ❑ Be vulnerable with the general financial situation and what the company is doing to grow, stay afloat and what individuals can do

❑ Assess

Evaluate your physical space for both physical commissioning and social/emotional wellness commissioning for the new norm.

○ Social/Emotional Space

Example

- ❑ Create new protocols (e.g. physical touch, physical distancing)
- ❑ Flexible work environments (e.g. online/onsite, desk location, team meeting size)
- ❑ Re-acclimate and create new on-site work habits
- ❑ Create mental health space (e.g. for those struggling with pandemic/change trauma)

○ Physical Space

Example

- ❑ How much space between workers (e.g. desks, hallways, washrooms, board/meeting rooms)
- ❑ Sanitation stations (e.g. hand-washing, hand-sanitizer)
- ❑ No-touch technology (e.g. doors, paper dispensers, water faucet, waste disposal)
- ❑ Protection dispensers (e.g. masks, hand sanitizer)
- ❑ Re-commission your utilities (e.g. all equipment operates according to specifications—HVAC, mold levels, harmful dust and dirt, stagnate water, lighting)

❑ Onboard Strategically

Returning to a workplace after a crisis isn’t a simple “open the doors and they will come” proposition. You must strategically re-engage your team in stages and exhibit success as the process unfolds.

○ Re-onboard in stages:

Example:

Consider bringing your team back in stages

- 1. Stage one:** those excited and ready to return: On the day of their return, schedule an online/onsite call with the entire company to show how the re-onboarding process is doing—build excitement, don’t shame or pressure those not in the room (act as though they are).
- 2. Stage two:** those who have expressed a willingness to return, but cautious about coming back: Again, schedule an all company online/onsite call. Maybe do an office tour to show how protocols are in place.
- 3. Stage three:** invite (don’t push or guilt) the remainder to show up and try it for two days in a week: Remember these are people who are very anxious and need safety and security to lower their distrust so they can trust the public work environment again. Again, schedule an all company online/onsite call.