Improving your Bottom Line – Employee Optimization

Our current discussion series is focused on FREE and easy ways to reduce business expenses during Covid-19. Employees are typically an organization's greatest asset and its largest expense. Here are some practical steps to reduce cost and increase organizational efficiency.

Employee Optimization

- **Contact & Communication**
  - Maintain regular scheduled team and 1:1 contact (weekly, daily; depending on team and team member) to ensure alignment, support, and employee morale
  - Communicate proactive steps that the company is taking for safe and successful reopening for employees, customers, and the community. Reference resources like https://www.reboundandrecovery.org/business-tool-kit/
- **Staffing Optimization & Versatility**
  - Determine cross training (primary & secondary) responsibility opportunities for efficient and safe staffing during shutdown and reopening phases
  - Determine most efficient & effective means to provide training (remote, PPE, etc)
  - Consider PPE, systems, tools for Business Continuity Plan (BCP) & Reopening Plan
- **Working Remotely**
  - Consider PPE, systems, tools for BCP & Remote Work Plan (RWP)
  - Align / Create Outcome-based performance metrics to measure employee, team, and department performance while working remotely (for current & future use)
  - Clarify on expectations (such as available work hours, support resources, coverage schedule and contact info); be reasonable and ensure outcome-based expectations
  - Provide training and coaching for video and call meeting etiquette (ensure reasonable flexibility that is focused on outcomes; for example be understanding if an employees child bursts in during a meeting)
- **Staffing & Onboarding**
  - Optimize remote staffing and onboarding process for flexibility, safety, and success
- **Resuming Operations**
  - Communicate proactive steps that the company is taking for safe and successful reopening for employees, customers, and the community. Reference resources like https://www.reboundandrecovery.org/business-tool-kit/
- **Recognition & Retention**
  - Don't forget to recognize and reinforce the behaviors that you want to encourage and the employees that you want to retain
  - Establish flexible outcome-based remote work practices and processes; capitalize on what you and your organization have learned during this pandemic. Many employees are going to require or desire flexible remote working options in the foreseeable future