

May 1, 2020

COVID-19 Daily Briefing Recap

Maintaining Engagement With Remote Workers

Please note that the following is a recap of our COVID-19 Daily Briefing from May 1, 2020. Due to the rapidly evolving nature of the pandemic, we recommend that you consult the most up to date materials possible. Visit Jackson Lewis P.C.'s [COVID-19 resource page](#) for updates on workplace impacts and [sign up here](#) to receive invitations to future daily COVID-19 webinar briefings and email updates on ongoing legal and workplace health challenges.

What is Employee Engagement?

- Employee engagement does not equate to job satisfaction or happiness—it is about connection and commitment to the organization and its goals.
- You should measure engagement by connecting with your employees, one-on-one or through focus groups, to assess how engaged they feel.

How Do You Maintain Engagement With Remote Workers?

In a [2019 study](#) by Buffer.com on the state of remote work, employees reported that their top three concerns with working remotely were:

- Inability to unplug.
- Loneliness.
- Lack of collaboration and communication.

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We can alleviate these concerns by focusing on employee engagement in three important ways:

Communication

- Provide regular updates on current progress and let team members know when they can expect more information on future plans; it's okay if you don't have all the answers.
- Information should flow in both directions, so it is equally important to give team members opportunities to be heard.
- Technology:
 - Employ a mix of video and phone conferences to avoid fatigue.
 - Ensure that your team members have the technology they need to function remotely.

Culture

- [English entrepreneur Neil Patel says in a blog post](#), “When you put a focus on culture, you'll have guiding principles. People will know you for this. Employees will live by it. It'll help get you through difficult times.”
 - Though the current crisis is especially challenging, it is also an opportunity for your workforce to pull together and come out stronger in the end.

Community

- With employees working from home, the sense of isolation can be overwhelming:
 - Check in on employees frequently.
 - Remind your team of Employee Assistance Programs.
 - Encourage regular communication and collaboration amongst team members.
- If your employees return in phases, consider having all team members, even those in the office, connect to meetings by phone or video so that remote team members can participate on an equal footing.
- If you have a mentorship program in place, encourage mentors to connect regularly with their mentees.
- Consider ways to modify team-building exercises for the remote environment, including remote scavenger hunts.
- To be engaged, employees must have and maintain a sense of purpose:
 - For employees whose work has slowed down, suggest alternate projects and continuing education or training programs.
 - For employees whose work has not slowed down, provide regular feedback and convey appreciation for their work
 - Let team members know that you understand the difficulties of the present situation and consider sharing some of your own challenges.

What if I have more questions?

As issues and concerns around COVID-19 unfold daily, employers must prepare to address the threat as it relates to the health and safety of their workforce. Keep up to date with [Jackson Lewis' latest available information and resources](#).

If you have any questions, please contact the Jackson Lewis attorneys with whom you regularly work.