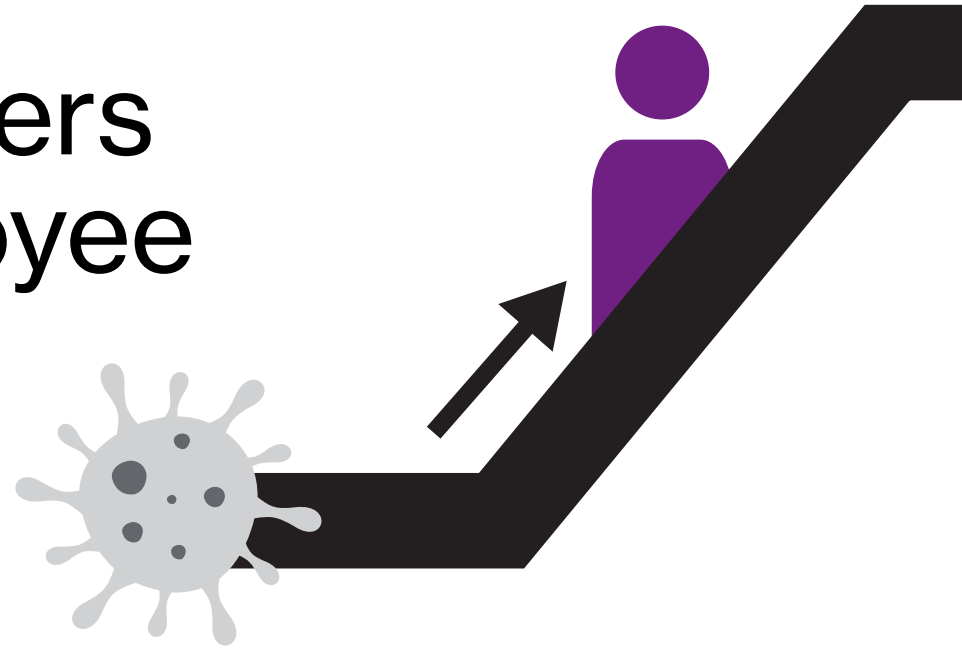


# Empowering managers to elevate the employee experience during COVID-19



## How are managers performing?

**81%** of employers say managers are effective at checking in with team members frequently

### But barely half view them as effective in:



## How are employers supporting managers?

	Providing tools, technology and resources to work from home productively	<b>92%</b>
	Putting measures in place to ensure people feel supported	<b>89%</b>
	Removing obstacles to getting work done efficiently	<b>88%</b>
	Providing tips on managing a remote workforce	<b>76%</b>

### There's more to do around manager training and development



### And they don't have listening strategies in place to support managers



## 4 steps to empowering managers

- 1** Build a listening strategy that addresses manager needs and employee concerns
- 2** Provide training to help build resilience, emotional intelligence and support new ways of workings
- 3** Prioritize communications and the use of tools, including video conferencing and team collaboration platforms
- 4** Provide training on safety protocols, wellbeing resources and program changes

Source: 2020 COVID-19 Employer Survey: Talent Implications  
Based on responses from 201 organizations representing 2.5 million employees in North America.  
Survey fielded April 13 - 15, 2020.