

# Leading After COVID-10



Dominic Gourley, consultant with Human Synergistics, Australia, talks to the director and M.D. David Byrum about leading after change (Post Covid-19 lockdown).

## Supporting employees

With employees, there could be some level of tension, anxiety around what's going on (Covid-19) and around the business. Employees got used to working from home and have a routine. Now they might be back in the office, back on public transport, need to practice social distancing and there might be a roster system for working in the office. They also have concerns about the business - will the organization survive? Is my job secure?

So how do I actively support and care for my people? A leader needs to communicate consistently and regularly. If you're the direct leader of a team, you should do one-on-ones.

Some of the questions you could ask them - Was it working for you? How can we support you? You should get as much information as you can so you can actually support employees.

Don't underestimate the level of support that people will need as they transition back into the "new normal".

## The „new normal“

We need to recognize that things will be different. Different practices have evolved because of working from home. Do we continue these? What worked well and what did not work well? What do you need to change?

We could ask questions such as: Will we continue working from home (new opportunity of flexibility), virtual meetings, electronic signing of documents?

It is important to get feedback from your team. The data could be collected through a series of mediums - surveys or one-on-one interviews.

The constructive organizations who are leading the change were probably looking to the future since this pandemic started - not when it ends.

## New opportunities

Look for a new direction. The first step would be - what are the opportunities? Listen, explore, identify them, quantify them, and then you need to really prioritize them. Does this present an opportunity to reinvent? That will depend on what industry you are in and what scale.

You could ask the following questions: So what's going on right now in the market? What are the customers' needs? What are they saying? What do they think their future needs are going to be? And how do you leverage those opportunities? Will people, for example, expect things to be more online or remote versus face to face?

Some organizations have been very innovative, examples include a company in manufacturing that are now providing personal protective equipment or a mining supplies company who are now making ventilators.

Do you want to learn more about this topic? Listen to the podcast with this interview in full length on [Culture Bites](#).

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