

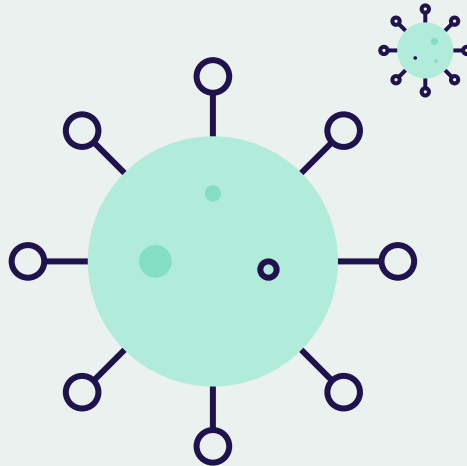
# MANAGING IN THE TIMES OF COVID-19

A brief guide for **Managers** by **xoxoday**



# THE PANDEMIC

The Covid-19 pandemic has had an effect on the normal day-to-day work routine of employees in all segments, owing to mandatory lock downs.



Managers need take the lead in helping their employees and teams to sail through this crisis. With the help of this guide, figure how to overcome the different challenges that managers confront.

”

“The ultimate measure of a man is not  
where he stands in moments of comfort,  
but where he stands at times of  
challenge and controversy.”

— MARTIN LUTHER KING JR.

# 6 CHALLENGES OF MANAGING IN THE TIMES OF CORONA CRISIS

**01**

Visibility of overall work

**02**

Communication with the  
employees

**03**

Maintaining finances

**04**

Decision making during  
pandemic

**05**

Planning during pandemic

**06**

Planning post pandemic

## ACHIEVING VISIBILITY OF OVERALL WORK PROGRESS

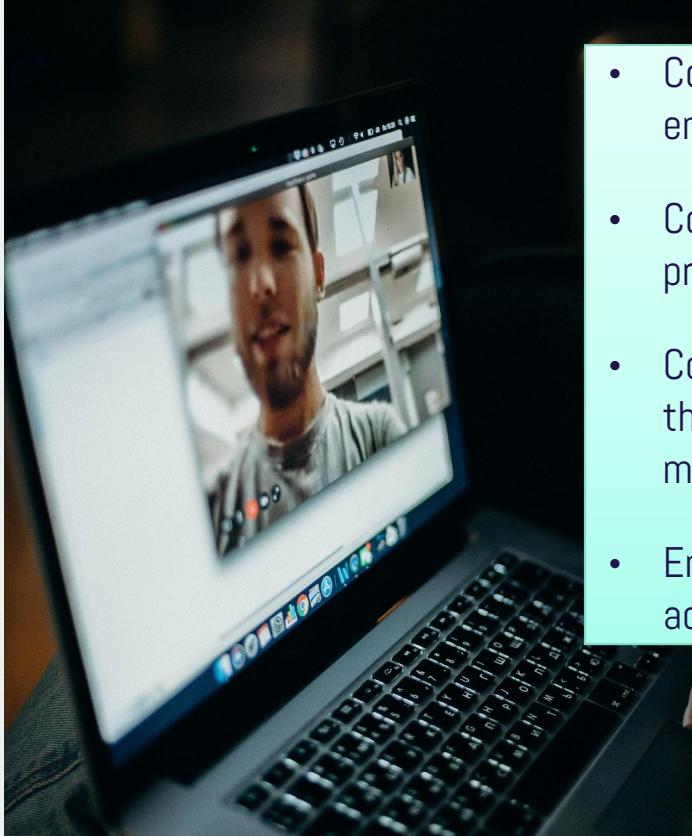


- Take regular and periodic updates of the on-going projects
- Have a team online team meeting at least once a week
- Keeping focus on the end result the team member achieve rather than timing their activities
- Keep the clients promptly updated about the project progress

### Tip for Empuls users:

Create a dedicated team-based task groups and start feeds on individual tasks and projects

## MAKING COMMUNICATION WITH EMPLOYEES EFFECTIVE



- Communicate with the employees clearly and with empathy.
- Communicate the expectation from a task/work properly to the employee
- Communicate openly to the employees regarding the current scenario and the steps taken by the management to cope with the conditions
- Ensure that important information is freely accessible to employees

### Tip for Empuls users:

Use townhall and department groups to share important information and making it a repository for important notifications and guidelines

## MAINTAINING FINANCES EFFECTIVELY



- Move to free tech tool alternatives to reduce the operating costs
- Allocate and approve proper finances for critical functions
- Assign a team of 2-3 member to focus on cutting down fixed cost expenditure

### Tip for Empuls users:

Create a cost-cutting ideation open group for crowd-sourced solutions to cutting costs.

# IMPROVING DECISION MAKING DURING PANDEMIC



- Ensure that the current lock-down restrictions and COVID-19 mandates are considered while making decisions
- Follow latest industry wide reports to assess the impact of the pandemic
- Study, analyse and adopt the working model of the company in the context of remote working
- Make no assumptions while making decisions during a crisis

## Tip for Empuls users:

Run eNPS and engagement pulse surveys to take internal factors of the organisation into consideration while decision making



# EFFECTIVE PLANNING DURING PANDEMIC

- Analyse the industry environment and what the customers perceive as essential
- Search for local alternative to fulfil your requirements
- Provide easier payment method for the customers
- Customer support should be the top priority

## Tip for Empuls users:

Run a recognition program and milestone based rewards programs to motivate the customer support and service teams who are the forefront of delivering value

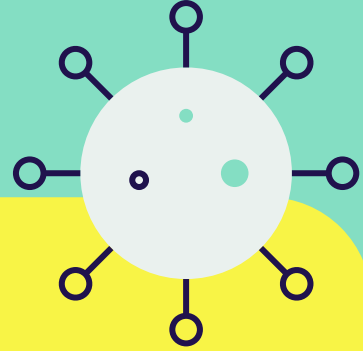
# EFFECTIVE PLANNING FOR THE NEW NORMAL



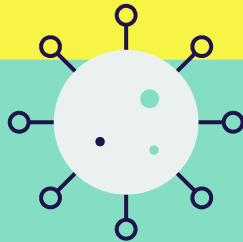
- Analyse the current impact of the crisis and the industry trends
- Making the necessary requirements ready to start the operation/functions faster
- Analyse and plan for the payments to the vendors when the supply chain restarts
- Plan for a smoother on-boarding for the employees post lockdown

## Tip for Empuls users:

Correct current standard processes in the context of new normal and circulate them through Empul groups for awareness and adoption



# **MAKING THE BEST OF THE TIME AT HAND**



## 8 IDEAS TO MAKE BEST USE OF COVID-19 TIMES

01



Strategize post lockdown course of action of the company

02



Explore and analyse new business areas for the team

03



Prepare financial plans of the company during and post lockdown

04



Share personal experiences about the project with the team

## 8 IDEAS TO MAKE BEST USE OF COVID-19 TIMES

05



Analyse and update the HR guidelines of the company

06



Encourage the culture of learning within the team members

07

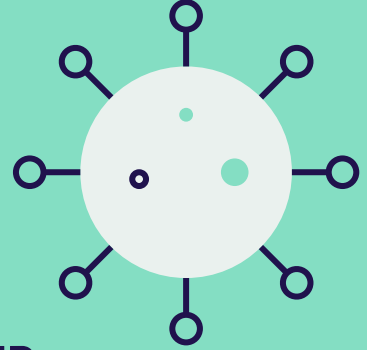


Network with past colleagues and explore new perspectives

08



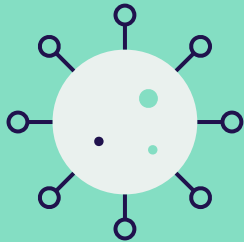
Spend more time with the family and focus on work-life balance



**IF YOU'D LIKE TO LEARN MORE ABOUT HOW  
XOXODAY CAN ALIGN, MOTIVATE, EMPOWER AND  
ENGAGE YOUR FOLKS, WE'D LOVE TO CHAT.**



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