



Not life as we know it

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The life as we know it no longer exist. The state of COVID-19 has made many things obsolete, for example the way we do business, the way we interact with each other and the way we see each other; perspective. We are experiencing unprecedented change and, even though we know that change is constant, we were neither expecting nor were we prepared for a change so drastic on a global scale. There is a saying "Organisations do not change, people do" this statement is of the past and no longer applies as both organizations and people are now forced to change. We are forced to do things differently and everything is happening concurrently, so worldwide we must become adaptive, solution oriented and resilient simultaneously to navigate changes as they come.

The home has now become the headquarters for work, school, and church. Everything is happening in one place, 'online'. There is no doubt there will be a surge in remote work after the Coronavirus.

Companies will see if and how productivity and efficiency can be maintained when large numbers of employees work offsite. Measures and outcomes such as deadlines and production schedules, work quality, and customer satisfaction will need to be tracked and evaluated. The same rigor needs to be applied to virtual training and e-learning. To weigh effectiveness, companies need to go beyond merely tracking the number of employees who complete e-training. Since employees will be working from home, they will require training to manage their daily task as managers and CEOs will also require training. For example, employees will need training on how to manage working from home, whereas heads of organisations will need training on managing remote teams. An interesting point to note for employers is we must be mindful that employees will now have to complete work task while managing their children who are learning from home and in most situations at the same time.

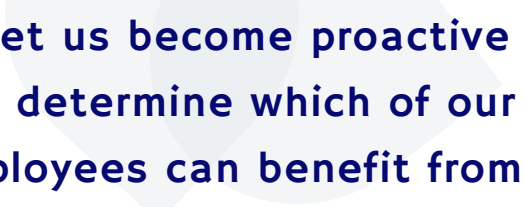
During a crisis, organisations must acknowledge and address anxiety and uncertainty. Employees want an emotional outlet. Equally important, they want to talk about how they can continue to do good work and contribute to the future. Managers play an important role here specifically by operating more like coaches. With more frequently scheduled check-ins and coaching conversations. This is our new normal by all indications, it will be for some time, so the question remains, how do we as a company adapt? We adapt by being solution oriented and resilient. It is important that we create a work life balance and employees take care of their mental health.

Before COVID-19 many employers did not see the importance of training mainly because they saw it as an expense and not an investment.

Organizations typically spend 11% of their budgets on training. During an emergency, it is common for companies to scale back their developmental efforts. When cost-cutting becomes the new normal, training and development are likely added to the list of things to downsize. In this climate, many companies have had to substantially make financial adjustments to stay liquid. This is no secret; however, I am a firm believer that training is one of the fastest ways to stimulate the mind and produce ideas that can effect change.

Therefore, I encourage you before we revoke the thought of training being an expense. Let us become proactive and determine which of our employees can benefit from training in this season. What are the key areas of training that can benefit the organisation at this time, it maybe Safety and Health or Labour related? Training does not have to be a three (3) month program it could be as simple as a one (1) hour webinar. There is plenty information out there, but you do not want to become information constipated so be wise in selecting the appropriate sources, who provides information with sound guidance.

In retrospect, even as the uncertainty amid this disruption continues, companies would do well to keep investing in employee learning and development. It matters now, for employee support, and it matters for the future of your company however that may look after this crisis abates. This time is an opportunity to curate a balanced learning and development program one that brings the best of online, instructor-led, and experiential learning in a way that best supports employees during this crisis. Doing this effectively will continue to motivate and inspire them beyond the crisis. This type of training can be accessed at www.barbadosemployers.teachable.com. *"The only thing worse than training employees and losing them is to not train employees and keep them."* ~ **Zig Ziglar**



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