

Reboarding

We asked the experts!



Reboarding is one of the biggest challenges your business will face. **What are the industry experts saying about it?**

1 Staying Virtual: Many roles and teams will remain virtual and organizations need to support them.

2 Rapid Change Management: The pace of change needs to accelerate.

3 Accountability and Ownership: Every team member needs to be driving change in the new environment

Challenges of the current environment:

Where do you begin to create a new normal for your organization? Your company's success depends on team members quickly reintegrating.

- Workplace Safety
- Working Virtually
- New Business Processes
- New Customer Needs
- Communicating & Coaching the New Normal
- Supporting Tools and Technology

Why Reboarding?

The New Normal won't look like what we're used to. Team members will be returning to a new work environment, with new rules, standards, and expectations. It's almost like starting a new job. That's why Reboarding is so important.

Key Takeaways:



Annah Litzenberger
GlaxoSmithKline

Faster decision making is here to stay. We're removing that bureaucracy of planning and moving towards single accountability decision making and turning around decisions faster.



Laurie Winthrop
Consultant, formerly Ralph Lauren

Be bold. Now is the time to try new things, push yourself, and try to motivate those around you to try something and push themselves out of their comfort zone.



Tammy Ganc
McKinsey & Company

Leaders: this is your moment. Stay visible, stay accessible, and stay transparent. The more that you're able to do that, the more that people will be able to thrive through this change.

It's about Leadership:

Leaders are the fulcrum of change and businesses rely on leaders to drive change. However, leaders need to understand the New Normal, too. **How can leaders drive success?**

Lead with compassion:

Change is new and difficult for everyone. Demonstrate understanding and help people through this difficult time.

Communicate more:

You may be asking team members to change lifelong behaviors. Be clear, consistent, and don't be afraid to repeat yourself.

Maintain two-way communication:

Leaders need to listen, not just talk. Some of the best ideas will come from your team members.

Be a role model for change:

When people aren't sure what to do, they look to their leaders. They should see you doing what you want them to do.



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Key Issues for behavior change

Our expert panel raised the following key issues to drive and support behavior change in the New Normal:

Your customers are going through change, too.

Adapt your processes to best meet your customers' new environment.

Start early, and don't stop.

Begin communicating to team members as soon as possible what the New Normal will look like. Don't wait until they are back on the job. And keep reminding and reinforcing long after they return.

Provide ample social support.

Your team needs to feel like they can ask questions, raise issues, and feel a little uncomfortable.

Focus on the future, not the past.

Reinforce the possible in the New Normal, rather than mourning the loss of Old Normal.

Reboarding Resources:

> [PDG's Reboarding Prioritization Tool](#)

> [The McKinsey COVID Response Center](#)

> [Training Companies Offering Free Products and Services During the Coronavirus Pandemic](#)

How PDG Can Help

PDG's mission is to create positive behavior change in organizations to drive business results. Our proven Framework approach help your organization get back to business as quickly as possible through effective communication, skill development, application, and reinforcement. We make your people better so they can make your business better.

