Helping Your Workforce Adapt to the New Normal

Strategies and Tips for Managers

Danann Smith
Regional Vice President
Robert Half
• The Hiring Environment
• Managing a Remote Staff
• Hiring and Onboarding Remotely
• Transitioning Back to the Office
• New Practices and Expectations
• Keeping Your Business Moving Forward
UNEMPLOYMENT RATE OVER THE PAST 12 MONTHS

Source: Bureau of Labor Statistics (BLS)
FEBRUARY 2021

U.S. BUREAU OF LABOR STATISTICS MONTHLY JOBS SUMMARY

379,000
JOBS ADDED

6.2%
UNEMPLOYMENT RATE

3.8%
UNEMPLOYMENT RATE FOR COLLEGE GRADS

1BLS data
2College-degreed workers, 25 and older
Hiring Trends: Finance

Q4 2020 unemployment rates for select positions are shown in bold.

- 0.6% Budget analysts
- 1.6% Financial managers
- 1.9% Compliance officers
- 3.0% Loan officers
- 3.8% Financial analysts
- 4.0% Bookkeepers
- 4.4% Accountants and auditors

Additional positions in demand:
- Accounts receivable/accounts payable specialists
- Controllers
- Payroll managers
MANAGING A REMOTE STAFF
What kinds of challenges are you facing as manager with regards to morale, engagement and productivity of your teams?

A. Keeping employees motivated and engaged.

B. Managing WFH environment: burnout, longer hours, voluntary resignations, reduced team capacity

C. How to unplug and detach from work
No amount of communication is too much.
INTERACT 2-3 times more than you would in an office.
Make sure your team is ready and able to use VIDEO to communicate.
Be a TECH CHAMPION for your team.
Be open and AUTHENTIC:

✓ Be upbeat.
✓ Be honest.
Lead with EMPATHY.
Empathy will be more important than ever on the part of leaders.

- Approachable
- Accommodating
- Resilient
- Compassionate
- Supportive
- Inclusive
- Calm
Offer generous FLEXIBILITY.
But work still needs to get done:

- Reprioritize projects as necessary.
- Give every project an owner.
What is your biggest concern when it comes to remote hiring?

A. Too many applications
B. Too time consuming
C. Difficult to build rapport like in-person interviews
D. Tough to gauge culture fit during virtual interview process
E. Inability to find skilled candidates via virtual interviews
F. Hiring a remote candidate in a different geography for the first time
Tap multiple resources to find the **RIGHT** job candidates:

- Former employees
- Current employee referrals
- Remote interim staff
The value of SPECIALIZED staffing firms:

✓ Accustomed to a remote process
✓ Pre-evaluated candidates ready to work from home
✓ Secure remote technology
Conducting remote INTERVIEWS

- Don’t try to wing it.
- Prepare your technology.
Conducting remote INTERVIEWS

✓ Have a backup plan.
✓ Minimize distractions.
Conducting remote INTERVIEWS

✓ Evaluate aptitude for remote work:
  - Reasonably tech-savvy
  - Used to taking the initiative on projects
  - Good problem solver
  - Expert communicator
Don’t forget to assess fit with your organizational culture.
Conducting remote INTERVIEWS

✓ Assess their technical setup.
ONBOARDING REMOTELY
Have you had to onboard any staff remotely during the pandemic?

A. Yes

B. No
Make sure they’re **SET UP** before Day One.
Give them an enthusiastic WELCOME.
Give them a go-to CONTACT.
Create an online GUIDE.
Be AVAILABLE to new team members.
TRANSITIONING BACK TO THE OFFICE
Reopening requires dramatic changes.
Every business and individual should return at a time they deem appropriate and safe.
New Practices and Expectations

- **72%** of workers are rethinking shaking hands with business contacts.
- **72%** plan to schedule fewer in-person meetings.
- **59%** are rethinking attending in-person business events.
- **57%** are weighing the necessity of business travel.

*Source:* Robert Half survey of more than 1,000 workers, 18 years of age or older and normally employed in office environments in the United States, April 2020
What’s the likelihood that your finance team will be working remotely on a more frequent basis post-pandemic?

A. Much more likely
B. Somewhat more likely
C. Somewhat less likely
D. Not likely at all
Remote Work Is Here to Stay

74% of employees say they’d like to work remotely more following the pandemic.

Source: Robert Half survey of more than 1,000 workers, 18 years of age or older and normally employed in office environments in the United States, April 2020
KEEPING YOUR BUSINESS MOVING FORWARD
Flexibility Remains Essential.
Agility Is Key, Even Back in the Office:

- Continual readjustment
- Reprioritizing tasks and realigning resources
- Becoming very good at managing a mix of resources
Your Team Will Need New **Soft Skills**:  
- Flexibility and adaptability  
- Willingness to pitch in anywhere needed  
- Comfort tackling multiple roles  
- Resilience  
- Creativity to solve shifting challenges  
- Eagerness to learn new technologies
What Will You Be Doing?

- Directing the projects of people both in-office and at home
- Rearranging and reinforcing staff resources as needed
- Closing gaps with the use of interim staff
- Focusing on retention
Danann Smith
Regional Vice President
Danann.smith@roberthalf.com