

POST-PANDEMIC HR: BUILD A BRIGHT FUTURE FOR YOUR CAREER AND COMPANY

*Reinvent your role and reimagine your personnel practices to build
a more resilient organization and drive even greater value.*



The COVID-19 pandemic introduced rapid change to a wide range of industries. Human resources professionals often found themselves on the front lines of these changes, managing remote work, supporting employees through health challenges, and more.

With the end of the pandemic in sight, what's next for HR professionals?

In this eBook, you will learn:

- How the pandemic has changed human resources work - and how to make those changes work for your career
- Post-pandemic best practices for HR
- Managing recruiting, retention, engagement, scheduling and other challenges
- How a staffing recruiter can help



COVID-19 HAS TRANSFORMED HR

Human resources professionals have long excelled at face-to-face interactions with employees not merely as workers but as people. In a pandemic situation, these human connections become more essential than ever – but they must be managed in new ways.

HR professionals thus find themselves navigating new territory, deploying essential skills in new ways. The future of HR will still require human connection, but it will likely involve new technologies and communication skills.



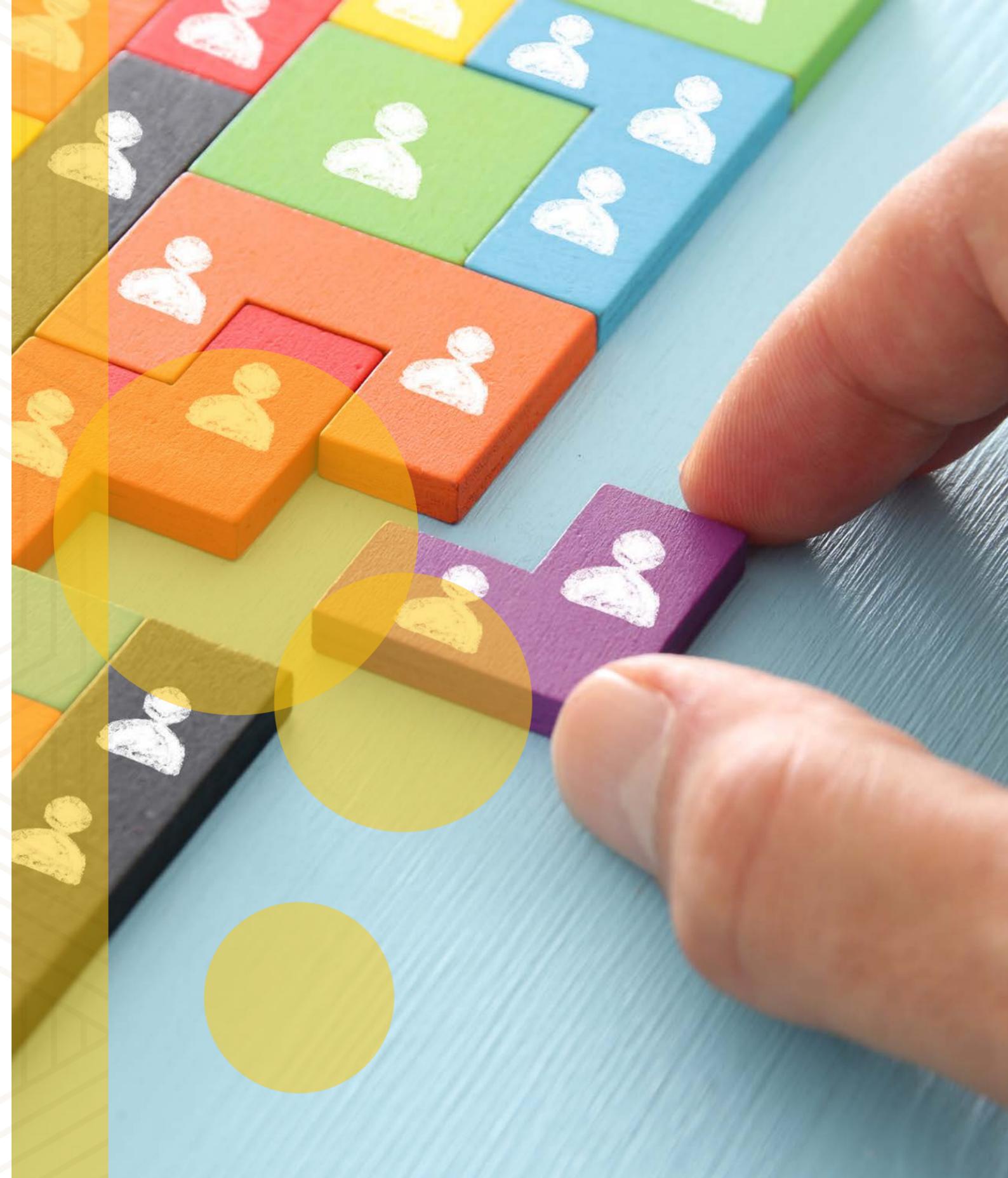
POST-PANDEMIC CAREER PATHS FOR HR PROFESSIONALS

A year into the COVID-19 pandemic, one thing is clear: HR is essential.

In the near-term, HR professionals will continue to use their skills in connecting with other people to find the right talent, shape company culture, and support workers' well-being. Yet, the way they'll tackle these tasks is likely to change.

The pandemic pushed many HR professionals into a more operational outlook. Now, HR staff may focus on deploying tech tools for remote work or implementing cleaning methods in addition to their primary tasks.

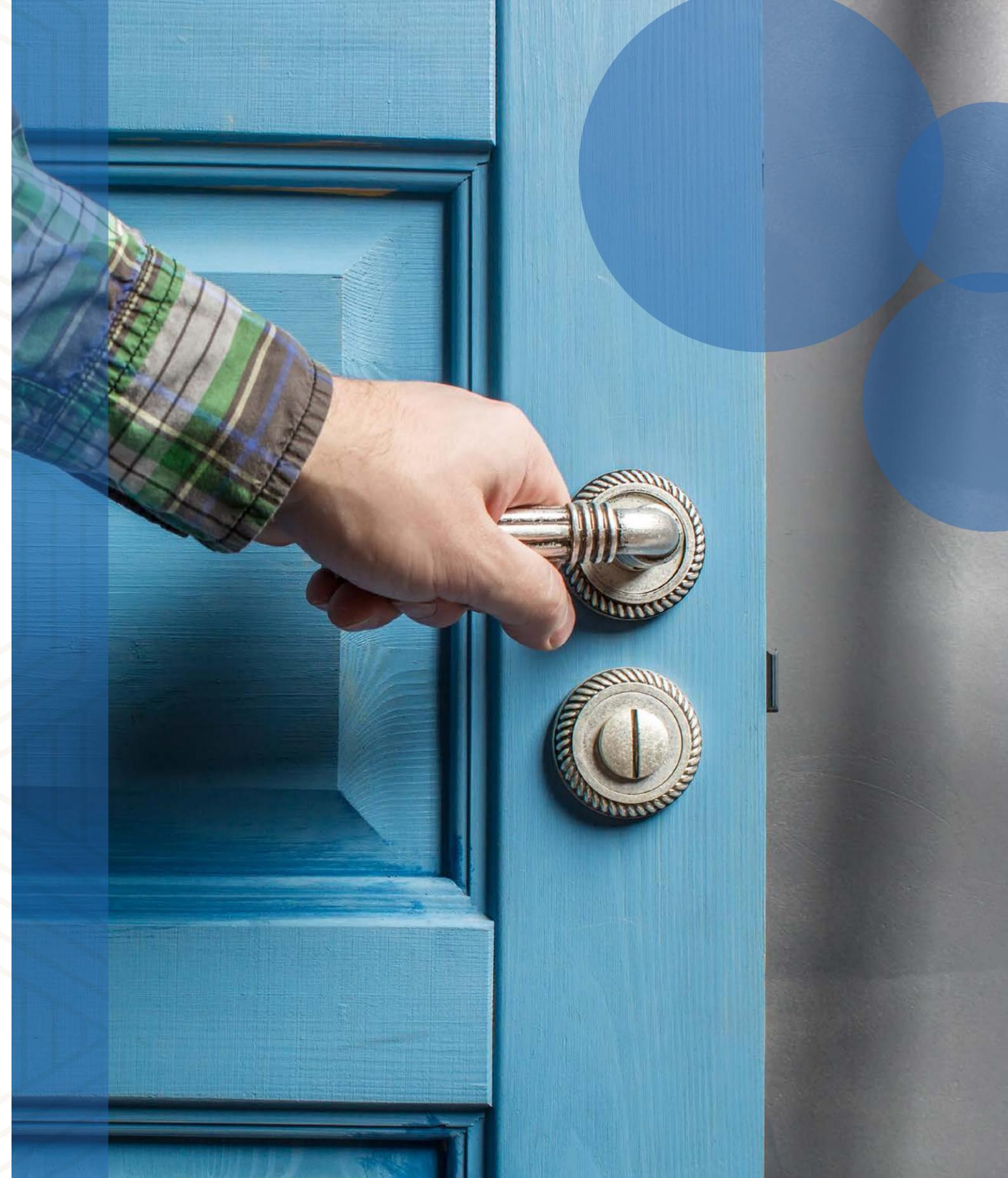
Post-pandemic career paths for human resources staff are likely to continue integrating this operational viewpoint, opening up specialties in remote work technology integration, workplace safety, and more.



BEST PRACTICES POST-PANDEMIC

The sudden arrival of the COVID-19 pandemic shocked HR professionals, business leaders, and workers alike. By focusing on workers' needs first, many companies found stability in an uncertain time.

As the pandemic wanes, best practices in human resources will continue to embrace the approach of putting workers' safety, health, and well-being first. The best HR professionals will rise to the top by incorporating new digital tools with tried-and-true listening methods, expressing understanding, educating, and building workable compromises.



TALENT ACQUISITION

Some fields are facing worker shortages, while others are drowning in a flood of resumes from those who were laid off during the pandemic. HR professionals will need to address major upheavals in their talent acquisition strategies.

Options for smoothing the path ahead include:

- Reviewing application management systems and other tools for managing incoming applications.
- Streamlining the screening and interview process – with outside assistance if needed.
- Relying on an organized method of communicating with applicants.



PERFORMANCE MANAGEMENT

Managers faced an uphill battle when it came to the sudden remote nature of their teams. Leading remotely is its own skill set, which overlaps with leading in person yet differs in key ways.

HR professionals play a key role in helping managers lead in virtual environments. Help your managers make the shift by:

- Creating standard operating procedures for virtual work.
- Supporting and modeling effective virtual communication between managers and teams.
- Seeking ways to help leaders keep their teams accountable in a remote setting while still preserving an essential work-life balance. with applicants.



WORKFORCE PLANNING

Now that the shock of the pandemic has passed, businesses are beginning to see how these sudden changes affected their work – and how they can be profitably integrated into the business’s long-term goals.

For HR professionals, changes to workforce planning include:

- Finding necessary talent in some fields and managing the influx of job seekers applying to other positions.
- Embracing remote interviewing and onboarding, not only to reduce the risk of infections but also to open up candidate searches to new geographic areas.
- Focusing on finding local talent for jobs that cannot be done remotely.



EMPLOYEE WELL-BEING

While COVID-19 has not imperiled every worker's physical health, it has disrupted the routines and daily lives of every person. For some workers, the mental health toll has been subtle but heavy.

To boost employees' well-being during extended remote work, essential in-house work, or the transition back to in-office work, HR professionals can:

- Provide information on mental health benefits, including insurance, telehealth options, and how an HSA or FSA might apply to mental healthcare costs.
- Allow workers to structure their work to accommodate mental health rest days and similar needs.
- Offer resources, like lists of local therapists, for those seeking additional help.



VIRTUAL ONBOARDING AND PERFORMANCE EVALUATIONS

Since much work is likely to remain virtual for the near future, HR professionals will need to develop additional skills in onboarding new staff and providing performance evaluations for existing staff in a virtual environment.

To improve performance in these areas:

- Study what makes virtual conversations and learning venues effective – or not. Apply what you learn to onboarding and performance evaluations.
- Double-check security and privacy protocols so information from onboarding or evaluations doesn't slip into the wrong hands.
- Refine the virtual communications process to eliminate unnecessary frustrations so that new and existing hires can focus on what they're learning, not what the technology is doing.



ADDRESSING TALENT SHORTAGES

Reports on national unemployment tend to be dire. In some industries, however, the problem is a lack of workers, not a lack of jobs. Often, these jobs are “essential,” requiring workers to be on-site.

HR professionals can address pandemic-related talent shortages by:

- Creating competitive pay and benefits structures that demonstrate essential workers’ needs will be met.
- Reaching out to unemployed workers in related fields whose skills can transfer to fill critical gaps.
- Working with a recruiter to connect with workers who offer the right skills for the job.

FOCUS ON SAFETY

Some workers never left the workplace, and others are returning to find that “returning to work” isn’t as simple as picking up where we left off in March 2020. Rather, workplaces now have social distancing measures, cleaning regimens, new equipment, and other means in place to address worker safety.

HR professionals play a role in maintaining safety as well, by:

- Training staff on social distancing and cleaning regimens.
- Providing information on COVID-19 and other illness and injury risks.
- Enforcing social distancing, mask, and other requirements according to a clear, neutral policy communicated to workers before their return.



BOOST SUCCESS BY BUILDING YOUR TEAM

HR professionals are likely to be focused on recruiting and retaining talent within their own companies for the near future. To meet these goals, HR professionals can benefit from reaching out to a recruiter for help.

Your recruiter can help you weather the post-pandemic transition by:

- Connecting you to qualified candidates.
- Screening candidates and gauging interest before interviews are scheduled.
- Training workers on essential health and safety issues.
- Providing temporary or contract talent as needed (both virtual and on-site) to address changes in work volume.

