

# Dr. Tremaine Sayles

Effective Management and Transitions During COVID-19

World of Work 2021 – What's Next

Annual Meeting 2021

# Work Performance and COVID

- ▶ Program Assessment
  - ▶ How many staff are remote? On-site?
  - ▶ What was the pre-COVID telework policy? Why?
  - ▶ Staffing work performance & productivity?
    - ▶ Quantitative measures

# Work Performance and COVID

- ▶ Where do you need to be?
  - ▶ What is the organizations strategic plan?
  - ▶ Brining everyone back into the office? “That’s how we always used to do it!”
  - ▶ Enhancing productivity? (Quantitative measures)
- ▶ Start with the end in mind.
- ▶ Backwards plan.

# Work Performance and COVID

- ▶ Organizational Structure
  - ▶ Departments, divisions, bureaus - What is each doing, specifically regarding their return?
  - ▶ Review titles - Are there differences across titles?
  - ▶ Reasonable accommodations
  - ▶ Individual differences - Performance reviews
  - ▶ Quantitative measures

# Work Performance and COVID

- ▶ Productivity Analysis - Employee Analysis
  - ▶ “A good leader can make reasonable exceptions to general rules.”
  - ▶ Productivity increases. Quantitative measures. Performance reviews
    - ▶ Location changes - “Lisa”
    - ▶ Better work performance. Empirically based.
    - ▶ Familial changes. Parents and children.
    - ▶ Generalized Anxiety

# Work Performance and COVID

- ▶ Ensure you have clear, written policies
- ▶ Consistency - Have a supervisory review committee.
  - ▶ Three (odd number) supervisors or managers
  - ▶ Employee has to apply
  - ▶ Justification has to be consistent; (e.g. increased productivity, family or children issues, etc.,)
  - ▶ Good employee/Bad employee vs Performance and Quality vs Needs of the organization
  - ▶ Your role as a manager. The buck stops with YOU!

# Work Performance and COVID

- ▶ Restructuring and reorganizing.
- ▶ Saving money for the organization.
  - ▶ Capital savings and staff savings

# Work Performance and COVID

- ▶ Program Assessment - Where are we and where do we want to be?
- ▶ Organization's Strategic plan? How do you fit into it?
- ▶ Staffing analysis. Empricially based. Quatntitative measures. Performance reviews.
- ▶ Individual differences. People have suffered changes.
- ▶ Supervisory Review Committee.
- ▶ Restructuring and reorganizing.



# Work Performance and COVID

- ▶ Self-care.
  - ▶ Reading.
  - ▶ Meditating.
  - ▶ Exercise, diet, lifestyle changes.
  - ▶ Therapy.
  - ▶ Social supports.
  - ▶ Hobbies.
- ▶ Lead from the front. By example. To standard.
  - ▶ ‘I do not ask my staff to do anything that I am not willing to do myself.’

# Work Performance and COVID

▶ Questions?

# Work Performance and COVID

## Tenacity Mindset

- ▶ New York based psychotherapy, organizational management and consulting firm that provides behavioral health services, education, supervision and leadership training for individuals and corporations. Dr. Sayles is also available for speaking engagements.
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