



VMFA
VIRGINIA MUSEUM OF FINE ARTS

Post-Pandemic Employee Engagement and Retention

CMA Hybrid Annual Meeting and Webinar
Virginia Department for Aging and
Rehabilitative Services

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COVID-19 – What Happened

- What changes did we experience during COVID-19?
- What remained the same?
- How do we define “New Normal”?



COVID-19 – What Happened

Exploring the future post-COVID-19, consider:

- Articulating the nature of work
- Building the future workforce
- Reimagining the workplace



Employee Engagement – Employee Relations

Employee engagement is often to employee relations

- Transparent Communication
- Personal Accountability
- Focus on Teamwork
- Loyalty on Both Sides



Engaging Team Members – Post Pandemic

Leaders ensure that staff performs as efficiently and effectively as possible



Maintaining overall morale and encouraging team members to develop their full work potential is also critical

Provide Support Without Micromanaging

Most workers recognize the need for supervisors to oversee their efforts, especially for complex projects

However, micromanaging your staff discourages innovation and independence, especially when supervisors are hypercritical as well

Recognize Signs of Employee Discontent

Unhappy employees often display signals such as increased absenteeism, a decline in performance



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Encourage Employee Development

Supervisors who encourage and support employees to enhance qualifications realize a double advantage:

- increased morale, and
- enhanced productivity



Provide Incentives for Good Performance

Employees who consistently produce outstanding work beyond minimum requirements deserve recognition



Engage employees - COVID Environment

- Overcommunicate
- Practice Responsive Listening
- Build Strong Work Teams
- Create Opportunities For Connections



LEADERSHIP STYLES IN THE COVID WORLD

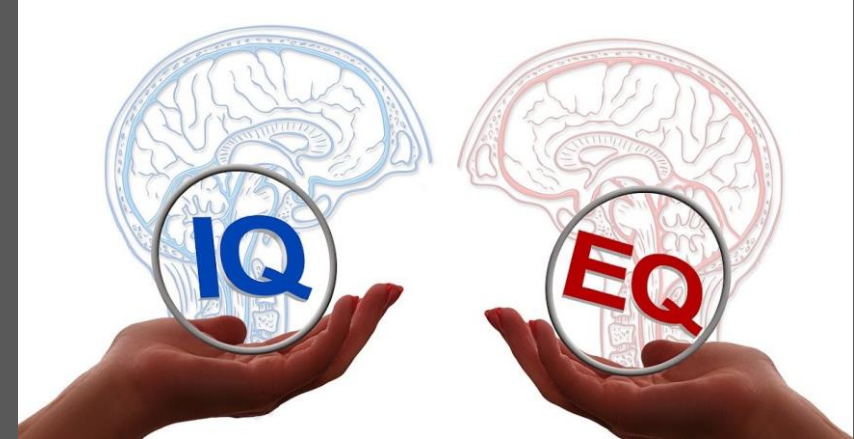
COVID-19 has changed business as visionary leaders adopt strategies for this new environment



Leading a team in the COVID world requires a shifting of traditional methods and mindsets

Sharpen Emotional Intelligence

Employees faced daily challenges of living, working, and raising families in the same space



EQ has become an absolute necessity for today's leaders – as employees transition back to the workplace

Enable Communication and Trust

Take time for personal contact, one-on-ones, frequent all-hands sessions, and encourage direct reports to have many skip-level discussions



Get People Involved in Organizational Decisions

Employees want to feel like they have a voice in significant organization decisions, including their future work arrangements



Make Sure the Team Understands the ‘Why’

Make sure you and your team are clear on priorities



Then, everyone knows why what they do is critical to the team, the department, and the organization

Listen and Empathize

Leaders are advised to listen to their employees' concerns and take them seriously if they value their teams



Practicing empathy will be necessary for work, especially in the COVID era

Keep an Eye on the Future

Change and uncertainty are still ahead as everyone navigates the post-pandemic world



Leaders are expected to be aware of new changes and stay on top of what happens next

The Continuation...

Thoughts

Comments

Questions



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