Slide 1

How the COVID-19 Pandemic Impacted Remote & Onsite Employees and Workplace Culture

with
Mike Byam
&
Dr. Paul White

August 3, 2021

Hosted by

Terryberry

Slide 2

Logistics – Getting Information:

To receive:

a) a handout version of the slide deck,
b) links to the remote research published,
c) a sample report for the Remote version of the *Motivating By Appreciation Inventory,*

email **yesdrpaul@gmail.com**
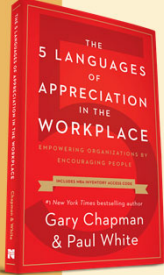with "Terryberry" in the subject line.

Languages of Appreciation at Work™

Slide 3

Starting Point:

Before We Can Make Comparisons,
We Need to Understand the Basics

Languages of Appreciation 5 at Work™

MBA INVENTORY
MOTIVATING BY APPRECIATION

Slide 4

Languages of Appreciation at Work™

THE 5 LANGUAGES OF APPRECIATION IN THE WORKPLACE
EMPOWERING ORGANIZATIONS BY ENCOURAGING PEOPLE
#1 New York Times bestselling author
Gary Chapman & Paul White

Employee
Recognition
≠
Authentic
Appreciation

Slide 5

Most
Employee
Recognition
Programs
DON'T WORK
(in making individuals feel appreciated)

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Slide 6

The Primary Difference between
Recognition & Appreciation

Performance   Person

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Employees are people,
and we each have *value* regardless
of our performance level.

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The Goal of Appreciation

To Make People Feel Good

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The Goal of Appreciation =
To create a healthy, well-functioning organization*

- Tasks get done
- Goals are reached
- Team members work together well
- Positive, cooperative environment
- Employee turnover decreases
- Customers and suppliers have
  positive experiences with you
- Productivity <u>and</u> profitability increase

*50+ research citations are provided in *The 5 Languages of Appreciation in the Workplace*

Core Principle #1

Not everyone
feels appreciated
in the same ways.

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WORDS OF AFFIRMATION

QUALITY TIME

ACTS OF SERVICE

TANGIBLE GIFTS

PHYSICAL TOUCH

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Leaders believe --

for most team
members,
words
are the
main way they feel
appreciated.

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The Reality --
for over 50% of team members,
words
are **NOT** the main way they feel appreciated.*

*Data from 275,000+ employees

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WORDS OF AFFIRMATION

46%

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QUALITY TIME

27%

Languages of
Appreciation at Work™

ACTS OF SERVICE

21%

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TANGIBLE GIFTS

6%

GIFT CARD

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PHYSICAL TOUCH

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Slide 1

APPROPRIATE
PHYSICAL TOUCH

Spontaneous
Celebration!

<1%

Slide 2
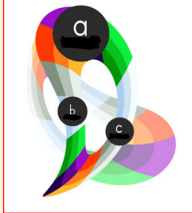
Core Principle #2

People want to know they are valued by
their supervisors and their colleagues.

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Slide 3

Appreciation
is not primarily

"Top"

↓

"Down"

Appreciation
flows in every
direction

a
b
c

Slide 4

MBA

REMOTE / LONG DISTANCE WORK SETTING

INVENTORY RESULTS FOR:
MBA Inventory
April 15, 2020

LANGUAGES OF APPRECIATION WORKPLACE

Appreciation at Work

Creates an individualized report
that identifies:

a) your Primary Language of Appreciation
b) your Secondary Language of
      Appreciation
c) your Least Valued Language
d) specific actions important to you within
      your primary language

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Slide 5

MBA Group Profile:

ACME Manufacturing

MBA
INVENTORY
MOTIVATING BY APPRECIATION™

What's your language of appreciation?	Words of Affirmation			Tangible Gifts			Acts of Service			Quality Time		
	Primary	Secondary	Least Valued	Primary	Secondary	Least Valued	Primary	Secondary	Least	Primary	Secondary	Least Valued
Fred	💬					🎁						
Mary			💬		🎁							
Joan		💬		🎁					🔧			
Marianne	💬								🔧		👥	
Chuck		💬				🎁				👥		
Eric		💬				🎁				👥		
Becky				🎁				🔧		👥		👥
Laurie		💬				🎁	🔧					
Marshaun		💬				🎁				👥		
Ayesha	💬					🎁					👥	

Slide 6

**Appreciation May Be Needed
Less Than Previously**

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Appreciation ≈ Encouragement

Past

Present & Future

Onsite   vs.   Remote

Research (pre-COVID): Remote / Onsite Employees Differences in How Appreciation is Desired

- General patterns were similar: Words, Time, Service
- Remote: Desire for Quality Time increases
- Keys to Effectiveness:
  - *Video*
  - *Proactive*
  - *Peers*
  - *Personal*
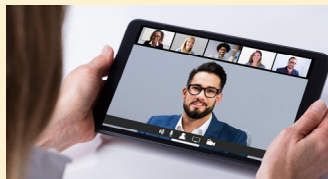
WFH research – Spring & Fall 2020 Characteristics of Those Who Coped Better

- Limited amount of time watched anxiety-producing news reports
- Maintained regular, healthy sleep habits
- Attempted to eat healthily
- Took regular breaks from work
- Engaged in occasional recreational activities
- Occasional moderate exercise
- **Kept in contact with colleagues at work**

Question: Do Remote Employees Differ in How They Prefer to be Shown Appreciation?

Research: Remote vs. Onsite Employees
(2013-2021)

Findings: Remote vs. Onsite Employees
(2013-2021)

Appreciation Language	Onsite Employees	Remote Employees
Tangible Gifts	6.3%	6.4% =
Acts of Service	21.1%	18.6%
Quality Time	26.5%	35.5%
Words of Affirmation	46.1%	39.5%

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Findings: Remote vs. Onsite Employees
(2013-2021)

Appreciation Language	Onsite Employees	Remote Employees
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Quality Time	26.5%	35.5%
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Remote Employees Need Different Actions (examples)

- Take time to listen to the unique challenges I face while working remotely.
- Call or text me occasionally to see how I am doing.
- Give me undivided attention when we are talking on the phone (don't multi-task).
- Set up a time for our team to have a conference call to touch base with each other.
- Schedule a call or video conference when it is convenient according to my time zone.

Findings: Pre-COVID-19 vs. During COVID-19

Pre-COVID-19 Employees	During COVID-19 Employees
2013 – 12 /31/2019	4/1/2020 – 2/28/2021

[break]
1/1/2020 – 3/31/2020

Findings: Pre-COVID-19 vs. During COVID-19

Appreciation Language	Pre-COVID-19 Employees	During COVID-19 Employees
Tangible Gifts	6.1%	7.1% ~
Acts of Service	21.3%	19.4%
Quality Time	26.7%	28.4%
Words of Affirmation	45.9%	45.1%

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Findings: Pre-COVID-19 vs. During COVID-19

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Summary of Research Findings

Remote Employees
- Acts of Service as a PL chosen slightly less frequently
- Words of Affirmation chosen less frequently
- Quality Time is chosen more often
- Words of Affirmation (39%) & Quality Time (35%)are top two
- Specific actions often differ for remote employees

PreCOVID-19 vs. During COVID-19
- No real differences in which language people prefer
- People's appreciation languages are relatively stable
- The benefits of WFH are significant to many people

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Benefits of Working From Home

- **More Time (Less Commuting)** *(48%)*
  - "No commuting means more time!"
  - "More time for sleep and self-care"
- **Time with Family** *(50%)*
  - "Taking walks with my family"
  - "Being able to eat lunch with my wife"
- **Time Flexibility**
- **Introverts > Extroverts**

What About Bringing Employees Back to Work Onsite?*

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What About Bringing Employees Back to Work Onsite?*

- Provide rationale for coming back to work
  - What customers need
  - Long term health of the organization
  - [Won't seem equal / fair to some]
- Talk with employees, listen to their concerns
- Seek a "middle ground"
- Don't demand; offer a choice

*If interested, request article on this topic

Conclusions

- Remote employees are quite similar to onsite employees in how they want to be shown appreciation.

- The ways people prefer to be shown appreciation is pretty stable over circumstances, similar to a personality characteristic.

- Quality Time is preferred slightly more by those who work remotely.

- The specific actions often differ for remote employees.

Conclusions

- Peer relationships are important.

- Need to develop a plan to help team members stay connected.

- Communication needs to include connecting at a personal level.

- It's important to evaluate the actual "need" for how much employees to work onsite, and try to find "middle ground".

Important Reminder

- Key point: These are results about **groups** of people.

- The most important thing is to *find out what **each person** desires and communicate appreciation to them in that way*.

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Implications for Leaders

- Develop a plan for your team members *supporting one another* (both remote and onsite) –
  Remote MBA Inventory and
  Virtual Appreciation at Work Training

- Focus on *staying connected* with your colleagues -- including what is going on with them *personally* (at home, stressors, social support).

Reminder:

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c) a sample report for the Remote version of the *Motivating By Appreciation Inventory,*
d) article on returning to onsite / hybrid working

email yesdrpaul@gmail.com
with "Terryberry" in the subject line.

Terryberry

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Questions

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