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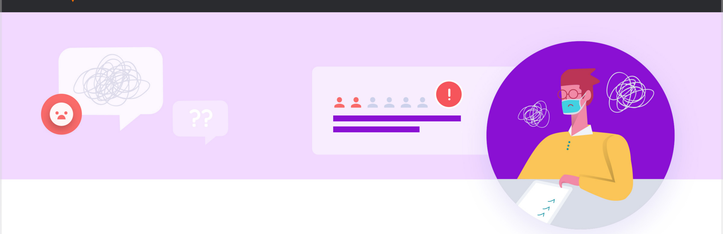


6 useful questions
to check in with your team during the COVID-19 period

Tracking employee engagement through crisis situations

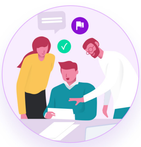
To limit the spread of the virus, employees across Asia are being asked to operate from home. Isolation, fears and anxiety can undoubtedly impact employee experience and productivity.

In a sensitive period like this, maintaining strong morale is critical, especially when employees have to endure dramatic changes to their work processes and environment.

To do this effectively, HR and leaders need a mechanism to monitor employee sentiment quickly and easily.

Questions to ask your employees:

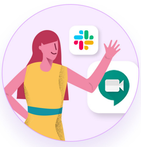
1. ON A 1-5 SCALE
   I have the **physical resources** I need to do my job properly while working remotely.
2. ON A 1-5 SCALE
   I have the **relevant software** I need to do my job properly while working remotely.
3. ON A 1-5 SCALE
   I am satisfied with the **business continuity plan** my organisation has put in place.
4. ON A 1-5 SCALE
   I have received **timely information** on the business continuity plan in my organisation.
5. YES/NO QN
   I know **what is expected of me** when I'm working remotely.
6. OPEN-ENDED QN
   If you could **change one thing** to make the business continuity plan better, what would it be?



Share your business continuity plan and set clear guidelines on work

Business continuity planning (BCP) is the process a company must follow in the face of potential threats. BCP is designed to minimise disruption to your operations and ensure that business remains viable during the virus outbreak.*

Whether you operate a startup or a large organisation, **share your BCP and set clear expectations** with your employees to **reduce stress and anxiety**.



Leverage technology to improve remote team communication

Employers need to make sure employees have **adequate physical, social and organisational resources** to enable them to function effectively. Adopting employee communication platforms will make it easier for employees to collaborate with their team and access the right content. Meetings can be done over Slack, Google Meet, or Zoom.

Build trust with regular situation updates from credible sources

HR and managers need to regularly promote medical advice and guidelines from the authorities. HR departments should pull together information from credible sources of information to create a **ready-to-refer instructional guide** for employees.*

By being transparent with employees, answering their concerns, updating them on what is happening, companies will build long-lasting trust.

*Source: Guide on Business Continuity Planning for 2019 novel coronavirus - Enterprise Singapore - https://www.enterprisesg.gov.sg/covid-19

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EngageRocket is APAC's fastest growing employee experience solution provider that helps leaders and organisations make better decisions using real-time data. The company has now analysed more than two million responses in several languages across 14 countries and 20 industries. Learn more at www.engagerocket.co.

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