

# C-TEN Quarterly Newsletter

Q1 2020

*News You Can Use*



## Coronavirus Knowledge Portal

- <https://www.hrotoday.com/workforce-management/coronavirus-knowledge-portal/>. Here, you can find a roundup of up-to-date information on how businesses and HR leaders are handling the outbreak.
- C-TEN members can share experiences with our online chat tool, Flock <https://web.flock.com/?O0Dr1XYABjtictXR=>

### *Best Leadership Practices in an Outbreak*

The outbreak of the coronavirus has already cost businesses billions of dollars of lost revenue, and experts estimate that this is only set to continue. In this time of panic and uncertainty, corporate leaders must step up to secure supplies, keep fearful employees motivated to work, and keep their business plans on course.

According to [Korn Ferry](#)'s professionals, leaders can help their organizations navigate the outbreak by adopting six best practices.

- 1. Lead with agility and humility.** Senior executives must lead from the front, exhibiting the values and behaviors they expect from their team. They have to be agile in a crisis, willing to rely on the opinions and decisions of other experts and alter their leadership style depending on the needs of the workforce. For example, a participative style of leadership where decisions are made through consensus is best in the early stages of the outbreak, but a more directive approach may be in order once the virus has run its course.
- 2. Prioritize explicit and transparent communication.** Leaders have to communicate clearly and quickly to be in the front of potential issues and counter misinformation. Communications should be targeted to each stakeholder constituency based on their unique set of concerns—whether it is employees, partners, vendors, or investors.
- 3. Keep the business running securely.** Right now, the focus of executive teams should be to keep their employees feeling safe and secure so that operations can continue without pause. Leaders should also find supplementary suppliers to fill in the supply holes created by the shutdown of Chinese companies.

**4. Manage remote workers effectively.** With schools and factories closing in countries across the world, business leaders will need to invest in capabilities that allow their workers to work remotely and stay productive. In addition to engagement issues, this could bring up another dilemma: keeping company property and networks secure.

**5. Focus on engagement.** Leaders already struggle to keep employees engaged, but gathering employee feedback through pulse surveys can help. There are three keys to effective surveys: listen to employees, act on the feedback, and communicate what has been done as a result.

**6. Embrace a shared sense of purpose.** It can be easy to abandon company values when profits are on the line, but organizations should work to leverage a short-term tragedy that hurts their organizations into a sense of purpose and community that strengthens culture in the long term.

[Read more from the Korn Ferry experts.](#)

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## **HRO Today Association – support for your staff**

C-TEN members receive a membership to the [HRO Today Association](#) for your entire staff. The HRO Today Association is here to keep our community connected and ensure there are no interruptions in your professional development and learning while social distancing is our current reality.

One example: [Professional Development Livestreams](#)

Members love our 20 and 30-minute online learning sessions, now more important than ever as we follow the precautions in place for COVID-19.

**Anyone in your organization can register for these upcoming sessions:**

- March 31: Maximizing Reward, Recognition, and Incentives for a Multi-generational Workforce
- April 14: Sexual Harassment and Gender Discrimination: What Is It Not
- April 15: Power Skills to Power Internal Talent Mobility

*\*\*Please send the name, title and email for anyone you would like to have a membership\*\**

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## **What to Expect in Q2**

- April 14, 3:00 PM ET: [“Coronavirus and the Workplace”](#) with Dr. Peter Cappelli, Director, Wharton Center for HR
- May 4, 12pm – 2:30pm ET: [Virtual Live Meeting](#)
- June 10, 3:00 PM ET: [“The Role of Culture in Employer Brand”](#) with Andrew Wilkinson, Executive Leader, Group Managing Director of EMEA & APAC, PeopleScout