

# Emerging Trends on the Employee eXperience in Times of COVID-19

While the employee eXperience (eX) has been predominantly positive two months into the crisis, the cumulative stress and anxiety felt in recent weeks has put people's well-being at risk.

Employee pulse survey results based on

130,000+

employee responses  
April and May 2020

100

organizations  
globally

## ➤ Positive levels of eX in the first two months of the pandemic

78% say they have had a positive experience of well-being, connection and caring, senior leader response, and virtual work support.



## ➤ Positivity may be difficult to sustain with increasing stress levels

#1 greatest concern is workload-related-stress.

Employees who feel negatively about their well-being are

3.5x more likely to talk about stress and health.

Women are struggling more with stress

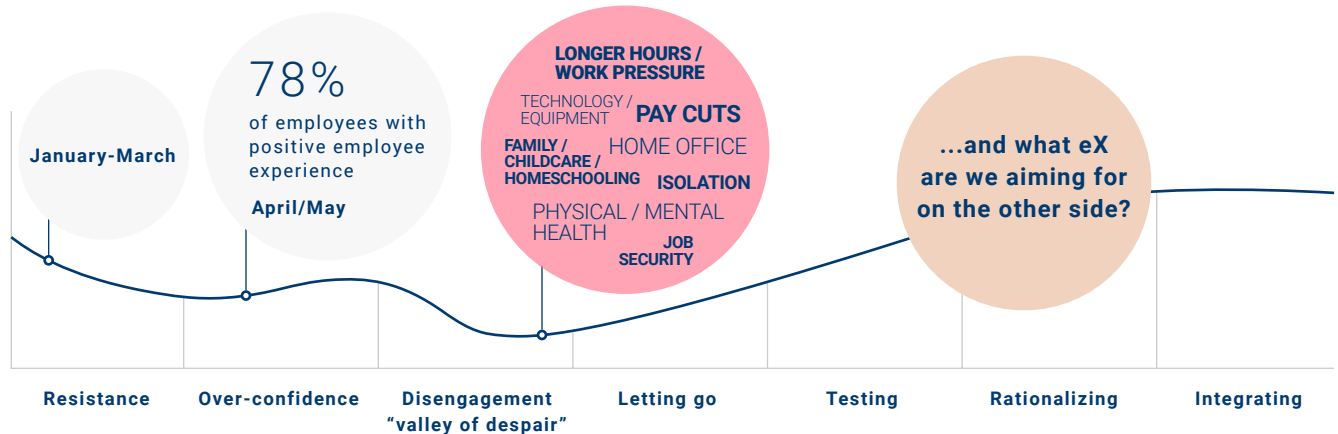
-6pts compared to men.

Workload, working hours and changing working patterns with more meetings are taking their toll on employees globally, with many working parents struggling to find a balance between work and family obligations.

## ➤ Burnout is a significant risk as we enter the next phases of the health and economic crisis with prolonged stress, volatility, anxiety and uncertainty

## › Moments of the eX that really matter must be consciously managed as leaders, managers and employees go through the different phases of the change cycle

### THE INDIVIDUAL CHANGE PATH



Trust and confidence must be continuously built and strengthened along the way, as employees in the last two months are least positive about whether the organization will support them if they face personal difficulties.

## › How can leaders, managers and HR help as we navigate through the next phases?



### Rethink your talent and eX strategy for the future

Start with the emerging business pressures and talent priorities and be ready for the post-vaccine world.



### Recast leadership models and develop leadership skills

Senior leaders that demonstrate care and concern have the biggest impact\* on employee well-being in the current situation. Assess and develop your leaders to demonstrate empathy, authenticity and empowerment, as these skills will be indispensable for business continuity and recovery.



### Accelerate HR's readiness for eX

HR has reacted in an agile and employee-centric way to the crisis. Take the lessons learned and develop a more integrated and outside-in HR function for the new normal.



### Measure and adjust the eX with ongoing, targeted pulses

Frequently ask for employee insights and suggestions to successfully navigate through the changes. Targeted pulses on specific topics, for specific audiences will help you understand what employees need to stay safe, productive and engaged.



### Broaden your Continuous Dialogue Strategy around the *act-listen-adjust* approach

It's time to pivot to a continuous dialogue strategy focused on experiences, segments and decisions that need to be made. Develop an action strategy that supports managers to drive the intended experience around the moments that matter virtually at scale.



Contact Kincentric for more information or to discuss how we can help navigate these uncertain times at [contact@kincentric.com](mailto:contact@kincentric.com).

\*Top regression predictor of employee well-being based on the COVID-19 employee pulse data