



## Each One, Help One

*A unique One-to-One model established as a pandemic response has bolstered communication across organisational levels and helped assuage employee concerns*

### RAPID ROUNDUP

- Instituted daily “One-on-One” where all functional leaders call up their team members to understand their well-being, challenges, concerns and resolve any evident or latent issues.
- Build Community through virtual challenges and recognize “winners”.
- Hands-on training to upgrade skills.
- Handle difficult conversations with empathy.

### Pandemic Response

- Organization-wide WhatsApp group for fitness enthusiasts and challenging individual performance where participants share achievements. Builds community spirit to fight isolation. Participation has been very high and great feedbacks received.
- Awareness is created through official communication channels, monthly events announcements including event-specific communication.
- Winners of various contests are recognized during virtual Town Halls and in the monthly newsletter.
- Open channels of communication, reaching out to people regularly, and with follow-ups to ensure communication is smooth and without inhibition.
- Work-related communication has changed dramatically during the pandemic. The majority are in a “work-from-home” mode. The physical interactions came to more or less a grinding halt. All official meetings/calls are on MS Teams.
- Functional heads are organizing team scrums twice a day (morning & evening) to ensure teams are connected and productive.
- “Ask me anything” meetings with leaders where people can interact and ask any work-related questions in these meetings directly.
- Monthly Town Halls to track business progress and recognize achievers - earlier. After the crisis, there’s also “Talent Showcase” to add the fun element – virtual meetings.
- Leadership communications (virtual team meetings) conducted by the HR team to provide business context and also respond to queries/concerns/issues. Furthermore, they conduct monthly “Whereabouts” and “Well-being” surveys to map geographical location and

check on any COVID &/ any other health-related symptoms. These surveys are used to update physical addresses and issue letters to commute (when required) and provide IT support or medical aid (if required).

- Collection of feedback from employees (E.g. on rejoining requirements and working from office &/ home).
- Difficult conversations (as and when a need arose) were undertaken by appreciating people’s contributions, and business context to the prevailing environment.
- Instituted daily “One-on-One” where all functional leaders call up their team members to understand their well-being, challenges, concerns and resolve any evident or latent issues.
- Various councils drive talent engagement on an ongoing basis.

### Various fun activities:

- Technical training – Hands-on training using virtual platforms to upgrade skills.
- Social Media Awareness with eminent speakers.
- Physical fitness Challenges, COVID safeguard information.
- Currently working in a blended model – WFH/WFO.

