



Communicating with Empathy & Transparency

WNS leveraged collective thinking to navigate COVID 19 pandemic and reinforce the corporate purpose. In these uncertain times, engaging with 'Empathy & Transparency' served as the guidepost to demystify a lot of anxiety.

RAPID ROUNDUP

- **Formation of COVID 19 Core Team:** When the lockdown began in several countries, they quickly formed a core response team for all functions and geographies to deal with the emerging crises. This team was the nodal point for monitoring the situation, employee tracking, and disseminating critical information.
- **Chatbot:** To answer employee queries in real-time.
- **Experience sharing sessions** (Cross-Functional, Multi-Geo): Leaders sharing experience with cross-functional teams on how to manage team, clients and reinforce the organization's DNA & values

Formation of COVID 19 Core Team: When the lockdown began in several countries, they quickly formed a core response team for all functions and geographies to deal with the emerging crises. This team was the nodal point for monitoring the situation, employee tracking, and disseminating critical information. The Leadership team ensured daily check-ins with the core team to understand the evolving situation, plan business continuity, and manage clear and transparent communication with stakeholders.

Virtual Townhalls: The CEO & CXOs conducted several townhalls emphasizing

- Solidarity – 'WNS Spirit of being Stronger Together'
- Practicing Trust & Transparency at all times
- Focusing on safety & mental wellbeing of WNS Family

Experience sharing sessions (Cross-Functional, Multi-Geo): Leaders sharing experience with cross-functional teams on how to manage team, clients and reinforce the organization's DNA & values

Employee Communication: At the early stage of the pandemic, a lot of communication revolved around staying safe and adjusting to the change. This was anchored around the WNS Spirit and keeping the bigger objective in mind. To assimilate employees into this new normal, they ensured regular communication to familiarize them with the policies, tools & resources that are available

Health & Wellness @WNS: Availability of free virtual medical consultation on COVID 19 with WNS In-House physicians. Availability of free personalized counselling sessions for all employees.

Equipping Managers to Lead Remote Teams: Communicating, training managers on how to manage virtual teams (through learning experience platform). Supporting employees with WFH Toolkits, managing productivity, creating awareness on the safe business practices, and thus effectively traverse the new work environment.

Employee Sentiment Analysis: Regular checks on the employees through surveys to gauge their wellbeing

Chatbot: to answer to employee queries real-time

Virtual Connects by Leaders: On a weekly basis, revitalizing resilience

Team Engagement Activities & Wellness Programs: Recognitions team/individuals, yoga, Zumba, positive parenting session etc

Performance Management Playbook: How to share effective feedback virtually, how to manage a difficult conversation, scenario planning, etc

