

# BUSINESS RESILIENCE

LAKEISHA  ROBICHAUX



**Lakeisha Robichaux**

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Lakeisha Robichaux

# CONNECT WITH ME



# SERVICES WE OFFER 1/2



- **Outsourced Human Resources Management services**
  - We serve as your human resources department
  - Online secure electronic portal that stores employee files, check stubs, performance management, time and attendance tracking and more
  - Payroll management
  - Employee relations guidance and investigation
  - Unemployment Claims Management
- **Employee Handbooks**
- **Payroll Management**
  - File Federal, state, and local tax filings and payments
  - Online check stubs
  - Electronic leave requests and approval
  - Payroll reports



# SERVICES WE OFFER 2/2



- **Temporary and Direct-Hire Staffing and Recruitment**
- **Employee Benefits**
  - Healthcare, short-term and long-term disability, life insurance, and much more
- **Training and Development**
- **Time Clocks**
  - Physical
  - Electronic




# BIZ CHIEFS



**Membership program** for individuals interested in starting or growing a business:

- **Virtual Classes**
  - Sales
  - Marketing
  - Incorporation
  - Operations
  - Human Resources
  - Branding
  - Social Media
  - Finance
  - Much More
- **Training and development**



**“Preparing your business** to adjust, adapt, and respond when faced with adversity or a crisis is critical for success. **Business owners should evaluate day to day operations,** human resources, finances, and possibly implement new technology to continue business.





# WHAT DOES BUSINESS RESILIENCE MEAN TO YOUR BUSINESS

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# EFFECTIVE PLANNING

- **Impact** Analysis
- **Important** Records and Resources
- **Essential** Functions
- **Risk** Assessment
- **Response** Plan
- **Communications** Plan



# SETTING EXPECTATIONS

- **Reduce confusion and anxiety**
- **Establish expectations for operations:**  
hours employees work, communication, new process for requesting leave, check reimbursements, etc.
  - *If possible, conduct a virtual 1 on 1 with employees*
- **Clarify roles and communicate responsibilities**
- **Highlight work/life balance**

# ESTABLISH CHECK-INS WITH YOUR TEAM



Commit to  
**consistency**



**Reinforce that you are accessible** and will provide support and resources for deliverables



**Group vs 1 on 1 calls**



**Allow questions and concerns to be shared with you**



# COMMUNICATION IS KEY

- 1 **Establish standard form of communication:** Email, text, messenger, etc.
- 2 **Invest in technology** for quality communication
- 3 **Commit to communication** redundancy
- 4 **Avoid micromanaging** employees
- 5 **Create opportunities** to socialize







## EMPLOYEES ARE LOOKING TO LEADERS FOR SUPPORT

- Empathize
- Listen
- Show Compassion
- Stability

Showing this type of support during a crisis **gives employees hope.**

# LEADERS:

- **Set clear expectations** for operations and outcomes
- **Equip employees** with the proper tools and equipment to do their job
- **Establish a key point of contact(s)** to discuss employee concerns and company updates



**Consistent communication is key**

- **Understand** there may be an imbalance in work and personal life



**Encourage employees to use telehealth services and wellness programs (if applicable)**



**Send information about your Employee Assistance Program (EAP)**



A woman with braided hair and a man are smiling and high-fiving each other in front of a laptop. The background is a blurred city street. A semi-transparent dark blue rectangle is overlaid on the left side of the image, containing the title and list. A large, faint, stylized 'R' logo is visible in the background on the right side.

## CONTINUE EMPLOYEE ENGAGEMENT

- **Recognize employees** for good work and going above and beyond
- **Administer surveys** to assess employee feelings and perception



# **ESTABLISH A WORK FROM HOME POLICY FOR REMOTE EMPLOYEES**

**Are employees required to check-in throughout the day?**

**How often?**

**Who should employees contact?**

**How are you tracking time? Should you require employees to certify their timesheets?**

**Should you implement time recording software?**

**Will employees use their personal device or a company device?**

**“Business continuity management covers** infrastructure, cyber, employee, business, operational and communication risks, **with the aim of managing an organization** that has to face new challenges and risks and wants to ensure continuity of operations and production.

*Deloitte*





# BUSINESS CONTINUITY

- Risk Assessment
- Risk Mitigation
- Continuity Strategies
- Communication
- Establish Roles and Responsibilities
- Implement



# ALLOW FLEXIBILITY

- **Schedule adjustments**
- **Focus on outcomes** and completion of objectives vs how employees get it done
- **Training and development**
- **Encourage employees to use alternative services** (if applicable)
- **Situations vary**



# THANK YOU!

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# QUESTIONS?