



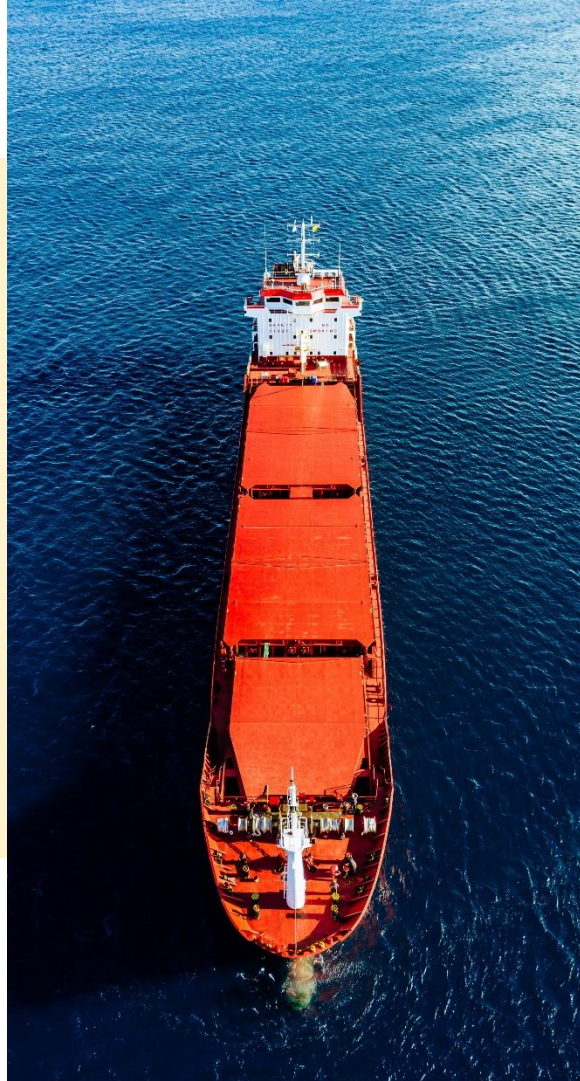
# The Next Normal

## *The State of the Post-COVID Workplace*

**Katie Miller**  
**Director, HR & Administrative Services**  
**Port of Stockton**

*APP Annual Conference*  
*October 26, 2021*

# The Next Normal



- COVID has killed the traditional workplace.
- There is no going back.
- Effective people management is the key.

*The latest headlines paint a grim picture...*


## **Hot COVID-19 Litigation Summer Could Foreshadow Trouble for Employers**

By © Fisher Phillips  
September 14, 2021

**The Great Reboot** 18 Oct 2021

## **Tight U.S. job market triggers strikes for more pay**

**'Striketober' signals 'tremendous sacrifice' — but workers say it has been a long time coming**

 NBC News · 14 Oct 2021

**BBC NEWS** 18 Oct 2021

**Why Christmas could be stuck in a shipping container**



# The Next Normal? *Leading with Empathy*

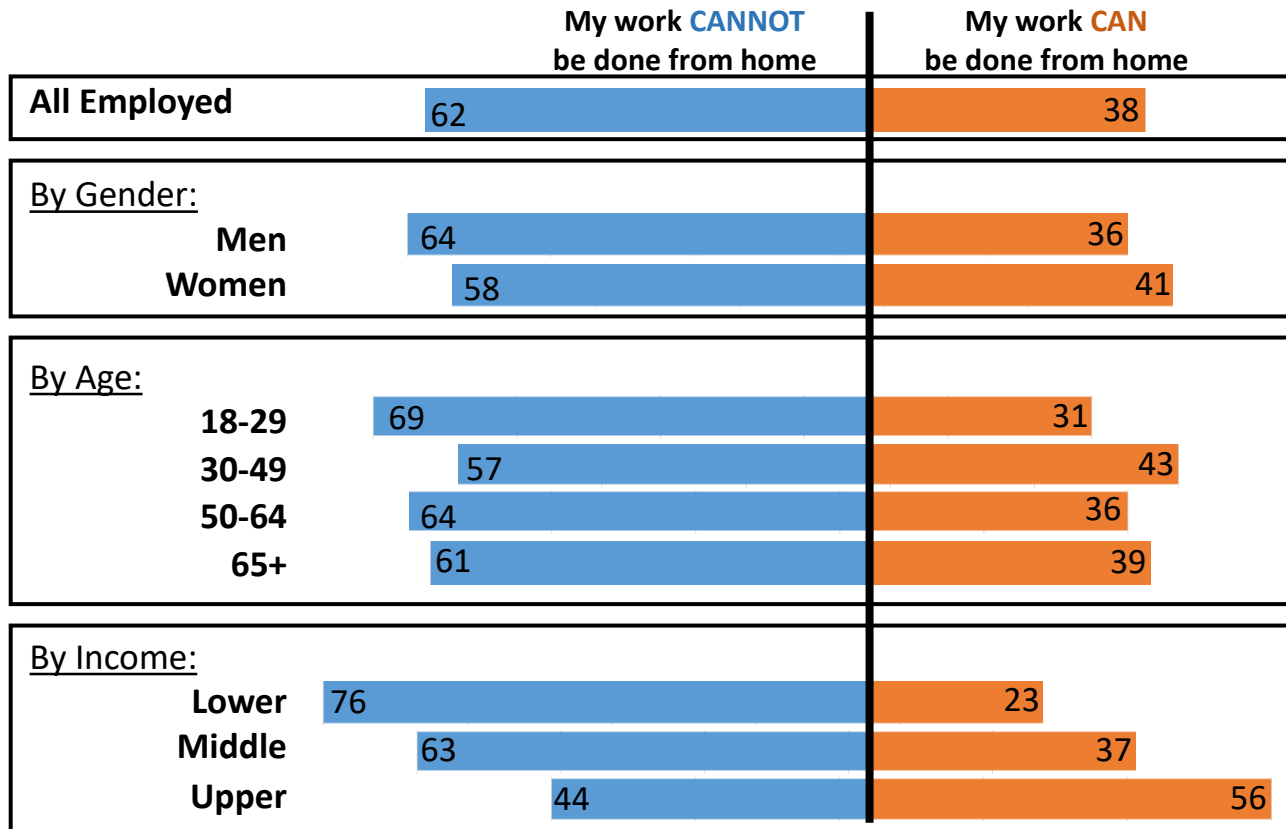


# Leading with Empathy – *What does that look like?*



- ❖ **Show compassion amid stress.**
  - Prioritize face time at the office
  - Authenticity
- ❖ **Have honest conversations.**
  - Business needs AND Employee needs
  - NOT us versus them
- ❖ **Reject virtual work at your peril.**
  - Consider flexible, hybrid approach
  - Make virtual work inspiring
- ❖ **Keep talking.**
  - Caregiver obligations
  - Stress/ burnout
  - Safe & healthy workplace

Approx. **4 in 10** workers say their job  
can *mostly be done from home*.



*% of employed adults saying that, regardless of their current work arrangement, for the most part, the responsibilities of their job could or could not be completed from home*

# Sources

- Garcia-Hodges, A. (2021, October 14). *'Striketober' signals 'tremendous sacrifice' but workers say it has been a long time coming.* NBC News.  
<https://www.nbcnews.com/business/business-news/striketober-signals-tremendous-sacrifice-workers-say-it-has-been-long-n1281615>
- Gerdeman, D. (2021, March 08). *COVID killed the traditional workplace. What should companies do now?*. Harvard Business School Working Knowledge.  
<https://hbswk.hbs.edu/item/covid-killed-the-traditional-workplace-what-should-companies-do-now>
- Gerdeman, D. (2020, March 16). *How the coronavirus is already rewriting the future of business.* Harvard Business School Working Knowledge.  
<https://hbswk.hbs.edu/item/how-the-coronavirus-is-already-rewriting-the-future-of-business>
- Klayman, B. (2021, October 18). *Tight US job market triggers strikes for more pay.* Reuters.  
<https://www.reuters.com/world/us/enoughs-enough-tight-us-job-market-triggers-strikes-more-pay-2021-10-18/>
- Mulholland, J. (2021, October 19). *Empathic leaders help thwart burnout, drive engagement and innovation.* CalChamber HR Watchdog.  
<https://hrwatchdog.calchamber.com/2021/10/empathic-leaders-help-thwart-burnout-drive-engagement-and-innovation/>
- Oi, M. (2021, October 18). *Why Christmas could be stuck in a shipping container.* BBC News.  
<https://www.bbc.com/news/business-58921947>
- Phillips, F. (2021, September 14). *Hot COVID-19 litigation summer could foreshadow trouble for employers.* Society of Human Resource Managers – Employment Law.  
<https://www.shrm.org/resourcesandtools/legal-and-compliance/employment-law/pages/coronavirus-litigation-summer-2021.aspx>