BUILDING RESILIENCE
WITHIN YOUR WORKFORCE

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A prolonged period of working from home can bring about lesser social interaction, increased mental stress, low morale, and decreased familiarity with physical workplace processes among employees. As we gear towards returning to office, businesses need to ensure that employees are psychologically prepared against any terror threat or crisis, and remain vigilant in supporting and executing the company's crisis strategy. Here are some recommendations to help build better resilience within your company:

CULTIVATING A PROACTIVE MINDSET

Businesses should implement a Business Continuity Plan (BCP), and consider how they can convey it effectively to employees, especially as they start to return to the workplace progressively. This can be done by rebuilding positive workplace relations while adhering to **prevailing safe distancing measures**. Helping employees see the significance of their role in the BCP also serves as an important refresher, gaining buy-in from employees to support crisis plans.

STRENGTHENING COMMUNICATIONS AND WORKPLACE EFFICIENCY

In the new normal of hybrid work, businesses can cultivate resilience from disruptions by investing in project management apps that help employees compartmentalise their schedules for improved efficiency. Employers should also establish effective communication channels that can be maintained across on-site and off-site work. Employers can leverage these channels to conduct regular training for staff and encourage employees to provide feedback. The regular communication ensures that employees continue to be updated on crisis plans.

PROMOTING MENTAL WELLNESS

A pandemic can lead to fear and anxiety, compounded by the effects of social media. Employers can mitigate this by extending mental health services, creating a centralised system for information, and communicating regularly about available support to employees. The accessibility to important resources will help employees gain a sense of control in ensuring their own mental wellbeing, and build trust in the organisation. Employers may refer to the **Tripartite Advisory** to learn more about mental well-being at workplaces.

For related information on spurring resilience and growth from crises, you may read "**Growing Stronger from Crises: Tips to facilitate Growth**" by the Home Team Behavioural Sciences Centre. Also, keep a lookout for the next bulletin for more ways on how you can build up your company's resilience.

✓ PREPARE YOUR WORKFORCE   ✓ PROTECT YOUR WORKPLACE   ✓ PARTNER YOUR COMMUNITY