Listen and communicate

Enhance the employee experience amid COVID-19



## **Employers are dealing with serious challenges**



Higher than normal levels of employee stress and anxiety

Today

In the next 3 to 6 months

68%

64%



Maintaining employee resiliency

Today

In the next 3 to 6 months

53%

60%



Communicating effectively to all employees

Today

In the next 3 to 6 months

39%

45%

Percentages indicate "to a great extent"

## And making it a priority to communicate broadly about key benefits



**82%**Telemedicine



80%

Employee assistance programs



**69%**Virtual mental health services



40% Paid and unpaid leave policies



38% Wellbeing apps

Percentages equal those who say it is a high priority Source: 2020 COVID-19 Benefits Survey — U.S.

## While 60% have increased employee listening efforts few are using formal listening approaches



31%

conduct surveys of employees



13%

conduct focus groups in response

## **Employers who have increased employee listening efforts are:**



20% more likely to communicate more on wellbeing



**17%** more likely to communicate more on the importance of staying connected to customers



**36%** more likely to communicate more on managing a remote workforce



**20%** more likely to communicate more with tips for working from home