

COVID-19 is accelerating workplace change

Organizations are currently managing one of the biggest and fastest-moving change challenges in history. It is having huge impacts on the way organizations operate and is accelerating workplace change like never before. Today, change isn't just about reinvention, it's about survival.

The response to COVID-19 is having broad-reaching impacts on our daily lives and existence across the world. We are now in the mid of a truly immersive change environment that everyone can touch, feel and experience.

As your workforce navigates the uncertainty and individuals and teams work through their own possible challenges, a deeper understanding of human behaviour sets is required. It will help business and talent leaders to engage better with their people and support their accelerated transition to different ways of working.

COVID-19 Navigating the greatest change challenge in a generation

How EY teams can help you navigate the rapid workplace change created by COVID-19

How EY teams can help

Now | Pivot

- Equip and support your people, based on understanding of the impact, informed by deep empathetic listening and anchored in your purpose

Understanding the immediate change impacts

Using virtual and digital facilitation techniques to rapidly understand the nature and scale of the Change Impacts across your workforce.

Insights into what matters now

EY teams use leading digital tools, including Qualtrics Remote Work Pulse, to gather data and insights on workforce sentiment across the organization to enable business leaders to address real concerns.

Crisis communications

Develop a specific crisis communications approach for COVID-19. We can provide planning and execution support focused on authentic and transparent communications designed to instil confidence and trust.

Next | Work differently

2 Engage > Analyse > Execute

Plan for and execute a wide range of initiatives to address critical people issues against a potentially vastly changed organization norm

Pivoting to new, remote ways of working and learning

EY teams help to rapidly mobilize and/or support virtual working. For example, converting classroom training to virtual instructor-led training, new collaboration approaches and rapid upskilling of teams.

Rapid onboarding and inducting of large numbers of staff

Training and induction programs for organizations onboarding high volumes of new joiners are delivered via easy to access learning platforms and reporting tools.

COVID-19 and beyond | Work better

3 New resilient business as usual

Instil agile execution, better resilience, flexibility and analytics into the way you navigate complex, continual change

Managing the new portfolio of initiatives to support the change

Planning and managing the new initiatives that will help you navigate the immediate and post COVID-19 world. The EY Change Insights tool helps to manage your portfolio of change initiatives and provides near real-time insights as to whether your projects are on-track enabling you to course correct as you go.

The Change Experience approach helps leaders and their people navigate through these unprecedented times

There has never been a more important time to leverage robust change approaches to navigate uncertainty

Purpose is enduring and serves as the north star to help teams navigate uncertainty.

Leveraging new creative, digital and virtual techniques will help your workforce feel supported and allow leaders to guide their people by creating broad experiences that foster connection, openness and clarity.



Investing in understanding human behaviour alongside the use of techniques such as personas help deliver a customized experience that also gives teams and individuals the tools to build skills for the future.

EY teams use tools to gauge real-time sentiment across the organization to create actionable interventions. EY Change Insights also provides transparency of progress and challenges across your change portfolio.



Building a better working world