



## Fostering Skills & Productivity during Covid-19

IOE Digital Conference – Myriam Denk

Respond | Recover | Thrive



## Serving Leadership

Design from heart ... and head

Empathy & Compassion

Put mission first

Triage & Priorities

Speed over elegance

Decisive & Courageous

Own the narrative

Seizing, transparency, state the unknown, paint compelling pic

Embrace the longview

Focus on horizon, Innovation

### Crisis Priorities:

Command Center, Workforce & Strategy, Business Continuity & Financing, Supply Chain, Customer Engagement, Digital Capabilities

## RESPOND

## RECOVER

## THRIVE

### Employees

Reflect – Reconnect – Re-engage – Rethink – Reboot

Inclusive

Courage to ...

Ask for help

Letting go of ...

Positive

Inclusive

Just try ...

Fast decision making

Caring

Be resilient

Innovative

Show up for your people & customers —set the tone at the top

Scenario Planning

Establish employee support procedures.

...

Create strategies for a temporary labour reduction.