Everything Has Changed!

Business Tips for Surviving AND Thriving During the COVID-19 Crisis

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Three Important Topics

01 FAMILIES FIRST
CORONAVIRUS
ACT (FFCRA)

02 SBA DISASTER
LOANS

03 SUCCESS WITH
REMOTE
TEAMS
Families First Coronavirus Act
FFCRA – WHAT IS IT?

• Specifically, you as an employer must provide greater rights for a leave of absence related to the COVID-19 pandemic

• The FFCRA is considered an “Emergency FMLA Expansion” and an expansion under the Emergency Paid Sick Leave Act (EPSLA)

• The challenge is the FFCRA leaves many unanswered questions and leaves you, as the employer, guessing as to how to comply and what you as an employer can and cannot do
When May An Employee Use Emergency FMLA?

• An employee may take a leave of absence when the employee is unable to work (or work remotely) due to a need for leave to care for their child under the age of 18, if that child’s school or place of care has been closed.

• The employee may take up to 12 weeks of paid leave.
The EPLSA provides for six (6) covered reasons under which an employee may take a leave of absence. These include:

- The employee is subject to a federal, state or local quarantine or isolation order related to COVID-19;
- The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19;
- The employee is experiencing symptoms of COVID-19 and is seeking a medical diagnosis;
- The employee is caring for an individual who is subject to an order as described in No. 1 or has been advised as described in No. 2, above;
- The employee is caring for a son or daughter of such employee if the school or place of care of the son or daughter has been closed, or the child-care provider of such son or daughter is unavailable, “due to COVID-19 precautions;”
- The employee is experiencing any other substantially similar condition specified by the Secretary of Health and Human Services in consultation with the Secretary of the Treasury and the Secretary of Labor.

Full time employees may take up to 80 hours of paid leave under the EPLSA. The amount of leave for part-time employees is the average number of hours worked over a two-week period, unless the employee works a variable schedule, which requires a different calculation.
SBA Disaster Relief Loan
SBA Disaster Relief Loan

- Loans of up to $2M will be made available to businesses
- Loans can be used for payroll, fixed debts, accounts payable or other bills
- Term may be up to 30 years
- The program is designed for possible loan forgiveness
Success With a Remote Workforce
The Foundation for Success

• How is culture created?
• Why core values are more important than ever
• Setting employees up for remote work success
• Setting up the organization for remote success
Culture – How is it created and sustained?

- Actions & behaviors of Leaders
- What Leaders pay attention to
- What gets rewarded and what get negative attention
- Allocation of attention and resources
Core Value – Regardless of Location

- Trust
- Goals
- Teamwork
- Responsibility & Accountability
- Customer Care
- Ethics
- Innovation
Team Member Remote Success

- R – Ready your personal workspace
- E – Expectations
- M – Morning routine
- O – Organized communication
- T – Time block & tasks
- E – Embrace extra time
Ready the Workspace

• Many people may be sharing the quiet space

• Allow for and anticipate distractions

• Not everyone is comfortable being on camera

• There will be a period of loss for the “water cooler”
Expectations

• Employees now have new co-workers, also known as their partner/spouse, children and don’t forget the pets!
I WILL START WORKING WHEN MY COFFEE DOES
Organized Communication

• Which platform(s) are you supposed to use for which type of communication?
• Allow other team members the same grace you expect.
• Consistently communicate completion of milestones and deliverables.
Time Blocks and Tasks

• Everyone should still prioritize their day before starting work

• Use technology tools to alert co-workers if you’re “off-line”

• Avoid non-work distractions (i.e. organizing your closet when you’re supposed to be working!)
Embrace the Extra Time

Time with family  
Personal & Professional Development  
Exercise
Your Responsibilities as a Leader

R – Ready their workspace
E – Expectations
M – Measure success
O – Over communicate
T – Technology requirements
E – Emotions
What Does Each Team Member Need to Work Remote?

- Can their home internet currently support business needs?
- Is their chair ergonomic?
- Do they have a dedicated workspace?
- What does that person need to be successful?
Expectations Management

- Hold: Hold your team accountable – this should be the new normal
- Agree on: Agree on outcomes
- Agree on: Agree on due dates
- Ask: Ask questions to set up an interactive expectation
- Confirm: Confirm understanding
- Streamline: Streamline the work – not everyone needs to be involved in everything
Measure
Success

Now is not the time to stop providing clear and consistent feedback!

Recap each week – did we accomplish everything we agreed upon?

What about managing low performers that may be on a PIP?
Over Communicate

• Schedule morning huddle calls that are 10-15 minutes with scheduled check-in conversations throughout the week
• Now is the time to address the communication expectations
• We depend on our team to follow through and not CC everyone to prove they are “doing something”
• It is up to Leaders to clearly communicate the action items AND provide transparency
• Establish “town halls” to provide regular high-level updates and address concerns (and rumors!)
How to Send a Clear Message

• 93% of communication is body language and tone
• Plan before you speak
• Call people by name
• Anticipate questions
• What’s in it for them
• Heighten their level of engagement
• Communicate with confidence
Technology

It’s not new to your organization – but the way we leverage it in a remote environment is

The level of support will shift

IT support will be remote as well

Do your current policy & procedures support remote work?
Emotional State

• Understand that people in the household may now be unemployed
• Income has been reduced, increasing fear of becoming homeless
• Social contact for teens has come to a halt – how will this impact the home environment?
• What is someone in the organization contracts COVID-19
• Fear of job loss for failure to respond to a Slack or Teams message in less than 30 seconds
Final Thoughts

Clear Expectations
Clear Capability
Clear Measurement
Clear Feedback
Clear Consequences
#buildabetterworkenvironment

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