



Results of Pulse Survey Phase 2 Impact of COVID 19

RETENTION
STRATEGIES

Re-opening Puerto Rico
September 29, 2020

Purpose of the Survey: To gather trends and lessons learned from the COVID-19 quarantine and track changes between summer and fall survey responses.





We have the expertise in INSURANCE – both BENEFITS and P&C – WELLBEING, HUMAN RESOURCES, COACHING and COMPLIANCE bringing innovation and agility to partner in achieving of your business goals.

Results Summary:



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82% fully or partially **opened**

73% implemented some **training**

43% more **productive**

56% more **engaged**

38% increased **quality**

Challenges include: Engagement,
H&S and Fear of COVID

Our Survey by the Numbers:



Phase 1 – 68 Participants

Phase 2 – 60 Participants



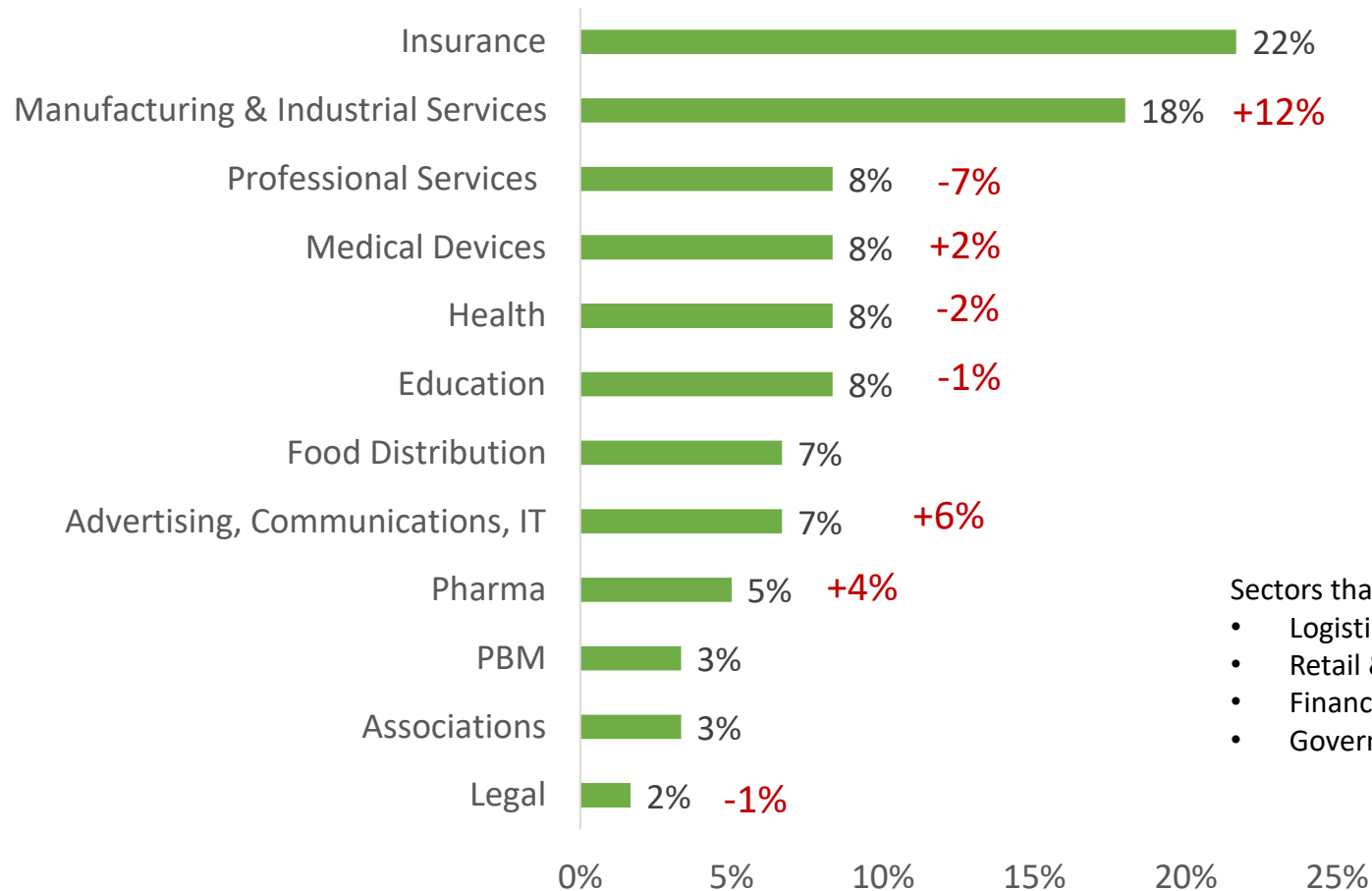
Phase 1 June 24 – July 10, 2020

Phase 2 August 12 – Sept 11, 2020

Twelve Industry Sectors



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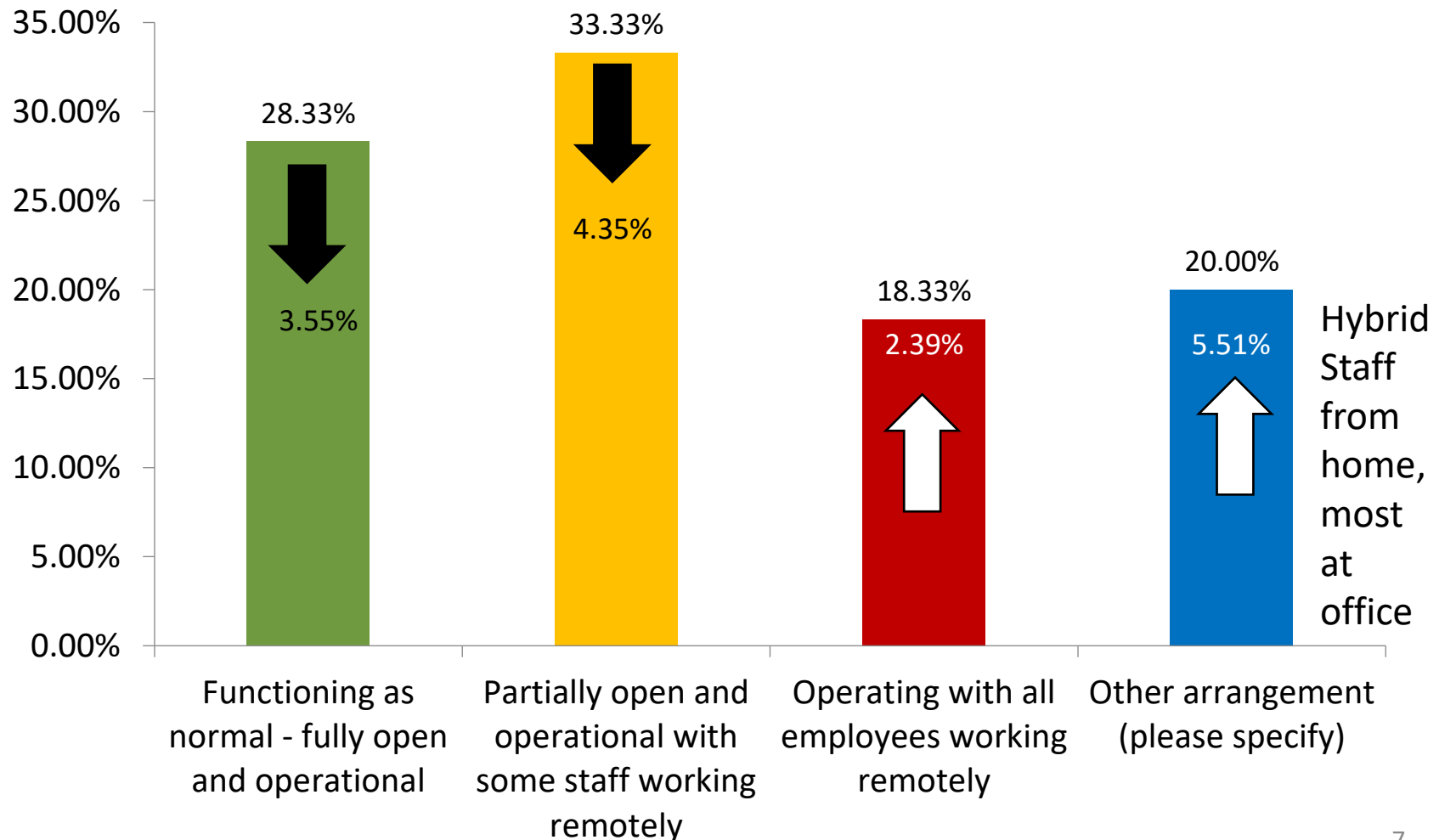
- Sectors that Missed Phase 2
- Logistics & Transportation
 - Retail & Sales
 - Financial
 - Government

*Data in red outside the columns represents variation from phase 1

Current Status of facility/office – Phase 2



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*Data inside the columns represents variation from phase 1

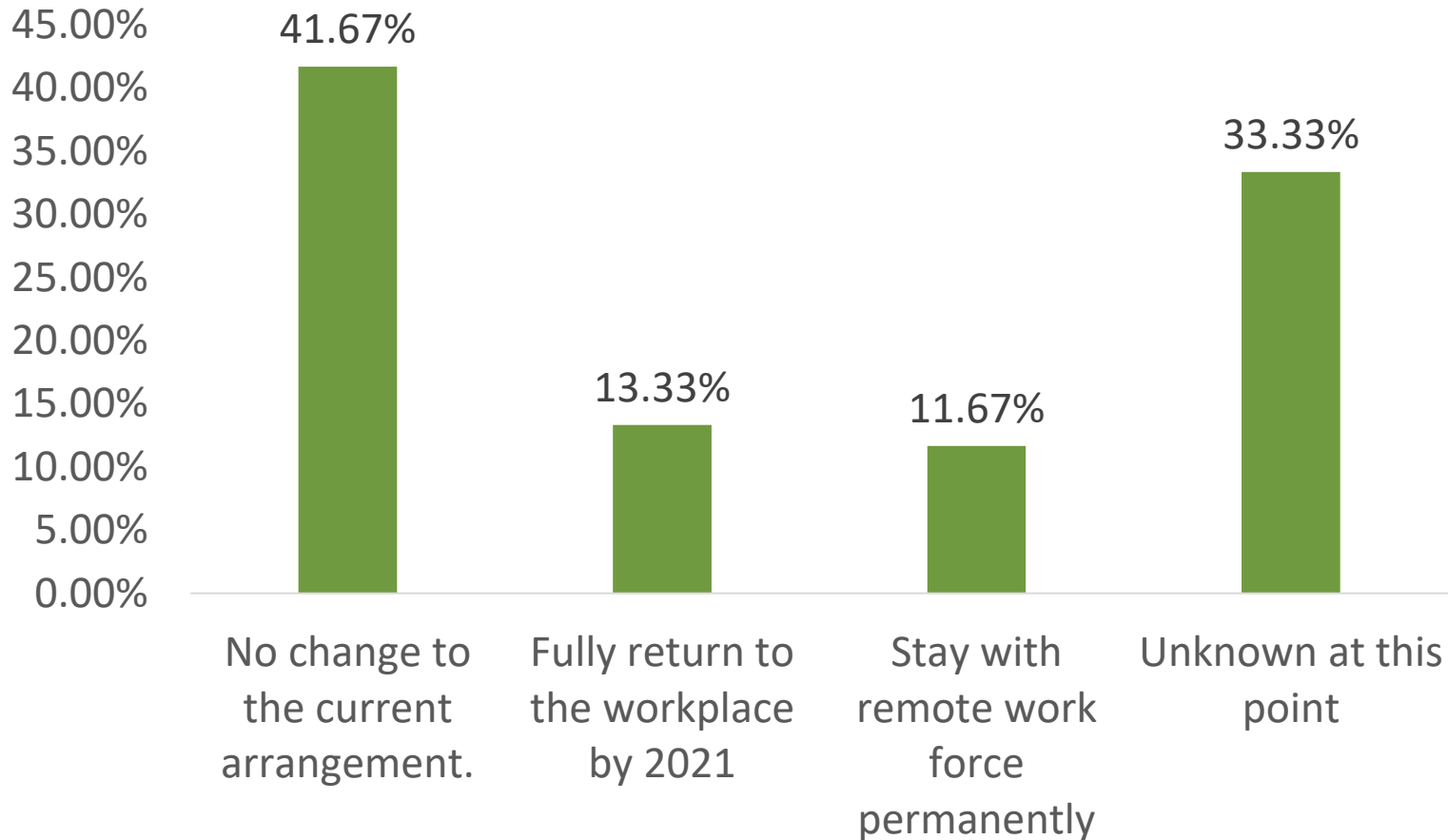
Phase 1: What is the current planned return date?



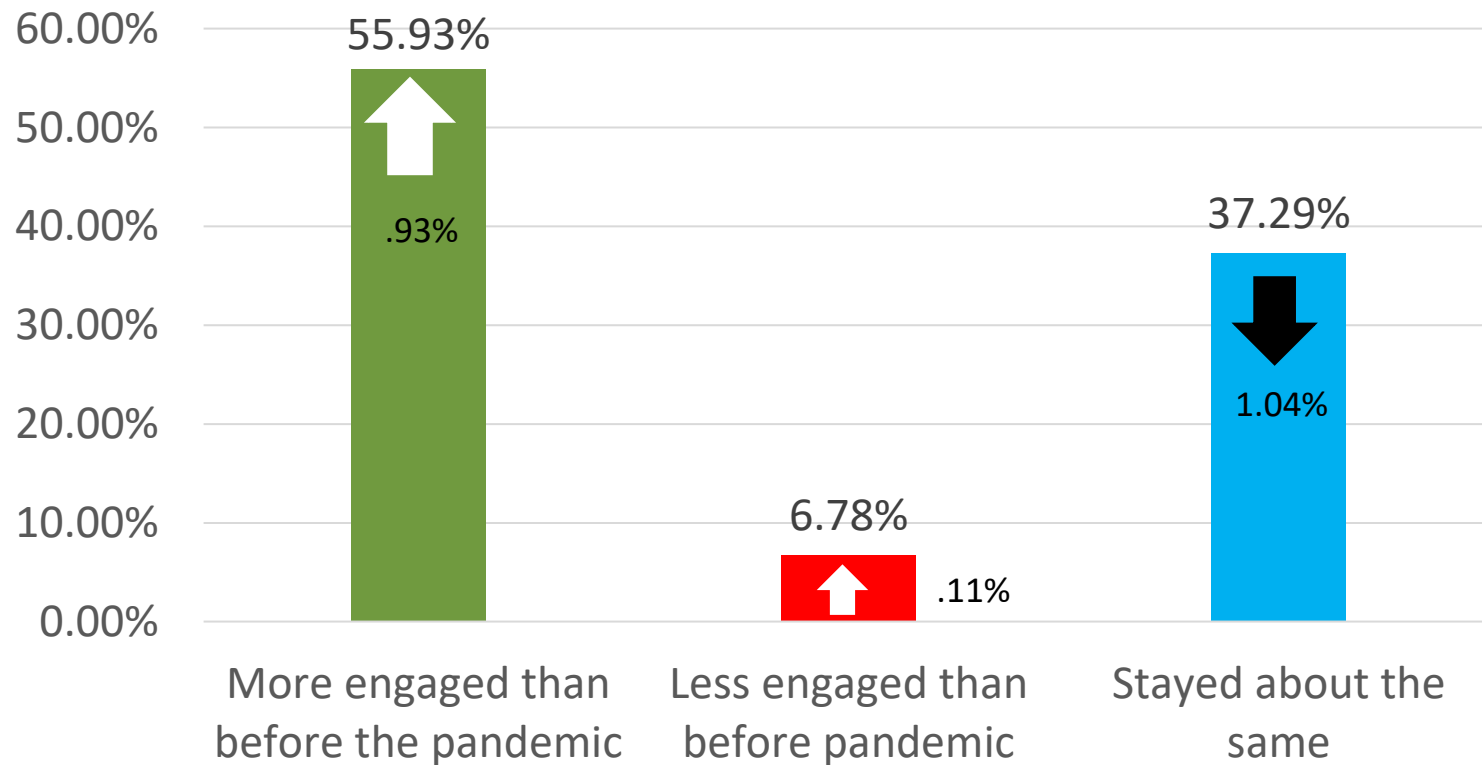
Phase 2 - Planning for the future, we foresee:



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Our workforce ENGAGEMENT factor is understood to be

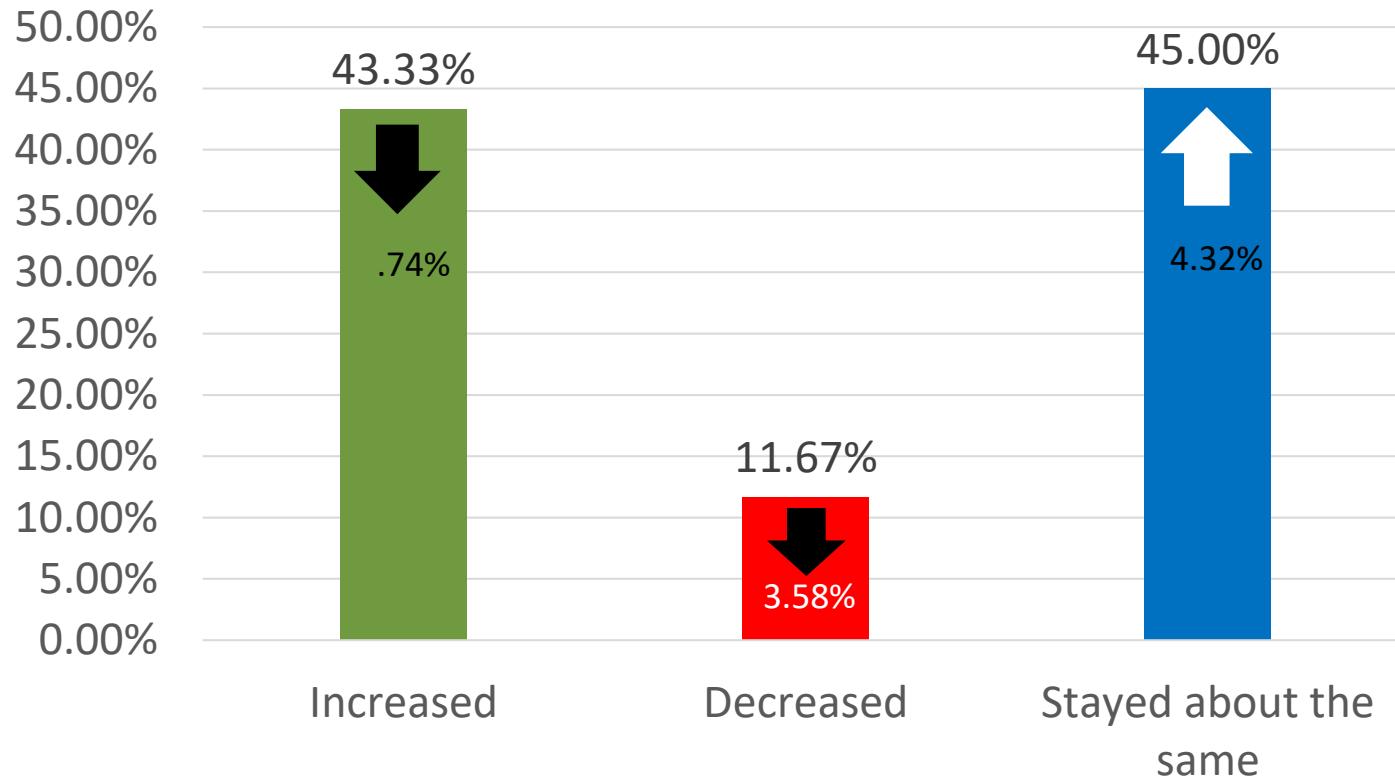


*Data inside the columns represents variation from phase 1



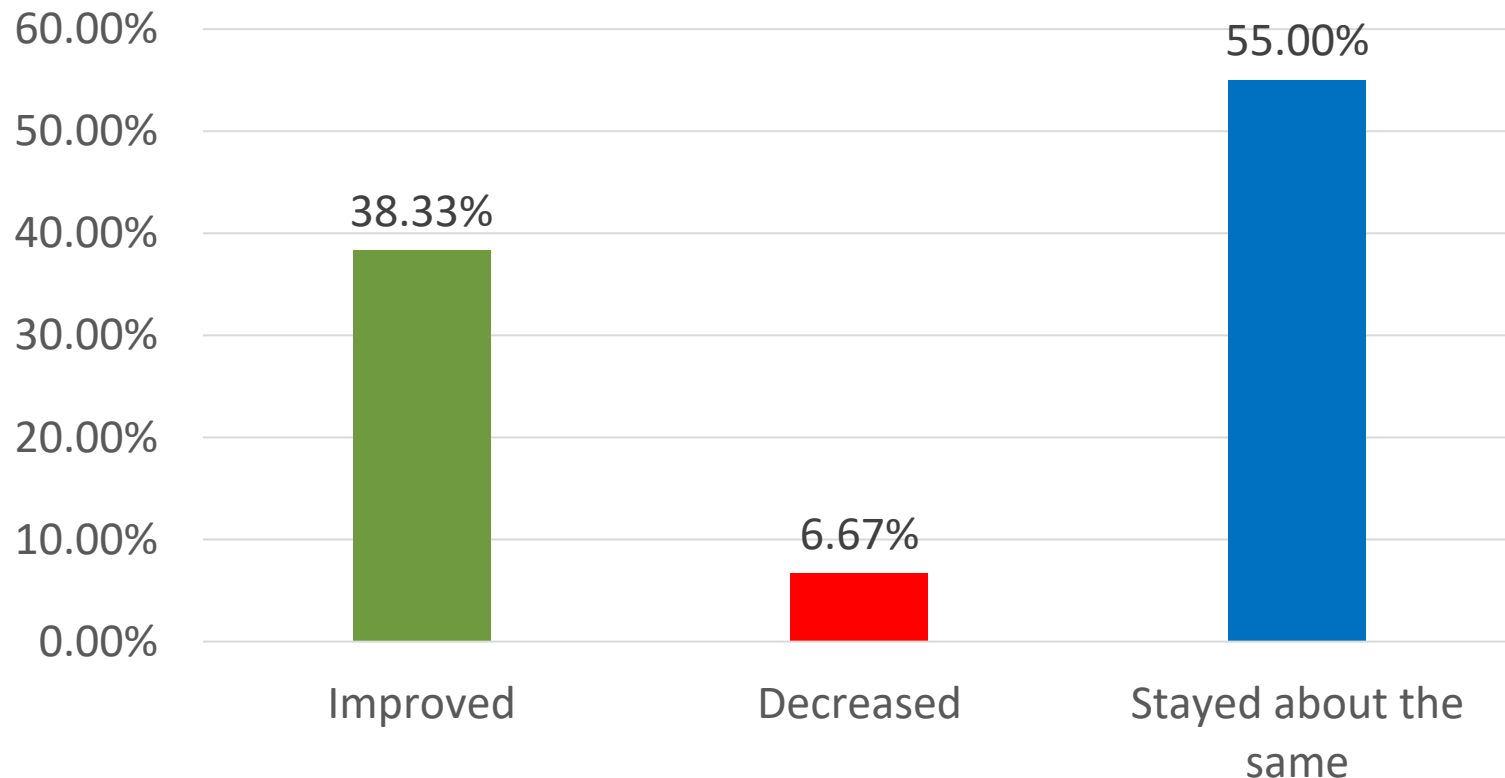
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Productivity of our workforce has:



*Data inside the columns represents variation from phase 1

The general consensus is that the **QUALITY** of the work being performed has:

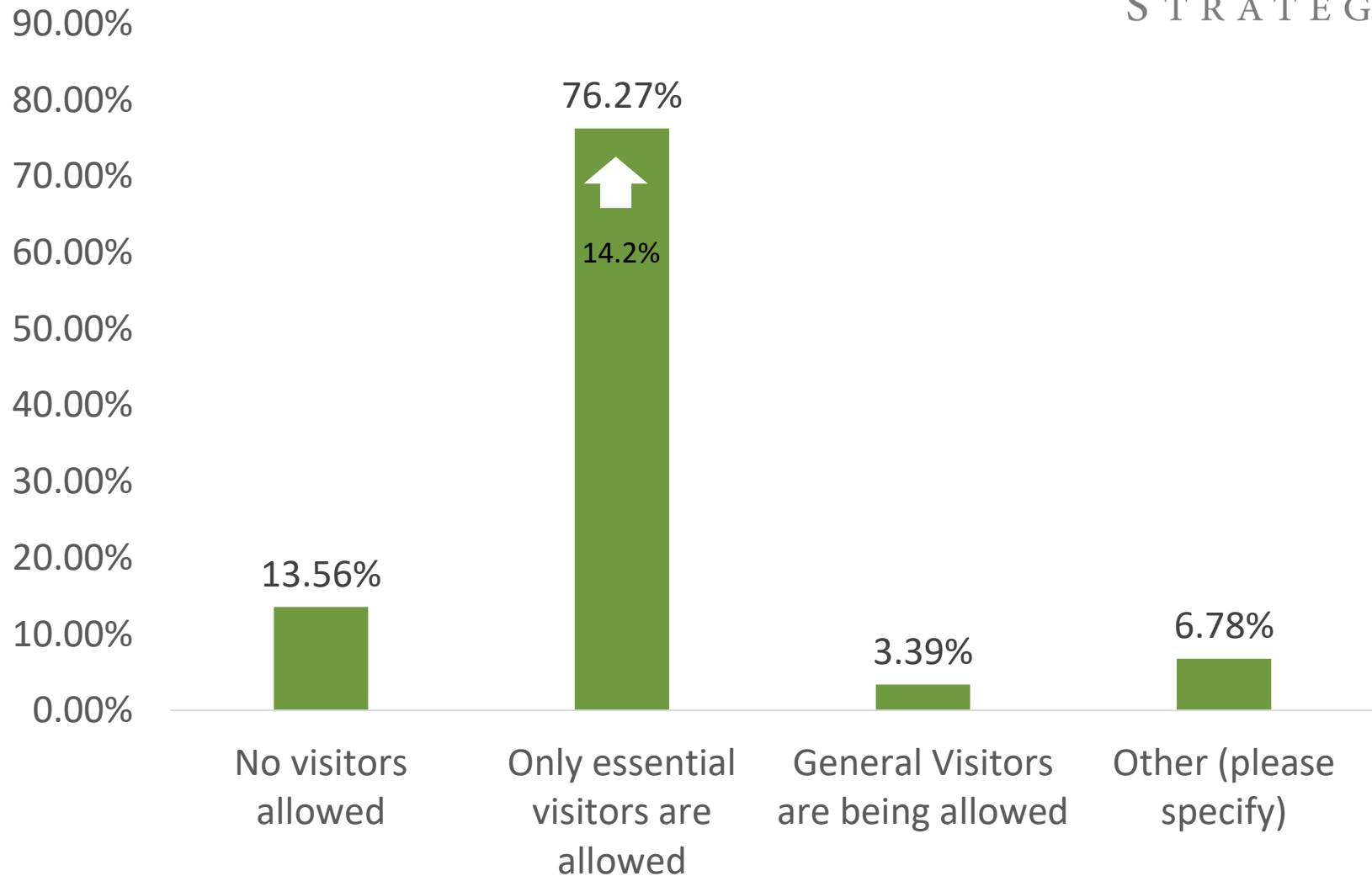


This question was added based on feedback given by participants on our last webinar.

What visitors' policies have you implemented post COVID-19?



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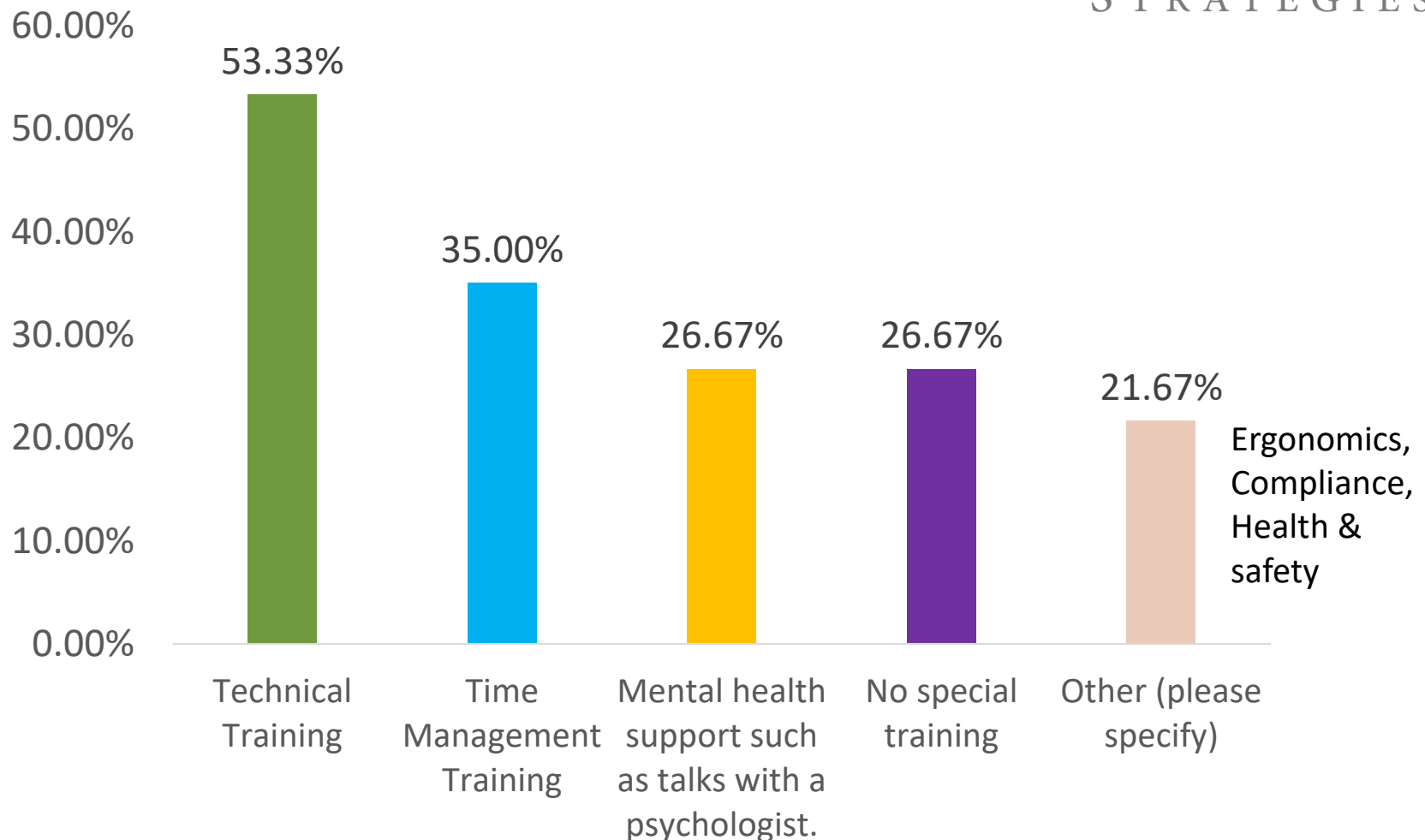


*Data inside the columns represents variation from phase 1

What type of training have you provided employees regarding working remotely? Select all that apply



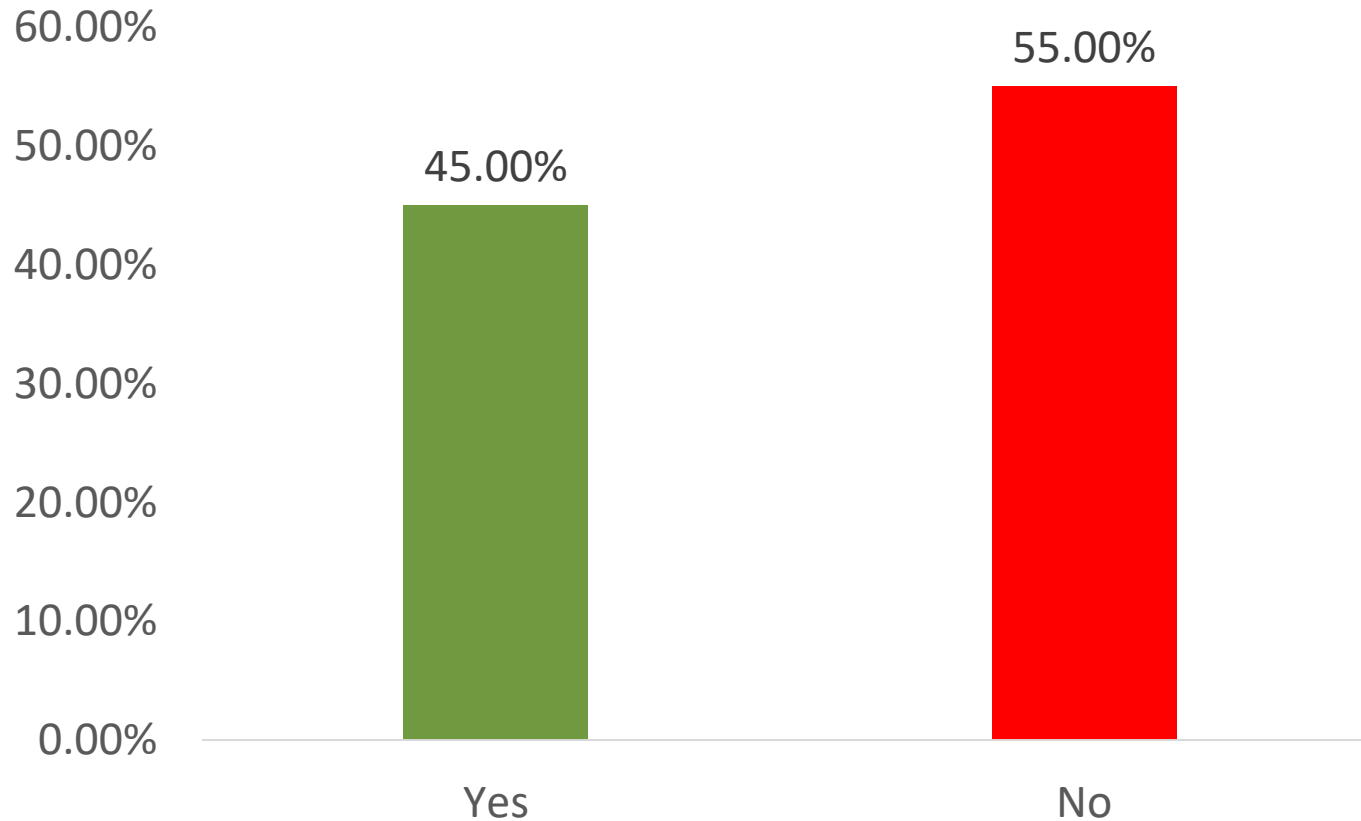
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Have any new WellBeing/Wellness initiatives been implemented?



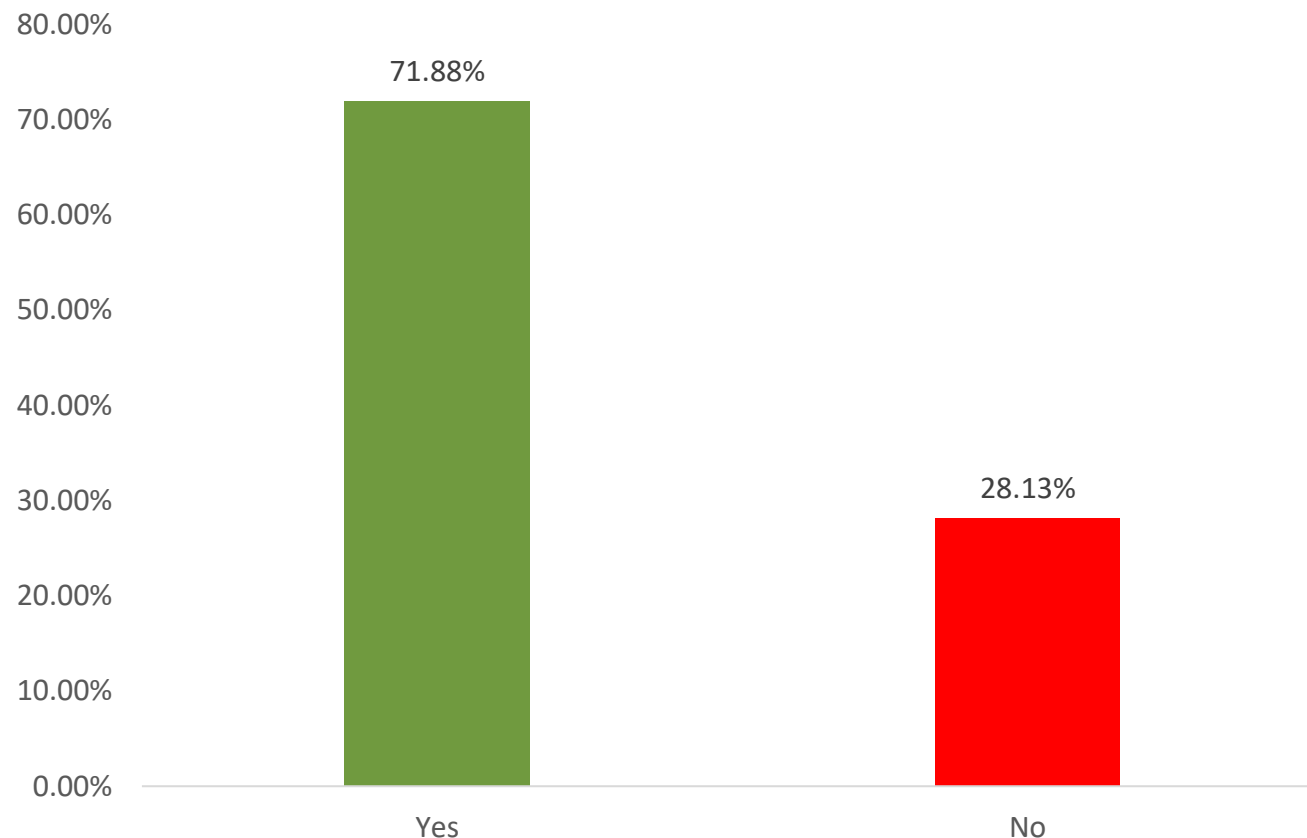
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Are you considering any Wellbeing initiatives in the future, based on the traumatic events your workforce is experiencing?



Monthly **Wellness** Package



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Including:

- *Ergo break videos
- *Live Zoom Exercise Classes
- *Social Virtual Event



Special **Webinar Attendee Package** \$350 (Save \$200)

Valid for **October** or November only

Limited to the first **4** companies to respond

Offer valid through Monday **October 5th**

Phase 1 Survey Highlights:

69% fully or partially opened

16% all remote

54% combination at work/remote

44% more productive

55% more engaged



Phase 2 Survey Highlights:

82% fully or partially opened

18% all remote

33% combination at work/remote

43% more productive

56% more engaged

38% increased quality





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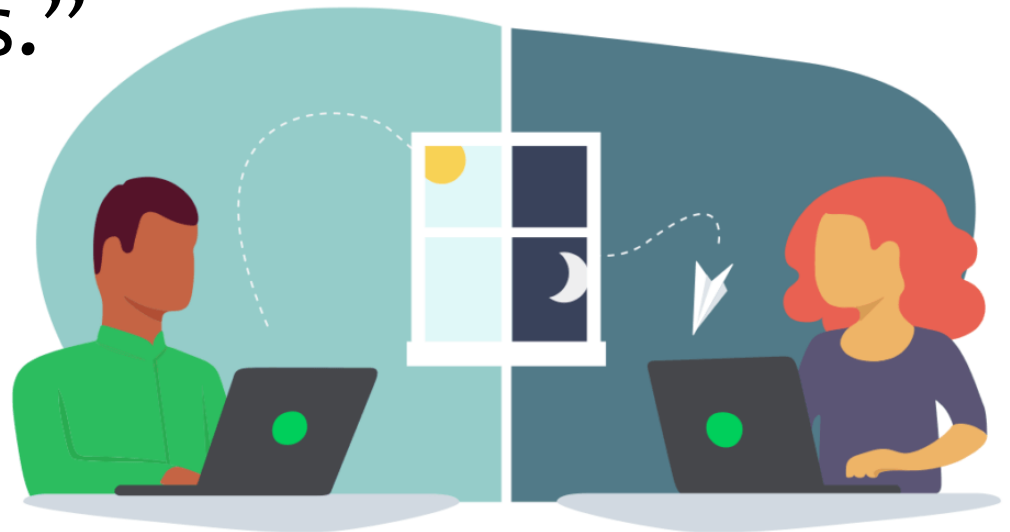
Any **commentary** to
add in terms of your
experience during
this pandemic that
you would like to
share?

Engagement and Connections are very important



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“We have coordinated Virtual Engagement Conversation sessions with our leaders. It's important to ensure that we are stay connected with our colleagues.”





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The Fear is real

“Some people are **comfortable** working in the office while others are still **afraid** and hesitant - the constant **bombardment** of bad news is making it difficult for some to stay **positive**.”



Human Resources had to become Health & Safety Experts



“Where there are no **EHS** Managers, the HR Manager has become a leader to perform as a key element dealing with **return to works**, safety **assessments** and **protocols** to be deployed.”



Humans are **Resilient**



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“It has been a **hard** blow for all **small** businesses. However we must **change** our ways of working and ways of marketing the products that we sell. **Forced** to change to survive.”



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Contact Information

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