



Post-Pandemic Survival Checklist

The New World of Employee Experience



Post-COVID Is Here – Are You Ready?

Are your company's recruiting and retention efforts enough to edge out the competition in a post-pandemic landscape? To help you pinpoint your strengths and weaknesses, we've provided the checklist below to help you self-assess your company's ability to recruit, hire, and retain top talent in a fiercely competitive, post-COVID world.

Applicant Tracking & Recruiting

Automate the Recruiting Experience

Are you tapping into automation to reduce the extra time your HR team spends on tasks related to applicant tracking, recruiting, and onboarding?

Is your company using automation to standardize an engaging, meaningful experience when hiring both remote and onsite workers?

Stay in Constant Communication with High-Touch Recruiting

Are you using multi-channel strategies like text messages, e-mails, and phone calls to communicate with top talent during the recruiting process?

Are you meeting candidates where they are (on their devices) to update them regularly on the status of their application?

Incorporate Video into Job Postings

Are you taking the time to differentiate your business and showcase your culture by leveling up job postings with video?

Are you making it easy for prospective employees to get to know your company culture from their computers or smartphones?

Set & Meet Diversity Goals with Data Analytics

Is your company taking steps with AI to level the playing field by rooting out unconscious bias in the hiring process?

Are you tapping into accurate, relevant data analytics to establish goals and set up metrics around diversity, equity, and inclusion, and to reexamine your hiring and compensation practices?

Onboarding

Deliver a Polished, Consistent Experience

Does every remote and in-person hire start with a consistent, high-quality experience?

Does your onboarding process give new hires the tools and information they need to hit the ground running, no matter where they are?

Is your company using synchronous and asynchronous video¹ to help new hires put names to faces and introduce them to the company, their coworkers, other stakeholders, and common processes?

Do you automate requesting feedback on the onboarding process to test your assumptions and track the impact of your efforts without adding workload to your team?

Provide Automated, Self-Service Onboarding Options

Is the right paperwork (I9s, intellectual property agreements, non-disclosure agreements, data processing agreements, etc.) sent automatically to your various incoming employees?

Has your company set up self-service systems that empower employees to input the above information themselves, before their first day? Do you have tools set up that gather data on the effectiveness of these efforts?

Do your new employees have on-demand access to I-9s, handbook acknowledgment, contract information, tax forms, direct deposit details, contracts, agreements, certifications, and other important documents?

Track & Report Onboarding Progress

Can your organization pinpoint where each new employee is in their onboarding process at any given time?

Do you have an automated applicant tracking system to ensure your HR department doesn't waste time sifting through paperwork, emails, or other documents to find these answers?

Is your company monitoring 90-day turnover rates after hiring and using the data to streamline your recruiting processes?

¹ <https://www.paylocity.com/our-products/modern-workforce/premium-video/>

Experience Throughout the Employee Lifecycle

Leverage Data to Collect Employee Insights

Are you evaluating your employee experience using holistic data instead of just anecdotal evidence?

Are you collecting data that helps you focus your resources on areas of greatest impact to increase efficiency, morale, and productivity?

Track Benefit Enrollment with Data

Do you know which benefits people in your organization are actually using – and which ones are under-utilized?

Do you have automated notifications that alert employees about enrollment windows to encourage and increase participation without additional administrative lift?

Are you collecting relevant, accurate data during the onboarding process that can help you instantly pinpoint these metrics?

Can you accurately evaluate whether your offering meets the varying needs of a diverse workforce?

Can you create total rewards statements to help employees understand, utilize, and appreciate the benefits that are offered?

Automate Workforce Management

Are your employees empowered to handle daily needs, like time, attendance, and requesting time off quickly and easily from the convenience of their mobile devices?

Can your employees access a portion of earned wages via on-demand payment before their scheduled payday without disrupting your payroll process with extra paperwork?

Can you quickly and easily view and manage an audit trail to identify tardiness, absenteeism, or extended break and meal periods for the last 30 days?

Do your organization's HR and payroll tools allow you to automate schedule tracking by creating and adjusting work schedules as needed without having to manually correct necessary payroll data?

Prioritize Morale & Collaboration

Do you offer centralized, mobile-accessible social platforms that make it easy for your employees to connect, and ensure your organization can consistently and quickly share news?

Can employees use your organization's current collaboration tools to create groups, message each other, follow relevant projects, and share information?

Do your employees have the ability to thank and recognize each other from anywhere, anytime from a self-service portal?

Are you collecting data from current employee interactions to fuel decision-making based on actual engagement metrics, and documented as a part of performance measurement?

Performance Management

Provide Extra Support & Training for Managers

Do you provide managers with training to increase their effectiveness and confidence managing productivity and team morale among remote and in-person workers?

Do you provide training that is timely and accessible to keep them informed and skilled despite change and disruption?

Use Tools that Empower Ongoing Feedback

Has your company made the shift from annual reviews to frequent, informal one-on-ones between managers and workers facilitated by integrated social collaboration tools?²

Do you facilitate ongoing, goals-driven conversations, giving employees and managers a record of tasks, goals, and accomplishments?

Are employees able to message and interact with their managers and colleagues anytime, anywhere from their mobile devices?

Tap into Real-Time Performance Assessment Abilities

Are you using a combination of data with HR and payroll solutions to find and fix critical performance issues with remote and in-person workers?

Do you have the systems and data you need to pinpoint an employee's exact areas of strength and struggles (client retention, time management, etc.) if you need to?

² <https://www.paylocity.com/our-products/modern-workforce/community/>

Learning

Provide Subject Matter Expert-Driven Learning

Does your organization have a system that leverages peer-to-peer learning to onboard new employees, share skills, mentor colleagues, and provide company information?

Are you giving internal leaders and specialists the chance to benefit from sharing their knowledge and expertise through teaching?

Offer Personalized & Bite-Size Learning Opportunities

Is your learning and development program setting employees up to learn and develop skills that lead them to job success and career advancement?

Do you offer materials that provide customized knowledge for specific roles, teams, and departments in your organization?

Offer a Variety of Formats, Including Video

Is your company making a concerted effort to offer bite-size, video-driven modules and courses to help drive employee learning?

Do you offer a mobile app that allows employees the option to take their learning with them, wherever they go?

Track Progress for Each Employee

Do you have systems in place to accurately track and record learning and development efforts?

Do your systems notify you when an employee is behind on his or her learning modules?

Do you provide questions and quizzes that test for understanding at the end of the course and help confirm that courses are effective and clear?

Do you give employees access to past progress and gains from their efforts?

Can your HR and payroll solution plot out current abilities and strengths among your workforce, and forecast future capabilities?



A Breakdown

Post-Pandemic Survival Checklist

In the face of what has become nearly constant disruption, HR has become the linchpin around which today's mission-critical human capital management strategies are formed and executed. The future is here, and it's one that demands HR take a seat at the head of the workforce solutions table.

So as we return to work — or settle into the new normal of hybrid working models — what are the critical systems and processes that must be in place to ensure that your company is not only attracting and retaining top talent but that employees are meaningfully engaged with programs and initiatives that will keep them around and contributing to the organization for the long haul?



Applicant and Recruiting

Your organization's survival hinges on having the best people. But if your recruiting process is clunky, non-communicative, or provides a sub-par candidate experience, it reduces the likelihood you'll be able to hire and retain top talent. In a post-COVID world where it takes an average of 91 days³ to fill a typical role and an average of 78 days to fill a critical role, striving to meet a higher bar through high-touch, personalized communication to candidates – and establishing automated, time-saving systems internally – is what will ensure your organization's survival.

In basic terms, it's critical to ensure you're meeting candidates where they are (even on their personal devices) with text messages with regular updates, and incorporating media, like synchronous and asynchronous, video into everything from your website's career page to your job postings. Given that 60 seconds of video⁴ is worth 1.8 million words, that's a lot of time you can save on written descriptions.

Not only that, but in a job landscape where diversity, equity, and inclusion have become critical in the workforce, establishing DE&I goals and putting hiring and compensation practices under the microscope doesn't just protect your organization – it attracts better workers and more valuable clients.

And of course, it's critical to consider your benefits. Today's employees demand far more than two weeks' paid vacation and basic medical and dental coverage. They want benefits that will enrich them mentally and emotionally, too. Data from an HR and payroll solution can provide insight into benefit enrollment and usage patterns – making it easier to evaluate whether your offering meets the varying needs of a diverse workforce, or whether your current offerings need to be rethought. Not to mention, automating applicant tracking and recruiting-related tasks can save your organization \$18,000³ annually.

³ <https://www.paylocity.com/resources/resource-library/ebook/ebook-deloitte-report-estimating-roi-human-capital-management-solution/>

⁴ <https://www.forbes.com/sites/kateharrison/2016/03/31/is-your-company-giving-video-the-love-it-deserves/?sh=212d4024464d>



Onboarding

Research shows that a good onboarding process can increase new hire retention by 82%, and boost productivity by over 70%⁵; yet 88% of employees⁶ feel their employers did a poor job onboarding them at their current organization.

With onboarding, it's critical to strike a balance between protecting your organization and delivering the best possible candidate experience by introducing new team members to their colleagues, helpful resources, and more. Additionally, it's critical to have an automated system in place that sends the right paperwork to the right people at the right time, including NDAs, IP agreements, non-compete agreements, and more. This type of automation can do double-duty through employee self-service by putting the power in the hands of the employees to complete and submit onboarding paperwork including I-9s, handbook acknowledgment, contact information, tax forms, direct deposit details, contracts, agreements, certifications, and more. Yet a recent Deloitte report⁷ found that on average, only 54% of the onboarding process is automated when the fact of the matter is nearly 77% of the onboarding process has the potential to be automated or transitioned to employee self-service.

5 <https://b2b-assets.glassdoor.com/the-true-cost-of-a-bad-hire.pdf>

6 <https://www.gallup.com/workplace/238085/state-american-workplace-report-2017.aspx>

7 <https://www.paylocity.com/resources/resource-library/ebook/ebook-deloitte-report-estimating-roi-human-capital-management-solution/>



Performance Management

The COVID-19 pandemic completely flipped the physical workplace on its head, forcing many to work remotely and causing managers to scramble to keep up with little or no support from their organizations. With things falling into a post-pandemic rhythm, many managers may still require supplementary support to ensure they can effectively and confidently manage things like productivity and team morale among a hybrid or newly-remote workforce.

Not only that, but regular conversations are crucial to an employee's development, and today's workers don't just want coaching and feedback — they demand it. Top firms are now using integrated social collaboration tools⁸ that act as a one-stop-shop where employees can message and interact with their managers and colleagues anytime, anywhere.

Plus, the data provided by these tools can share real-time performance feedback and allow you to fix issues as they come up, and flag an employee's struggles (client retention, time management, etc.) early.

⁸ <https://www.paylocity.com/our-products/modern-workforce/community/>



Learning and Development

Today's employees crave access to tools that not only help them grow their careers but that cater to their specific learning styles through bite-size, mobile-friendly content and modules. This includes everything from quizzes to reading materials to video. Not only that, but they're accustomed to flexibility and 24/7 connection⁹, and the same needs to be true for your learning and development initiatives if you want to attract the best talent.

The good news? Chances are you already have one critical learning and development resource within the four walls of your own company: subject matter experts.

Content developed internally can be the most relevant and valuable for workplace fulfillment. And because no one knows your business as well as the people who work there, many companies are turning to peer-to-peer learning to onboard new employees, share skills, mentor colleagues, or provide company information.

But don't forget the most vital aspect of learning and development: tracking and measuring progress. This can be achieved through tools that offer the capability to customize, assign, and track progress¹⁰ of required courses.

⁹ <https://www.paylocity.com/resources/resource-library/ebook/ebook-creating-a-consumer-driven-employee-experience/>

¹⁰ <https://www.paylocity.com/our-products/talent-management-system/learning-management-system-lms/>

The Bottom Line

In a post-COVID world, “this is the way we’ve always done it” simply won’t work in a human capital management landscape that’s nearly unrecognizable from prior to the pandemic. Though recent events have perhaps put physical distance between you and your workforce, being intentional about streamlining operations while working to create a winning company culture and meaningful candidate and employee experiences have never been more critical. Doing so will only benefit your business and give you an edge over your competition in the fierce and ongoing war for talent.

Get Deloitte's Estimate the ROI of an HCM Solution to learn more about the value of the right solution.

Download your copy of the report. [➔](#)



Get a guided tour of our solutions. [→](#)