### Strategy
How has COVID-19 changed the fundamentals of your industry and how you deliver value? How must your capabilities evolve?

### Align purpose, values and culture
Which behaviors need to evolve the culture to new ways of working? How will you lead and communicate change?

#### COVID-19 Workforce Priorities
<table>
<thead>
<tr>
<th>Operating Under New Demands</th>
<th>Leading &amp; Communicating Change</th>
<th>Changing Facilities &amp; Technology</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encouraging Empathy in Policies &amp; Culture</td>
<td>Managing Health &amp; Safety</td>
<td></td>
</tr>
</tbody>
</table>

### Evolve Workforce Strategy

#### Operating Model
- Who will return to work and how; who will remain remote?
- What are your decision criteria (health & safety, type of work, financial, worker needs and preferences)?
- How will your operations evolve to enable health & safety?

#### Talent Planning
- What’s the impact on your strategic workforce planning?
- How will you evolve your sourcing strategy (build/buy/rent)?
- How will you advance your D&I agenda?
- How will your job architecture change?

#### Learning and Innovation
- How will you lead differently?
- What new skills and capabilities are needed from the workforce?
- How will you upskill / reskill the workforce?
- How will you accelerate citizen-led innovation?

#### Employee Experience
- How will you understand employees’ evolving preferences and needs?
- How will you help establish an exceptional employee experience and wellness / well-being?
- How do your policies and rewards need to change?

#### Work Environment
- How must the on-site ways of working evolve?
- Will your future ways of working unlock real estate opportunities?
- How will you create appropriate remote environments?
- What technology and mobility are required?

### Emerge stronger: listen, respond, monitor and adjust