



COVID-19: Managing the well-being and motivation of your people

27 April 2020

KPMG in Thailand



COVID-19 Overview

Confirmed Cases

Source: Johns Hopkins

Country	1 MAR 20	3 APR 20	27 APR 20
China	79,826	82,456	83,912
South Korea	3,736	10,062	10,738
Italy	1,128	115,242	197,675
Iran	978	50,468	90,481
Japan	946	2,617	13,441
USA	71	245,540	965,783
Thailand	42	1,978	2,922
Total Global	87,589	1,016,128	2,971,477

Common concerns that people seek a mental-related consultation

Source: Bangkok Hospital

1. Being afraid of infections
2. Feeling overwhelmed due to rapid changes
3. Employment status and financial constraints
4. When this disease will be eventually terminated

FINANCE • UNEMPLOYMENT

Real unemployment rate soars past 20%—and the U.S. has now lost 26.5 million jobs

Source: Fortune

Work From Home - People Tips



- ✓ Ready for work on time.



- ✓ Set a clear To-Do List, with priority, timeline and output.



- ✓ Stay connected. Routinise communication.



- ✓ Inspire trust. Out of sight but not out of mind.

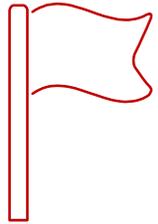


- ✓ Confidentiality is important.



- ✓ Remind your family members to manage interruption at home.

Work From Home - Morale & Motivation



Goals

- 1) pathways to the goal
- 2) define potential barriers



Hope



Get to know employees

- 1) their strengths
- 2) their emotional state



**Sense of
accomplishment**

**Sense of
competence**

Work From Home - People Engagement Activities



Take a short break from daily work



Create individual and /or group activities



Have more conversations among staff



Sense of belonging to organization and society



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Care & Share

Work From Home - Transition Back



Social distancing –
workforce and workplace



Recalibrate individual and
team Goals and KPIs



Transformation – work process
and digital



Growth and Positive Mindset
#StrongTogetherforBetter



Physical and mental wellbeing



Communication – clear,
transparent, caring and
empathy



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