

*[theme music playing]*

*Opening credits: Gray screen with words in black “Are you...” HReady logo flies on screen in pieces and assembles against gray background.*

*Gray screen with HReady logo in upper left corner. A blonde-haired woman host named Janice is wearing a blue and white polka dot print blouse. Bookcase with photos and books and a plant sit in the background.*

**Janice:** Hi, I'm Janice Appleby, Chief Human Resources Officer here at Vizo Financial. Welcome to HReady. Here is your HR question for today:

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**Janice:** True or False: According to Gallup polling, onsite workers are experiencing more burnout than fully remote workers during the COVID-19 pandemic.

**Janice:** The answer is B – False.

**Janice:** It may seem hard to believe, but the truth is that remote workers are now experiencing more burnout than onsite workers as the pandemic continues. While employee burnout has been on the rise even prior to the outbreak of COVID-19, the trend has reversed.

**Janice:** Before the pandemic, Gallup reported that 30 percent of in-house workers experienced burnout and 18 percent of fully remote workers shared the same feelings. Now, the percentage of in-person employees experiencing burnout has decreased to 26 percent while remote workers has increased dramatically to 29 percent. The question is why?

**Janice:** There was a very quick migration to remote work between March and April of 2020. In fact, the amount of U.S. employees working remotely doubled from 32 to 62 percent in just a few short weeks. And with that change came challenges – ones that remain even now.

**Janice:** Doing jobs differently. While technology allows us to access networks and connect for meetings remotely, there's a level of complexity that makes doing the same job more difficult.

**Janice:** Disruption creates more difficulties. Employees are trading office distractions for home distractions, which may be even more daunting.

**Janice:** Reports of less communication. In the beginning of the pandemic, many employees felt communication was more frequent and transparent, but has since declined.

**Janice:** Employee wellbeing is no longer a priority. Leaders are focusing more on the business and asking less questions about employee wellbeing after more than a year of COVID-19.

**Janice:** With those challenges in mind, it's easy to see why burnout is at an all-time high for remote employees. And burnout comes with a whole host of consequences that may not seem obvious at first. From diminished workplace engagement to serious stress-related medical issues, burnout is detrimental to both employees and the credit union.

**Janice:** In an effort to reduce burnout for your remote employees (and even those onsite), it's crucial to enlist your credit union's leaders. Together, they can address the top factors related to burnout and work towards a more positive employee experience.

**Janice:** Unfair treatment. Issues such as inconsistent enforcement of policies to conflicts between coworkers can cause feelings of unfair treatment. Ultimately, this results in a lack of trust with leadership and teammates.

**Janice:** How can you help? Listen to employees' workplace problems. In a remote environment, being intentional about check-ins with staff is more important than ever. It can mean the difference between happy employees and those who are burnt out.

**Janice:** Unmanageable workload. Workloads were heavy before the pandemic. And now, remote employees must deal with a variety of issues such as changes in procedures and unexpected work brought about by the pandemic. And that's on top of their regular duties.

**Janice:** The best thing to do here is encourage teamwork. Promote cross-training and have employees talk about when they need help so that team members can be ready to assist others with their work.

**Janice:** Unclear communication. This goes back to one of the issues many remote employees are seeing as we move forward in a pandemic environment. Communications from leadership are declining as remote work becomes the norm.

**Janice:** Combat unclear communication by verbalizing expectations, encouraging open discussions and making sure everyone's voice is heard. Listen more and be sure to honor people's feedback, whether they are working in the office or at home.

**Janice:** Lack of manager support. It may be difficult to appear present in a remote working environment, but leaders need to make sure that's exactly what they are doing. Without trust and support from managers, employee engagement will suffer.

**Janice:** Try reaching out via email, phone call or even text to let remote employees know that their work is meaningful to the organization and that they are valued.

**Janice:** Unreasonable time pressure. It's not always 9-5 in a remote work environment. Employees may have set hours, but it can be hard to establish boundaries when work and home lives are one in the same. This blurred line between work and home, coupled with unreasonable deadlines and pressure to get work done, can cause employees to fall behind.

**Janice:** When possible, managers should be flexible about how and when work gets done. This is where each employee's strengths really come into play. They can encourage employees to leverage what they do best so they can prioritize and complete their work in a way that is effective for them.

**Janice:** Burnout is nothing new to the workplace, but the pandemic has certainly caused a shift in how businesses operate. Many employees are feeling the sting – especially those who are working remotely. Turn the burnout around by acknowledging and actively working to diminish the causes.

**Janice:** Encourage your leaders to be intentional, be present and be proactive to help reduce burnout for both remote *and* onsite employees. And now you're HReady!

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*Gray screen with large HReady logo slides in. Fades to Vizo Financial logo V and a red heart and the words, "CUs" in green on gray background. The logo fades into the Vizo Financial logo. Vizo Financial logo fades out and disclaimer text appears on screen.*

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