

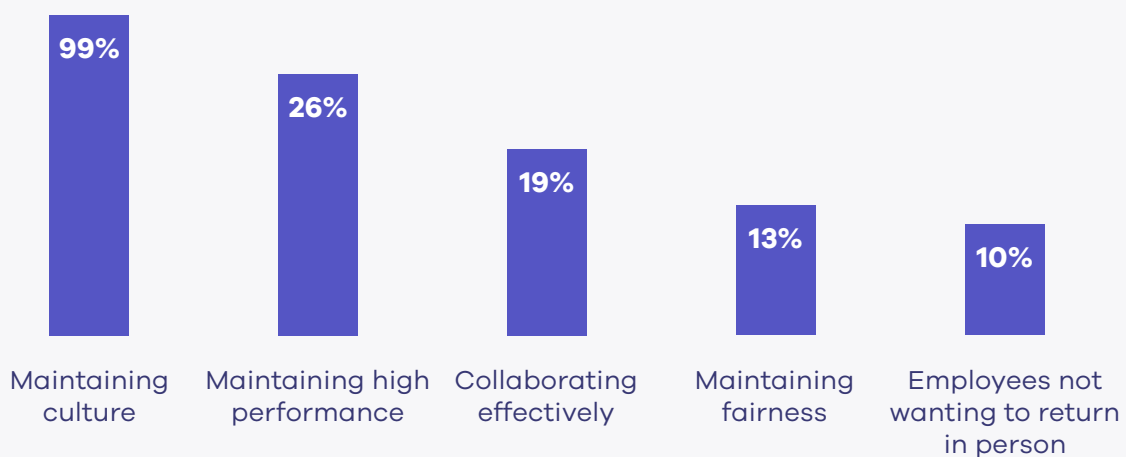
Learning How To Thrive During Uncertain Times



Uncertainty is uncomfortable for everyone, especially when it affects the workplace.

A prime example of this was the impact from the 2020 global health crisis. Not only did the global events of that year cast doubt on the average employee's future, but they also disrupted all levels of management and transformation. Moreover, the crisis changed the landscape of work completely, leaving employers with lingering questions regarding the preservation of company culture and queries about "how" and "where" employees will work going forward.

Employers' biggest concerns with their future onsite/remote/hybrid workplace include:



Source: Deloitte, 2021

If there's anything the last few years has shown us, is that workers need assurance in all aspects of their employment. That includes, but is not limited to: **job security, flexibility and personal and professional development.** Understanding your people plays a crucial role in managing them effectively and helping them thrive. When people are committed to embrace change, they are more likely to apply past lessons to new challenges.

Any sense of doubt can impede progress and create ripple effects throughout teams and worse case, the company itself. The good news is that navigating through uncertainty is obtainable and digital coaching is a huge reason why.

Did you know?

- **1 in 3** employees prefer to work for an organization that shows responsibility towards all stakeholders.
- **1 in 2** employees want to work for organizations that offer responsibility rewards.
- **49%** prefer an organization that protects employee health and financial well-being.

Source: Mercer, 2021

Uncertainty affects productivity

Not knowing what will happen next is emotionally exhausting and is one of the major causes of stress. Facing uncertainty requires our brains to use extra neural energy, which disengages us from the here and now. This results in a diminishment of our memory and ultimately, affects our overall performance. (Oxford Leadership, 2019).



Psychological effects

- Anxiety
- Pessimism
- Depression



How it affects the workplace

- Impatience and less attention to detail
- Increased bias and judgement
- Slower response times, more sick days and resignations

Avoiding business shortfalls

Focusing on employee productivity during times of uncertainty is more important to business leaders than ever before. Even prior to the health crisis, a 2019 study commissioned by The Sage Group revealed that productivity losses from inefficient execution and strategies cost businesses **\$346 billion in foregone revenue** in 2019. The study also concluded that:

- Managers are spending too much time on administrative tasks.
- Managers need to learn more about the availability of digital solutions.
- U.S. businesses are under-investing in digital tools and in training employees to harness those solutions.

Source: The Sage Group, 2019



What are CEOs saying?

- 74%** are concerned about the availability of key skills.
- 52%** are extremely worried about their organization's growth due to concerns regarding the pandemic.
- 49%** plan to increase their investment in digital transformation.
- 36%** are focusing on productivity through automation and technology, a 124% increase compared to 2016.



What are employees saying?

- 77%** are ready to learn new skills.
- 72%** want a mix of remote and in-person working.
- 48%** believe traditional employment won't be around in the future.
- 39%** think their job will be obsolete within 5 years.

Source: PwC Global CEO Survey, 2021 & PwC Hopes and Fears, 2021

Reestablishing trust

Losing trust in your employer is often a result of poor communication and leadership from upper management. The more honest and transparent you are with your employee, the better the results. High-trust companies create a culture where employees collaborate better, are more productive and stay longer with the company.



Employees in high-trust companies

- 106%** have more energy to work.
- 76%** are more engaged.
- 74%** feel less stress.
- 29%** are more satisfied with their lives.
- 40%** experience less burnout.
- 13%** take fewer sick days.

Source: Harvard Business Review, 2017

Build organizational resilience

Common change management practices tend to focus on the tactics and metrics rather than on people. And whether companies are losing talent physically or mentally, organizations can't properly execute plans while leading through unusual times. That's why more and more companies are proactively engaging their employees in coaching. Coaching allows employees to be more productive, resilient and most importantly, **helps them discover their own purpose in times of uncertainty.**

Coaching principles:



The coach establishes an agreement with the coachee that clarifies each other's roles, relationship, ethics, and process.



The coachee is given a safe space to speak freely and openly.



Sessions are focused completely on the coachee and their needs.

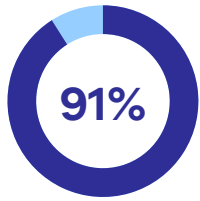


The coach empowers the coachee by creating awareness through self-analysis, facilitating planning and goal setting.

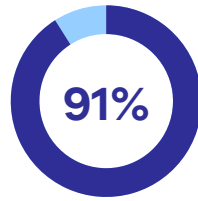


The coach serves as an accountability partner, giving the coachee potential to maximize their lives.

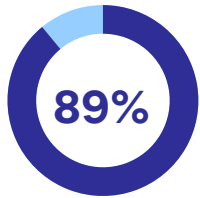
What CoachHub coachees say:



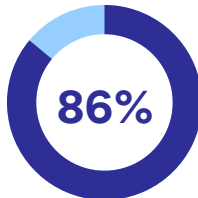
Coaching helped to achieve goals



Gained new perspectives

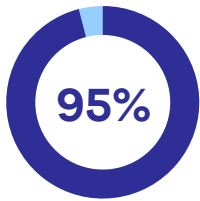


Integrated successful behaviours

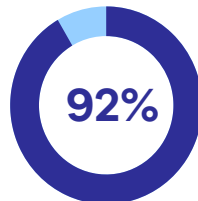


Identified strengths and weaknesses

What CoachHub clients say:



"How likely is it that you will recommend CoachHub to a colleague?"



"I am satisfied with the selection of the coach profiles offered to me at the matching."





About CoachHub

CoachHub is the leading global talent development platform that enables organizations to create a personalized, measurable and scalable coaching program for the entire workforce, regardless of department and seniority level. By doing so, organizations are able to reap a multitude of benefits, including increased employee engagement, higher levels of productivity, improved job performance and increased retention.

CoachHub's global pool of coaches is comprised of over 3,000 certified business coaches in 70 countries across six continents with coaching sessions available in over 60 languages, to serve more than 500 clients.

Our programs are based on advanced R&D from our Coaching Lab, led by Prof. Jonathan Passmore and our Scientific Board. CoachHub is backed by leading tech investors, including Draper Esprit, Holtzbrinck Ventures, Partech, RTP Global, Signals Venture Capital and Speedinvest. In September 2021, CoachHub acquired French digital coaching pioneer MoovOne to build a global champion focused on jointly democratizing coaching.

For more information visit

www.coachhub.com