



the culture effect

HOW ARE ORGANISATIONS RESPONDING TO COVID-19?

PRELIMINARY FINDINGS

At The Culture Effect we recognise the unprecedented obstacles presented by COVID-19, particularly from a health and safety perspective. From March 2020, until October 2020 we are interviewing Safety Managers across 12 industries, to understand the unique encounters faced during this time. Our objective is to shine a light on the challenges faced by Safety Managers in supporting the wellbeing of our national workforce.

1

Being proactive in their responses

The most effective organisations tend to also be the most proactive ones. Response teams proactively source information to aid decision making, rather than only relying on the government. And, proactively source supplies and equipment.

2

Humanising and increasing communication

This include listening to and acknowledging challenges from the frontline workforce, providing reassurances where possible, and mental health support.

3

Dynamic structures and redundancy

Most organisations have formed crisis management committees or groups that meet regularly to identify organisational responses to COVID restrictions. Boards have moved down from a strategic level to an operational level.

4

Taking opportunities to innovate

One of the most unexpected benefits of COVID-19 has been its role as a catalyst for innovation. Innovations such as filming training programs, investing in collaborative technologies, revising communication, and improving mental health.

If you are interested in learning more, please contact Dr Tristan Casey & Dr Xiaowen Hu

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