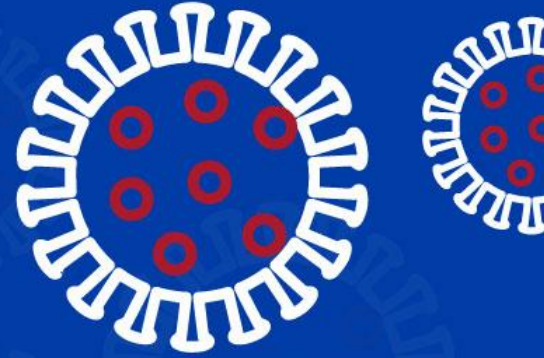


CORONAVIRUS COVID-19

WEBINAR SERIES:

Manufacturing Solutions to COVID-19 Challenges



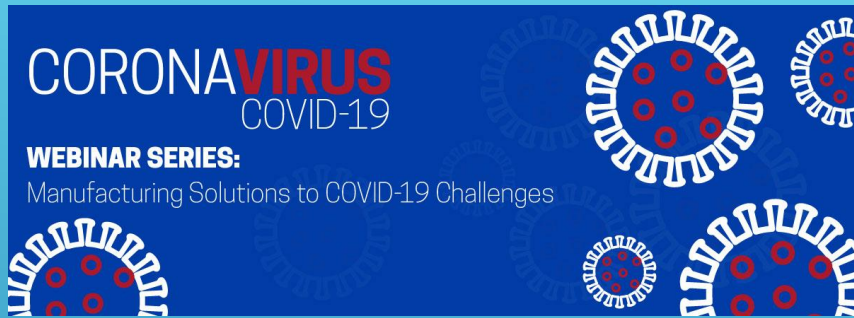
Session 6:

Boosting Morale to Keep Your Team Strong

This webinar series is being presented by:
CMMA, MPMA, TSMA, & Enterprise Mn

With Industry Partners:

**AMFA, LAMA, Hwy 2 West, Manufacturers Alliance, and
Minnesota State Advanced Manufacturing Center of Excellence**

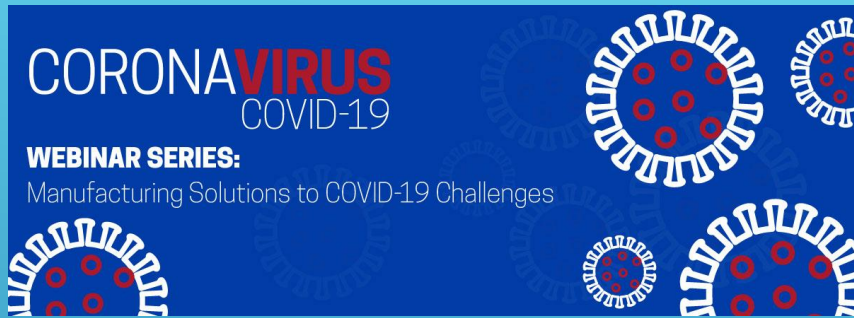


General Updates

- Plan your back-ups and partnerships!
 - Talk with your competitors/peers
 - See [DOJ/FTC Statement](#) on anti-competition
 - Find or offer resources at [Medical Alley](#) or
 - [Mn Chamber's Grow Minnesota Initiative](#)

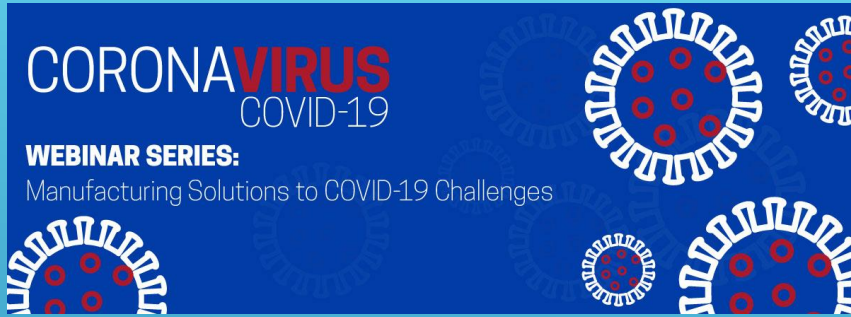
Sean O'Neil

651-292-4674 soneil@mnchamber.com



Legislative Updates

- Governor tasked agencies to determine best practices for non-essential businesses to re-open
- Legislature back in “session”, focused on COVID-19
 - Rent/mortgage assistance
 - School employee wages
 - Healthcare sector
 - Further economic support



General Information

- For webinar recordings, Power Points and other COVID-19 updates, go to
 - MPMA's [COVID-19 resource page](#)
 - TSMA's <https://www.tsma.org/covid-19>

Boosting Morale to Keep Your Team Strong

Enterprise Minnesota

Michele Neale

Boosting Morale



Learn about ideas from

- Aagard
- DCI
- Park Industries
- Wyoming Machine



Take away tips on what you can do to engage employees.



Learn creative ways to help ease tensions and bring a social element back.



Apply simple ideas to make a big impact.

“Employee engagement is the emotional commitment the employee has to the organization and its goals.”

Kevin Kruse

Keys to Boosting Morale

- ❑ Communicate often
- ❑ Include employees in Planning
- ❑ Show compassion & empathy
- ❑ Keep everyone safe
- ❑ Add “fun” or humor
- ❑ Offer resources



Communicate Often

- ❑ 1:1, Small Groups (social distancing applies), All Team (use a megaphone)
- ❑ Email, voicemail, calls, postings, videos
- ❑ Can't overcommunicate!
- ❑ Provide resources – contact person, posting place or website
- ❑ Union environment – build relationships
- ❑ Share customer stories
- ❑ Be visible!

Be Inclusive



MS Teams – downloading app on phone and using on production floor instead of walking or meeting across the plant



Ask Employees – offer suggestions for problem-solving (work from home, different shifts, clean workspace, post signs)



Employee Surveys – identify key issues



Create Task Forces – cross functional, leadership, key employees

"We've always had a compassionate culture but during the recent weeks...we've improved....we've become more respectful to one another"

Lori Tapani, Wyoming Machine

Be Compassionate and Empathetic

- ❑ Share employee value to your organization
- ❑ Important to show grace, understanding, flexibility and patience
- ❑ Leadership team or Chaplain connectivity
- ❑ Working from home isn't glamorous!
 - Kids doing school work
 - Pets wanting attention
 - Internet connection and stability compromised
 - Family units all home at the same time
 - Lack of tech support
 - Feeling isolated – stressful new “co-workers”

“As leaders we need to show grace,
compassion and understanding.”

Sharlo Meyer, Aagard

Aagard Leadership Messages

Each one of our communications starts with a similar message:

- ❑ Our number one priority during the coronavirus pandemic is the well being of our team members and their loved ones.
- ❑ Aagard's priority is to maintain a safe workplace and encourage practices protecting the health of our team members.
- ❑ Our focus continues to be the safety of our team members by increasing awareness and limiting exposure.

Each communication ends with a similar message:

- ❑ Our customer partnerships are also relying on Aagard to fulfill our commitments during this difficult time and we are working to manage project schedules individually. We appreciate our whole team's open and creative willingness to stay engaged and productive as we move forward.
- ❑ Thank you for choosing to work at Aagard, for your continued commitment to Helping our Customers Win, and for supporting our country's critical infrastructure!

Be Safe

- ❑ **Evaluate Space** – move cabinets or high traffic items, remove tables/chairs, close conference rooms
- ❑ **Delivery Protocols** – building restrictions, paperwork process, portable restroom
- ❑ **Cleaning and Sanitization Plans** – increase service
- ❑ **Staffing Changes** – eliminate shift overlap, create new shifts, utilize cross-trained skill sets, work from home, staggered breaks, alternate schedules
- ❑ **Traveling Staff** – essential travelers must self-quarantine for 14 days prior to returning to production floor

Add “Fun” or Humor

- ❑ Bring in food – safely!
Show your support of community
- ❑ Dilly of a Day – DQ
- ❑ Signs/Posters - memes
- ❑ Footprints – social distance markers
- ❑ Photo contests – What are you doing to get outside? How are you keeping your social distance?
- ❑ T-Shirts

Visual Reminders

Using an email signature tag such as:





WE ARE AN ESSENTIAL **CRITICAL** INFRASTRUCTURE WORKER
WE CHOOSE TO BE **OPTIMISTIC**
OUR TANKS WILL HELP MAKE **VITAL** VACCINES
WE ARE **IN THIS TOGETHER**
IN THE MIDDLE OF **DIFFICULTY** LIES OPPORTUNITY
WE ARE THE #DCIFAMILY

Offer Resources

- ❑ Additional training – on demand, recorded sessions
- ❑ Chaplain
- ❑ Employee Assistance Program (EAP) – most benefit providers have a designated resource
- ❑ Mental, physical, emotional health

Additional Ideas for Boosting Morale

- ❑ Virtual team bonding (walks, “happy hour”, exercise, etc.)
- ❑ Employee milestone celebrations (host a virtual event or send e-card, gift cards sent to home)
- ❑ Contests or challenges (send in photos)
- ❑ Walk and talk meetings – social distancing or virtual
- ❑ Wellness resources

Aagard Team Member Connections

Our Chaplain reached out to people and asked

“What good things have come out of the quarantine?”


“What are you grateful for during this time?”


We compiled the responses and created a slide show that is playing on our internal company website (SharePoint) and on our monitors in our lunchrooms.

Flexibility of team members to stagger shifts

Aagard team members are **grateful** during Quarantine

DCI, Inc. Leadership Messages





COVID-19 Update
April 8, 2020
Stay Home Minnesota

DCI, Inc.
Corporate Office
600 North 54 Avenue (56303)
P.O. Box 1227 (56302-1227)
St. Cloud, MN
Phone: 320-252-8200
Fax: 320-252-0866


Today, Governor Walz extended the Stay Home order until May 4, 2020. As the Governor stated: he is not “willing to lose the hard-earned gains” we have already made with the current Executive Order. “The only vaccine that Minnesota has for COVID-19 right now is social distancing.” This extension will help us resume “normal life” in the future. The data is showing that these measures are working in Minnesota. As of right now Minnesota has the lowest rate of COVID-19 per capita of any state in the country.


We know this is hard for everyone.

- It is hard for the employees who have to come to work every day. You have our gratitude and thanks – we know each of you have families and friends that are counting on you to stay healthy. Thanks for following the guidelines we have implemented at DCI to help ensure that we “Stop the Spread.”
- It is hard for the employees who have been recommended to stay at home by their health care providers. These employees are bored, scared, and at a greater risk than their co-workers. We thank you for staying safe, communicating on a regular basis, and providing the documentation that we need to enable you to stay at home. Remember that we have an Employee Assistance Program that can help address your physical and mental health concerns.
- It is hard for the quarantined employees. They are facing many unknowns. The medical guidelines for testing mean that they may never get a definitive answer regarding whether or not they actually have COVID-19. Thank you for following the quarantine guidelines and helping to keep your family and the DCI Family healthy and safe.
- It is hard for the employees who are telecommuting and the employees supporting telecommuting. Many people think that telecommuting is basically a paid vacation. This is simply wrong. These employees are completing their work with fewer resources and less support than their co-workers at DCI. They miss their work interactions, co-workers, and friends.

Remember – each and every one of you is CRITICAL and ESSENTIAL to DCI, your co-workers, and our customers. Thanks to each of you for helping DCI navigate these unprecedented times. We are extremely proud to work with such a dedicated group of employees.

Please continue to bring forward ANY questions you may have – we are all in this together.





COVID-19 Update
April 9, 2020
Stay Home Minnesota

DCI, Inc.
Corporate Office
600 North 54 Avenue (56303)
P.O. Box 1227 (56302-1227)
St. Cloud, MN
Phone: 320-252-8200
Fax: 320-252-0866

For many of us this weekend will be vastly different than previous Easter weekends. I’d like to say we are almost through this COVID-19 issue – but unfortunately that is not the case. We will be dealing with this, at some level for some time in the future.

COVID-19 has brought many changes to DCI, our employees, their families and our communities. Change is tough to deal with, especially when there are so many changes happening so quickly and during unprecedented times. Each of us reacts to change differently. However, we each need to focus on our mental, spiritual, financial, social, and physical health during this time of change. We can’t just bury our head in the sand and ignore what is going on around us.

The following guidance may help:

1. Realize it is totally normal to feel stress during change. It is okay to feel a bit empty as miss our friends, families and traditions during this holiday weekend.
2. Keep your regular schedule as much as possible – routines are important in reducing stress.
3. Try to eat as healthy as possible – healthy eating also reduces stress. Jellybeans do not count as healthy eating, except on Easter Sunday, they might make you smile a bit which may reduce stress!
4. Exercise – get outdoors (using physical distancing), once again being outside and exercising are great stress relievers.
5. Stay connected with family and friends – call or video chat – luckily we live in a time where we can reach out virtually.
6. Talk to someone if you are too stressed or become depressed – REMEMBER our Employee Assistance Line – 1-800-96-HELPS
7. Keep a list of the positives things that are happening around you – be grateful for what we have instead of fearing what we can’t control.
8. Avoid over-analyzing – stay away from the news/social media.
9. Help others deal with the changes. For children there is a great book called A Kids Book about COVID-19 to help you talk to your kids about what is going on in the world. It is free and available at akidsbookabout.com
10. Give yourself a break – change can make us feel that we are not in control. Step back, take a deep breath and recognize everything you can control, and count your blessings for the things we have, our health family, friends, coworkers and most of all you.

Change is a time of new beginnings, much like what we celebrate each Spring, Easter, or Passover. Please take time to recharge and we will all face this together again on Monday. Our goal is to get to the other side of this challenge and be better individuals, team members, company and community.

We wish you a safe and healthy holiday weekend.

Thank You

- Allison Waggoner, DCI, Inc.
- Kelly Hansen, Park Industries
- Lori Tapani, Wyoming Machine
- Sharlo Meyer, Aagard

Boosting Morale to Keep Your Team Strong

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