




# Back to the Office (Reboarding)

As we will eventually begin transitioning back to our offices, it is wise to start thinking about this process beforehand. How can we all return to work as pleasantly and safely as possible? The key issues are of course safety, hygiene, health, agreements and protocols, as well as getting accustomed to new realities, being reunited with colleagues and meeting new ones.

With a focus on employee journeys and happiness at work, the HappinessBureau devised an overview of what you can do as an employee, a team, and as management, including what questions to ask yourself, your team and/or employees.

What must we consider when returning to the office? You can discover this in the overview below!



	PHASE 1: PREPARATION	PHASE 2: FIRST WORKDAY/WORKWEEK	PHASE 3: FIRST MONTHS
EMPLOYEE	<p><b>Reflect on the past months</b></p> <p><b>QUESTIONS</b></p> <ul style="list-style-type: none"> <li>• What surprised you about yourself?</li> <li>• What has the coronavirus crisis meant for you?</li> <li>• What did you miss and not miss?</li> <li>• When were you proud of yourself?</li> <li>• What was the best advice that someone gave you?</li> <li>• What would you like to retain going forward?</li> <li>• What challenges do you foresee in the months ahead?</li> </ul>	<p><b>Take some time to think about the 'restart'</b></p> <p><b>QUESTIONS</b></p> <ul style="list-style-type: none"> <li>• What is the first thing you would like to do this week?</li> <li>• What do you need in order to do your job effectively?</li> <li>• What would you like to retain going forward?</li> <li>• What challenges do you foresee in the months ahead?</li> </ul>	<p><b>Look ahead and embrace the 'new normal'</b></p> <p><b>QUESTIONS</b></p> <ul style="list-style-type: none"> <li>• Can you use your talents and strengths in your work?</li> <li>• Do you feel that your colleagues support you?</li> <li>• Do you feel appreciated?</li> <li>• Does the organisation enable you to achieve results in order to succeed?</li> <li>• Do you view your workload as acceptable?</li> </ul>
TEAM	<p><b>Reflect on the collaboration between team members</b></p> <p><b>QUESTIONS</b></p> <ul style="list-style-type: none"> <li>• What talents did your team discover that you now wish to employ more frequently?</li> <li>• What impeded collaboration between team members?</li> <li>• What are we happy about now that the team is back together?</li> <li>• What would you like to retain going forward?</li> <li>• What challenges do you foresee in the months ahead?</li> </ul>	<p><b>Give team members time to share their experiences</b></p> <p><b>QUESTIONS</b></p> <ul style="list-style-type: none"> <li>• What do we need to function effectively?</li> <li>• What can we improve in the upcoming months?</li> <li>• What pitfalls must we avoid?</li> <li>• Ask your colleagues how they benefited from the past months: what was good, what went well, and how can we maintain this?</li> <li>• What would you like to retain going forward?</li> <li>• What challenges do you foresee in the months ahead?</li> </ul>	<p><b>Share what went right and wrong and make arrangements for the future</b></p> <p><b>QUESTIONS</b></p> <ul style="list-style-type: none"> <li>• Do we stick to doing things in certain ways or would we like to do them differently?</li> <li>• Do we make sufficient use of each other's talents?</li> <li>• Do we regularly assess where we stand and how we are doing?</li> <li>• Do we talk to one another about our agreements and (un)desired behaviours?</li> <li>• Do we regularly share positive moments and successes?</li> </ul>
MANAGEMENT	<p><b>Welcome your employees back a few days prior to the actual restart and explain the 'Back to the Office' process. Determine whether certain employees need extra help and support during this hectic transition period.</b></p> <p><b>QUESTIONS</b></p> <ul style="list-style-type: none"> <li>• Describe in three words your experience of communicating with, and receiving support from, the organisation.</li> <li>• What do you need to work effectively? What are your personal needs?</li> </ul> 	<p><b>As an organisation, interact with your employees during the first days and weeks and show your appreciation. Ensure that clear lines of communication exist between the organisation and employees. Give employees the space they need to share their experiences and feelings.</b></p> <p><b>QUESTIONS</b></p> <ul style="list-style-type: none"> <li>• What is your outlook for the remainder of this year?</li> <li>• What do you want to achieve in the upcoming months?</li> <li>• What has changed, compared to the situation before the coronavirus crisis?</li> </ul> 	<p><b>Give employees the feeling that they are (again) part of the organisation. Where appropriate, (re-)introduce them to the corporate culture, purpose and stories. Consider what it is in their work that drives them. Appreciate what makes them special.</b></p> <p><b>QUESTIONS</b></p> <ul style="list-style-type: none"> <li>• Do you feel connected to the organisation?</li> <li>• Are you proud of the organisation?</li> <li>• Would you recommend our organisation?</li> <li>• Are you inspired and motivated by our vision for the future?</li> <li>• Do people want to work for us because of our culture?</li> </ul> 

## ABOUT THE HAPPINESSBUREAU

The HappinessBureau advises and supports companies and organisations that strive to increase their employees' happiness at work. We give advice, measure happiness at work in organisations, provide 'Happiness at Work' expert trainings and 'Employee Experience' courses, offer various workshops and training courses, lead in-company happiness and employee experience processes, and conduct research. Additionally, we publish articles and books, give presentations at conferences in the Netherlands and abroad, and annually organise 'Happy People Better Business', the largest happiness at work event in the Netherlands.

## HOW CAN WE HELP YOU?

Our courses and workshops are not only available online, but some are now also specifically tailored to these challenging times, including 'Top Employers in the time of coronavirus'; 'Leading teams in the time of coronavirus'; and 'Happiness at work? Yes, especially now!' We also conduct online surveys to determine how employees are faring and what they need to get back to work in their offices. Moreover, we can continue this surveying process during the period when they first return to work, thereby allowing organisations to keep a finger on the pulse of their workforce. Need an interim professional to help guide your 'Back To Office' process? We can help with that, too.

## SPECIFIC TOOLS

Connecting with employees is even more important now than previously. The HappinessBureau has therefore developed various tools to support employee connections and engagement, including workshops, coaching and intervention, as well as 'Happy 100 At Work', a website offering (more than) 100 ideas, tips, (board) games, videos, exercises, happiness-boosters, e-books and presentations. The site serves to inspire and support the work of happiness experts, chief happiness officers, and teams and managers keen to (further) enhance happiness at work. Good to know: since the start of the coronavirus crisis, the website has expanded to include online methods. Interested? Mail us at: [info@HappinessBureau.nl](mailto:info@HappinessBureau.nl)

