Recap of day 3
within small group discussion

• Participants were asked to discuss:

  • Reflections on the day’s presentations

  • Sharing experiences from the COVID-19 lock down: lessons learned, fantastic failures, etc.

  • How to manage customers’ expectations post COVID19?
Main outputs

• Different NSOs had different ways of attacking the situation, depending on how ‘digital’ they were before the COVID crisis.

• Some NSOs had to overcome a generational gap to transform to full digital technologies – some employees are not familiar with technologies and connecting platforms.

• We will need to evolve teleworking policies; some staff want to stay remote, work hybrid, etc.

• Challenge for new hires who may be stuck in other countries or locations and cannot easily come to the office when the time comes.
Main outputs

• Creating an internal communication strategy and plan is very important, particularly ensuring coherent messages from HR, communications and IT departments.

• Staff expectations should be taken into consideration with the same attention paid to the external ones.

• We are facing a less formal interaction that could help to virtually reduce the distances.

• Relaxing situation were organized; for example, every Friday evening colleagues met on webmeeting just for a drink together and reduce the stress.