



## Employee Relation and Support Action Items

### Conflict Resolution

- **Action Item: Set Up Virtual Mediation Platform**
  - **Deliverable:** Select and configure a secure video conferencing platform for conflict mediation. Ensure all participants have access and understand how to use the platform.
- **Action Item: Schedule Mediation Sessions**
  - **Deliverable:** Coordinate with involved parties to schedule mediation sessions, sending out calendar invites and instructions for accessing the virtual meeting.
- **Action Item: Conduct Mediation Sessions**
  - **Deliverable:** Facilitate virtual mediation sessions, guiding discussions and helping to resolve disputes according to established protocols.
- **Action Item: Document Mediation Outcomes**
  - **Deliverable:** Create detailed reports on the mediation process and outcomes, documenting resolutions and any follow-up actions required.
- **Action Item: Evaluate Mediation Effectiveness**
  - **Deliverable:** Collect feedback from participants and analyze the effectiveness of the mediation process, making recommendations for improvements if needed.

### Counseling and Support

- **Action Item: Develop Remote Counseling Framework**
  - **Deliverable:** Establish a structured framework for providing remote counseling services, including selecting secure platforms and defining counseling protocols.
- **Action Item: Train Counselors on Remote Tools**
  - **Deliverable:** Provide training for counselors on using remote communication tools effectively and maintaining confidentiality during virtual sessions.
- **Action Item: Conduct Remote Counseling Sessions**
  - **Deliverable:** Offer remote counseling sessions as scheduled, addressing employee concerns and providing support via video or messaging platforms.
- **Action Item: Create Online Support Resources**
  - **Deliverable:** Develop and publish online resources such as self-help guides and FAQs to assist employees with common issues and provide additional support.



- **Action Item: Monitor Counseling Service Utilization**

- **Deliverable:** Track and review the usage of counseling services, gathering feedback to ensure services meet employee needs and adjusting as necessary.

## Employee Engagement

- **Action Item: Plan Virtual Engagement Activities**

- **Deliverable:** Design and schedule a series of virtual team-building and engagement activities, including interactive events and themed challenges.

- **Action Item: Launch Employee Feedback Surveys**

- **Deliverable:** Develop and distribute employee feedback surveys to gather insights on work experience, engagement levels, and areas for improvement.

- **Action Item: Analyze Survey Results**

- **Deliverable:** Review and analyze survey data, identifying key trends and areas for enhancement in employee engagement and satisfaction.

- **Action Item: Organize Virtual Engagement Events**

- **Deliverable:** Execute planned virtual events, ensuring smooth operation and active participation from employees.

- **Action Item: Report on Engagement Metrics**

**Deliverable:** Prepare and present detailed reports on employee engagement metrics, including feedback analysis and recommendations for increasing engagement.

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