New Report Now Available!

SPECIAL REPORT: How Companies Are Engaging Employees During COVID-19
said the communication function is “very involved” in communicating internally about COVID-19.
said their company is not planning on laying off employees, but only 31% have made a commitment not to do so in the future.
Safety guidelines, COVID-19 updates, and new organizational policies and procedures were the top three topics communicated to employees.
19% of companies are communicating information focused on diversity, equity, and inclusion to their employees.
Internal sources and federal agencies were the top sources where communication executives were referring their stakeholders to for more information.
Informal feedback and listening tools were the top methods communication executives used to track internal communication, but nearly 1-in-4 were not tracking at all.
The COVID-19 pandemic has had **positive outcomes** on employee engagement, collaboration, and trust in companies, but have seen a **decrease** in productivity. **25%**
of companies have implemented initiatives to help external stakeholders affected by COVID-19 and have engaged employees directly in these initiatives.

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On average, 13% of employees worked from home before COVID-19, compared to 77% during COVID-19, and an estimated 23% following COVID-19.
60% of respondents had not started planning for the return or did not know about return-to-office preparations.
74% of respondents had not discussed any changes to the physical work environment.