

"Since COVID, employers and employees have had to rely on one or more virtual platforms to do work they couldn't do in person," says Roxi Bahar Hewertson, chief executive officer of Highland Consulting Group, Inc. "After COVID eases, virtual working, particularly in offices of all kinds, will likely continue to utilize virtual work environments - a big challenge for recruitment, onboarding and retention. However, there is no reason why a virtual on boarding program can't be just as powerful and welcoming as in person. In fact, access to more people in more places has become far easier and common place. My recommendation is to design a rigorous onboarding program and then adapt it to a virtual environment wherever it makes sense and is possible."

The supply chain focuses on using labor management systems (LMS) and other digital training tools to help new hires gain the necessary skills in an efficient manner, according to Dan Johnston, founder and CEO of WorkStep. He also explains that retention management systems also help employees feel heard and reduce high turnover rates.

This type of technology is helpful with or without COVID-19, but unfortunately the pandemic has challenged things.

"COVID has changed the way supply chain workers view safety," Johnston says. "Last September, WorkStep conducted a study around COVID-19 and the flight risk of the supply chain workforce and found that 70 percent of frontline workers said they feel their safety and their family's financial security are in conflict. That's why many employers are

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