

## Our Services during the current Pandemic

It is still very much business as usual for us during these unprecedented times. Our coaching clients are facing new leadership, operational, financial and well-being challenges, both for colleagues and individually. Given the pace of change we have experienced over the past few days, we are all having to adapt as never before. Many colleagues are working from home for the first time, possibly facing an uncertain future and reductions in salary AND of course concerned for the future, their own health and that of their families.

Our outplacement clients are wondering how the pandemic will impact on their job search and of course the jobs market longer term. There may be additional financial worries without the government support that is being offered to others.

Rest assured that we are still providing full support to our clients and customers. Our one to one sessions, the absolute cornerstone of many of our programmes, are continuing via Skype, Facetime, Microsoft Office Teams and telephone and email. Many of our clients tell us how much they value the emotional support we provide and never has this been more needed.

In addition, we have taken the following steps:

### Outplacement

Over the last few weeks, we have been working with our Client Centre platform provider, Abintegro, on a number of additions and enhancements. We have now added new content on very pertinent topics such as Remote Working, Coping with Challenges & Change and Wellbeing, Resilience & Mindset.

We have also started to add newly developed webinars and have recently uploaded videos on 'How to use LinkedIn as Job Searcher' and 'Video Interviews' and over the next few weeks we will add further webinars.

The Client Centre continues to add value to our outplacement service offering and in the current challenging climate is becoming an ever more used tool by our clients.

### Coaching

Our CDS coaches are reaching out to all coachees to keep the momentum of the programmes in these challenging times by setting up virtual sessions. The opportunity to work with their coach on a range of subject including building personal resilience, engaging with teams remotely, keeping focus, is proving to be an invaluable space for our coachees.

Over the coming weeks we are also going to provide our coachees with access to a virtual coaching toolkit where they can access a range of resources around personal leadership, well-being, resilience and effectively leading others.