



The Global CEO Advisory Firm

# COVID-19 The View from US Employees

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March 2020

# Understanding the Employee Impact of COVID-19

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## Teneo's research team conducted a survey to understand:

- What employees expect from their CEO during the COVID-19 outbreak
- How employees assess the performance of their company so far
- The top priorities for US employees as they prepare for the impact of COVID-19

## Who?

155 US employees of mid-sized and large corporations

## How?

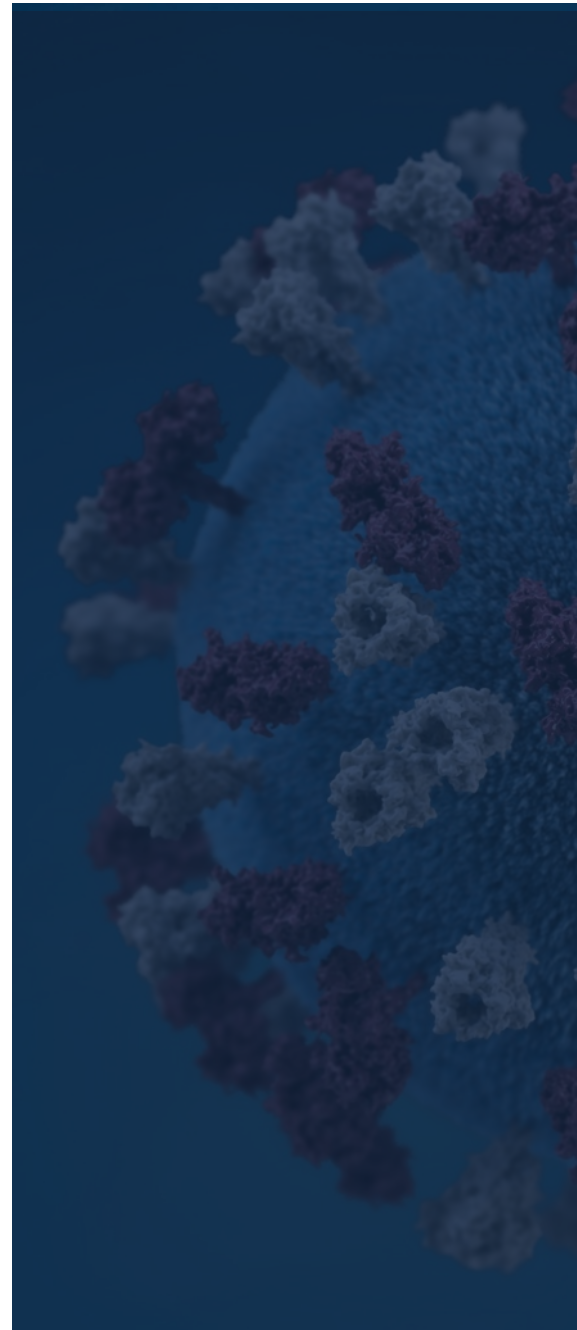
Online survey

## When?

March 11 – 12<sup>th</sup> 2020

## Four key insights emerged:

- Communication
- Accountability From the Top
- Protecting Family
- Room to Step Up



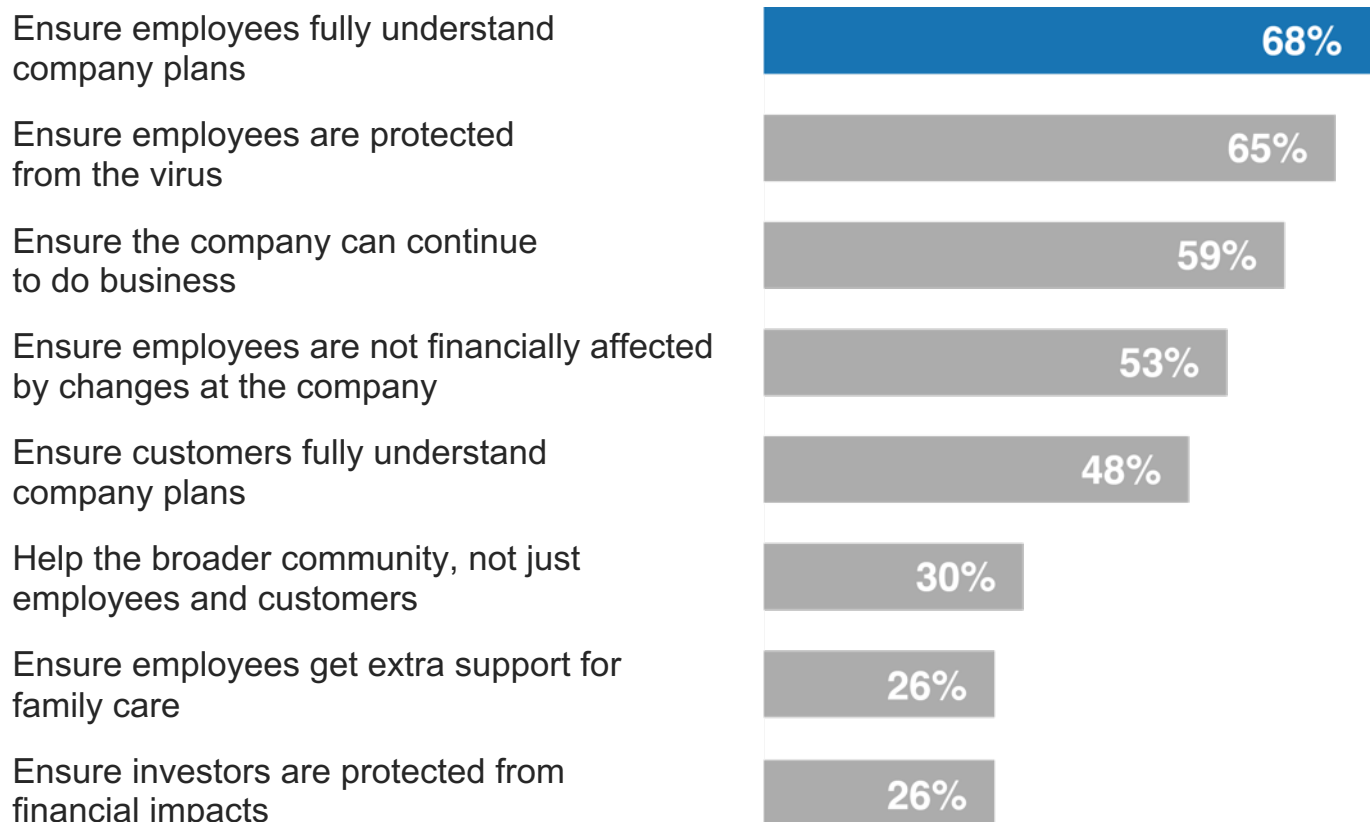
## Insight 1

# Number One Priority: Communication

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The top expectation employees have for leadership is **clear communication** to ensure employees fully understand how the company is preparing.

This is even seen as **more important than protecting employees' health.**

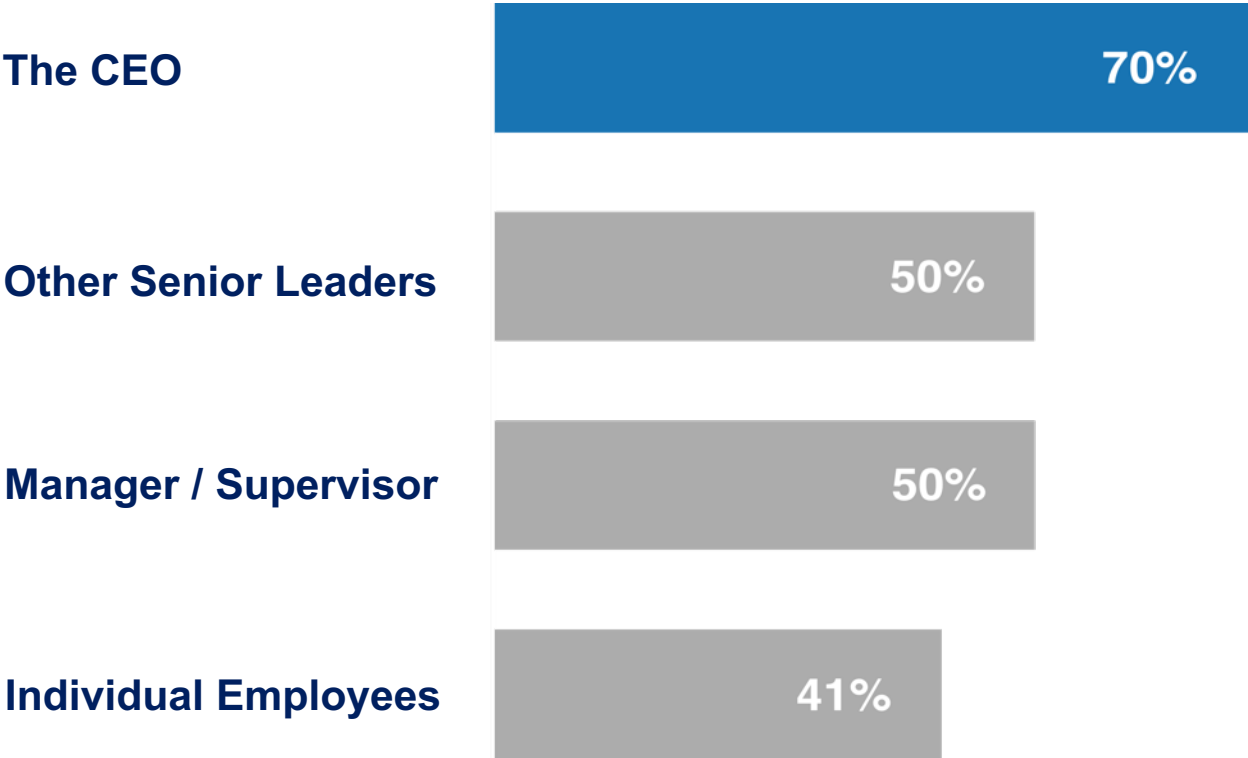


*Question: What do you expect your company's leadership to do to prepare for the possible impact of the Coronavirus? (please select all that apply)*

# Insight 2

## Accountability Rises to the Top

When asked who at their company is ultimately responsible for ensuring the business is prepared for the impacts of COVID-19, **employees assign ultimate responsibility to the CEO.**



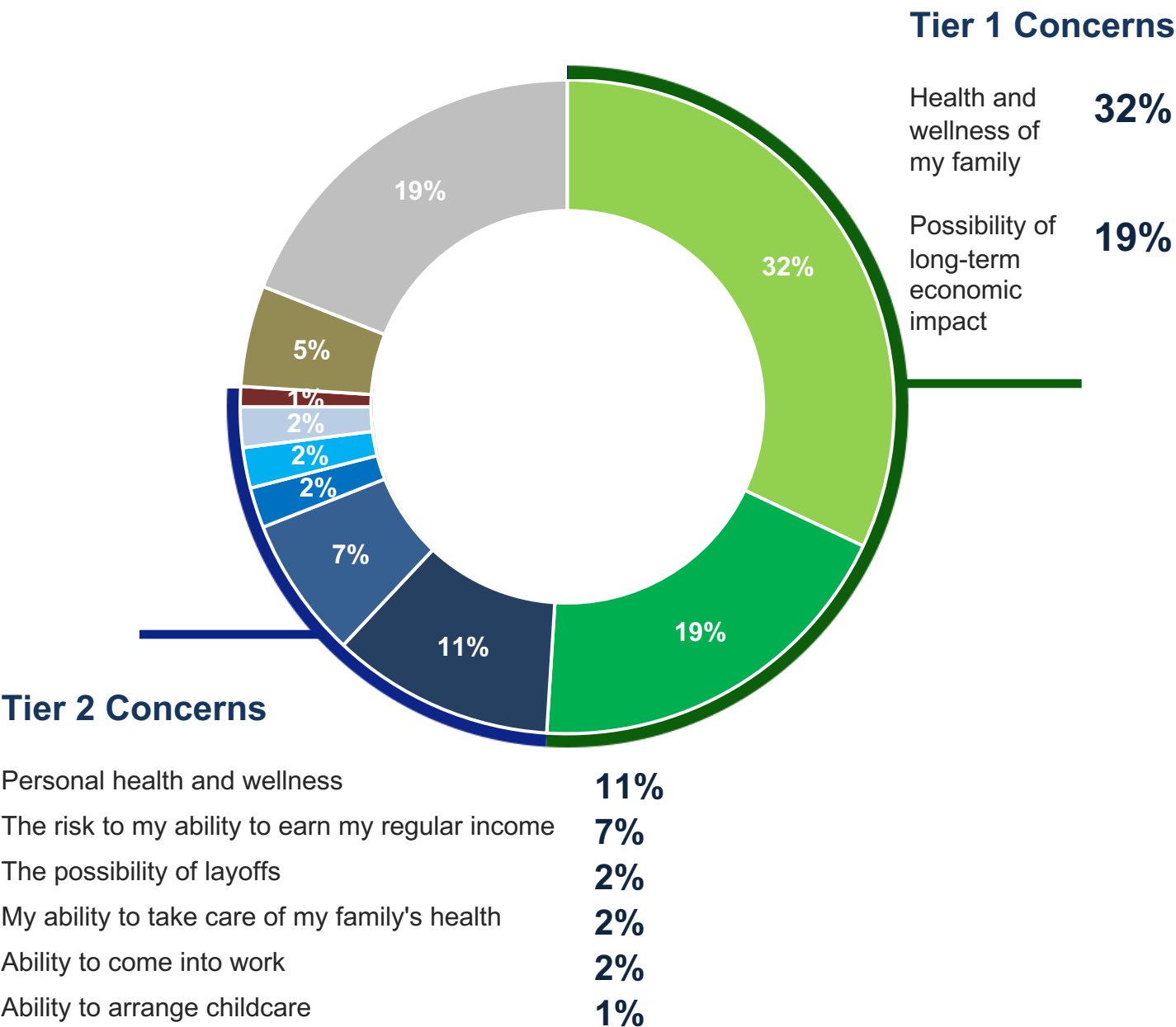
*Question: Who do you believe should be responsible for ensuring your company is prepared for the possible impact of the Coronavirus? (please select all that apply)*



# Insight 3

## Employees' Top Concern: Protecting Family

At the moment, employees' are most concerned about protecting the health of their families and the possibility of broader long-term economic fallout.



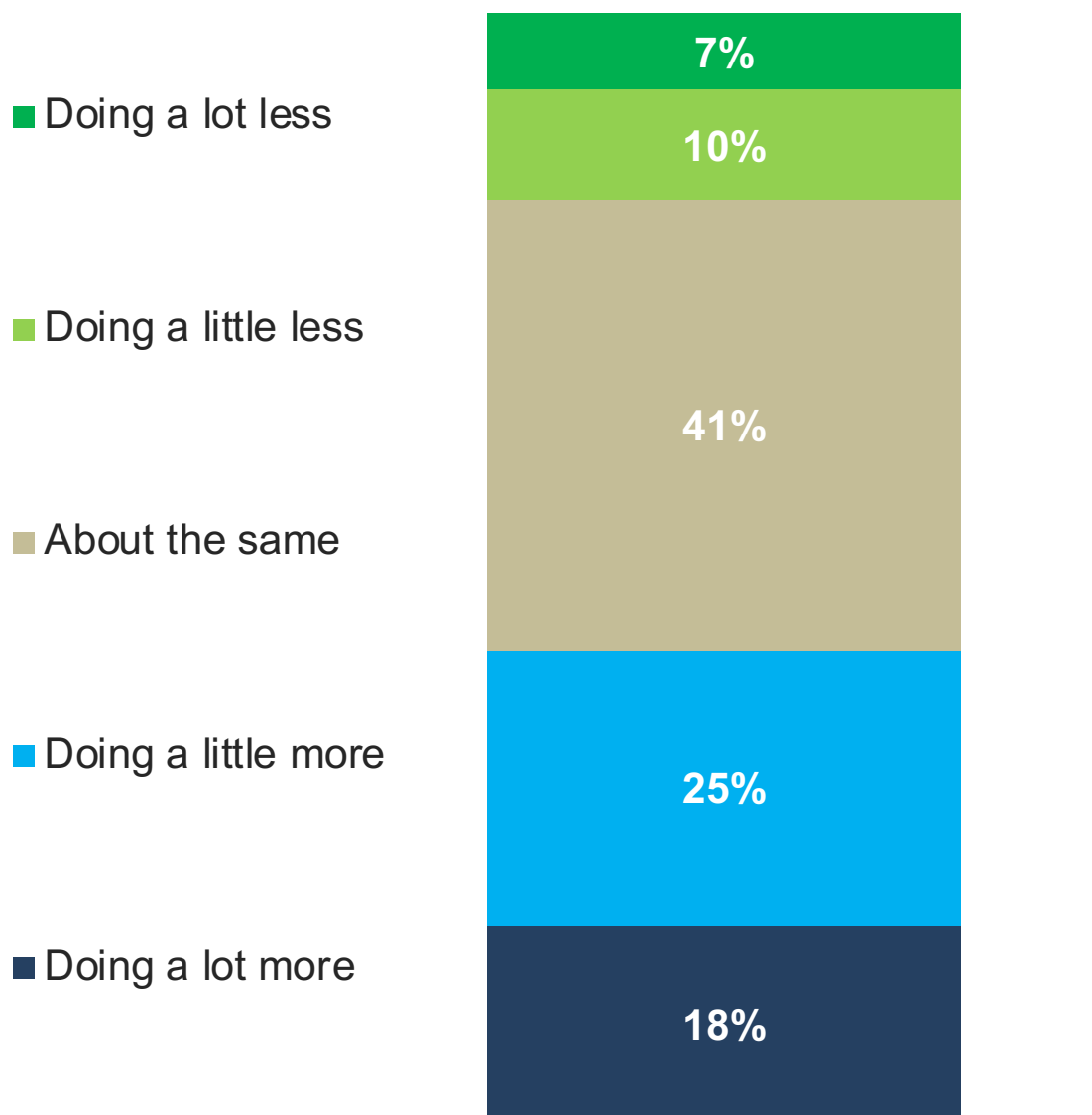
Question: Which of the following is your BIGGEST concern about the corona virus?

## Insight 4

# CEO Assessment: Solid Marks, Room to Step Up

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While most employees believe their company is keeping pace or ahead of peer companies in addressing the virus, one in three want their employer to do more.



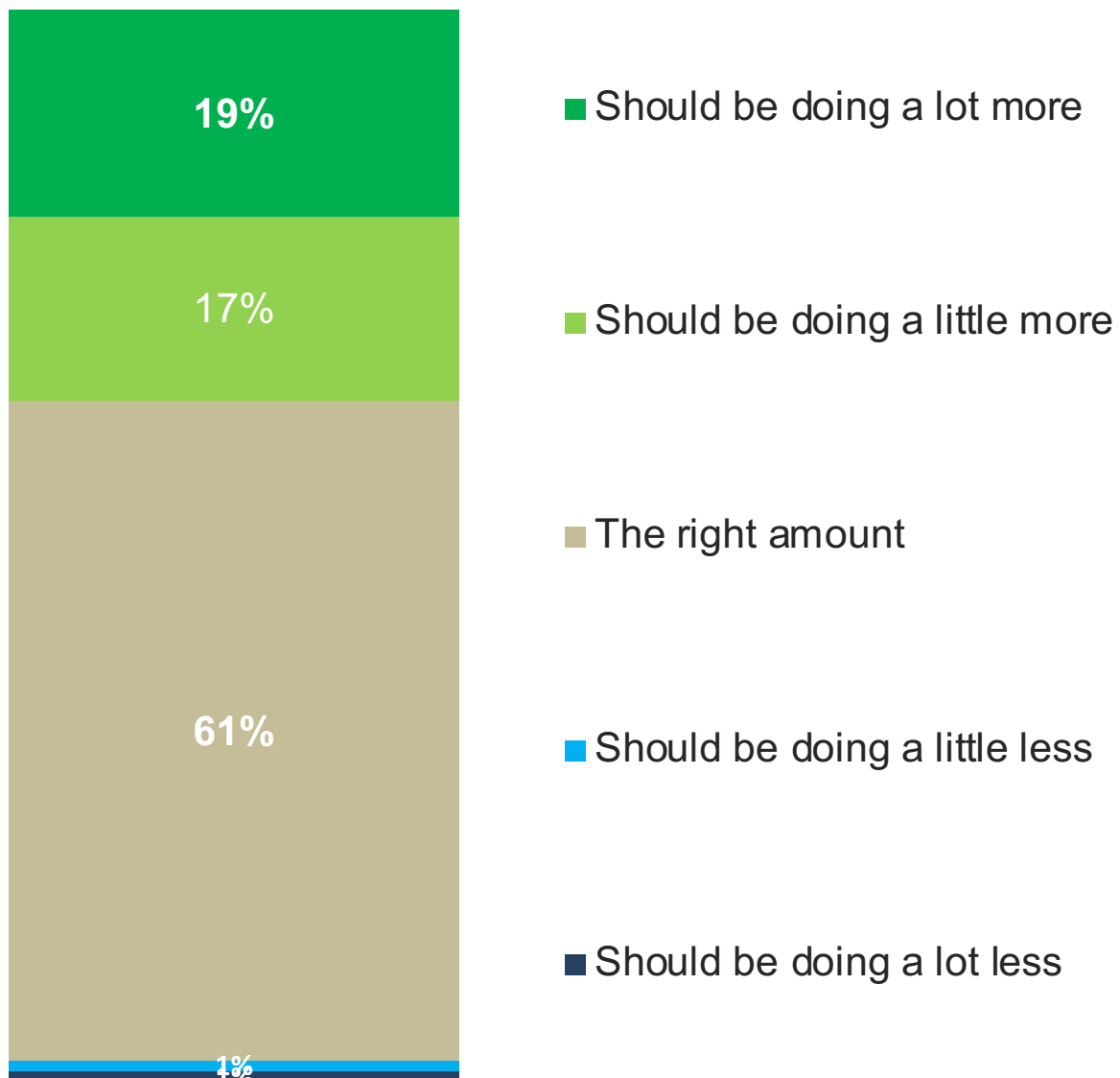
*Question: Compared to other companies, do you believe your company is doing more or less to prepare for the possible impacts of the Coronavirus?*

## Insight 4

# CEO Assessment: Solid Marks, Room to Step Up

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While most employees believe their company is keeping pace or ahead of peer companies in addressing the virus, one in three want their employer to do more.



*Question: Should your company be doing more or less to prepare for the possible impact of the Coronavirus?*



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