CHAPTER 6

RECOMMENDATIONS & ACTION PLANMODULES

This chapter includes recommendations based on the findings and Action Plan. There are different action plans designed for the recommendations given in the further part of this chapter. This is a use of Social Work Methods, Organization development interventions, and Human resource functions to execute the action module.

6.1 RECOMMENDATIONS

The researcher would like to give recommendations based on the present study and observations which may help organizations & employees achieve better Health & Wellbeing.

- ➤ There should be a Proper working channel for Virtual Connectivity.
- > Time and working hours should be defined.
- > Schedule Regular Breaks in between meetings.
- Digital Wellbeing
- > Designated workspace while working from home.
- ➤ Planning & Scheduling the work & meetings
- Establish the boundaries
- > Encourage a Healthy Work Culture.
- Educate and create awareness about working virtually.
- ➤ Continuous Learning & Development.
- Continuous feedback to the managers about the working conditions during virtual connectivity.
- ➤ Practice a healthy lifestyle

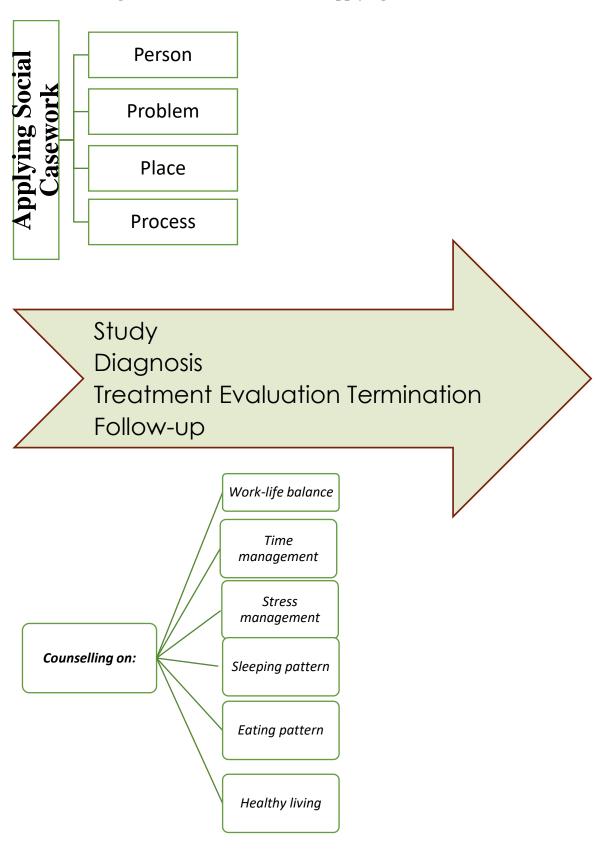
6.2 ACTION PLAN & MODULE

Figure 6.1: Action Module

Intervention through social Work method



Figure 6.2: At Individual Level- Applying Social Casework



Application of Social Case Work on Influence of Virtual connectivity on the employees' Health and Wellbeing.

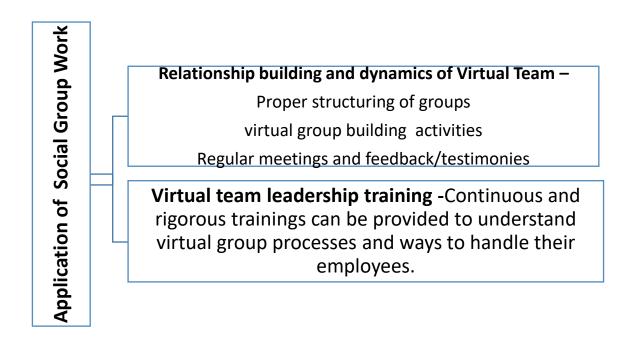
Social casework believes in improving the individuals' problems in social functioning. Every Individual in society is different and each comes with their set of beliefs, personalities, perceptions attitudes, and value systems. The normal functioning of the individuals is disrupted which is the main focus of casework. By applying the 4 Ps of social casework -----Person, Problem, Place, Process (study, diagnosis, treatment, evaluation, termination and follow-up). The person's problem is studied and accordingly, there is a diagnosis provided which will need a follow-up.

Through this method, the social case worker can attempt to repair the impaired relationship of the client with his/her social environment. Virtual connectivity creates a lot of distress in the employee's social environment. Different aspects of the problems relating to virtual connectivity concerning Health and Wellbeing can be discovered and accordingly, an appropriate treatment plan can be prepared. Casework will also help to know how an individual's personality, attitude, and perception play an important role in employees' Health and wellbeing with virtual connectivity. Through a properly guided interaction, the employees can cope up and adapt his/her social environment.

Counseling can be provided on different aspects of Virtual connectivity like Time management, Work-life balance, Stress management, Sleeping patterns, Eating pattern, Healthy living, etc.

These techniques can bring necessary changes in the attitude and behavior of employees working with virtual connectivity. These behavior changes will ensure growth and development for the employees in the organization.

Figure 6.3: At group level- Application of Social Group Work:



Application of Social Group Work on Influence of Virtual connectivity on the employees' Health and Wellbeing.

The social group work method will help to improve the relationship and personality traits of virtual teams. This may help them in the betterment and development of both the individuals and their virtual teams as a whole. For proper functioning of any team in any organization requires cooperation and coordination and virtual teams are no different. A group in general means when there are two or more persons who are connected. Every individual has different dynamics when they are a part of the social group. Their personality, perception, and attitude influence their participation & dynamics in the social group. The Individuals form constructive relationships within the group through these group techniques. **Relationship building and dynamics of a Virtual Team can be achieved through** Proper structuring of groups, virtual group-building activities, Regular meetings, and feedback/testimonies.

Leaders of the virtual team are also required to undergo training with their virtual group.

Continuous and rigorous training can be provided to understand virtual group processes and ways to handle their employees. Some of the group work also requires the participation of the team leaders so the comradery between the team members and leaders can also be developed or enhanced.

One of the main focuses of the social group work method is positive change and personality development of individuals hence it will be a great benefit for virtual teams who may function oceans apart. Coordination and cooperation can be developed or enhanced through this method of social work.

Figure 6.4: Application of Community organization, Social work Research and Social Action

HR Consultant

COMMUNITY ORGANIZATION

- DIGITAL WELLBEING PROGRAMS
- IDENTIFYING THE NEEDS OF ALL THE STAKE HOLDERS E.g.. Women employees, older employees, Virtual teams etc.
- CAPACITY BUILDING of different stakeholders involved.
- Legislative laws for virtual Work can be drawn.

SOCIAL WORK RESEARCH

 Conducting qualitative and quantitative research on various factors of virtual connectivity and the findings can be used to drive various action plan.

APPLICATION OF SOCIAL ACTION

• Various Action plan can be made on implementing Digital Wellbeing, Work-life balance, Virtual etiquettes

Application of Community Organization Influence of Virtual connectivity on the employees' Health and Wellbeing.

In the community organization method, the community is the client. Here, the client is the employees & the organization. Community organization solves community problems and fulfills the needs of the community implying employees' problems relating to virtual connectivity will be solved and their needs will be fulfilled. The capacity building of stakeholders in terms of virtual connectivity can be done through this method

This method requires majorly identifying the needs of all the stakeholders involved i.e., Women employees, older employees, Virtual teams, etc. After identification, there is a requirement of capacity building. For example, Legislative laws for virtual Work can be drawn, digital wellbeing programs can be conducted.

Application of Social Work Research on Influence of Virtual connectivity on the employees' Health and Wellbeing.

Through this method, efforts can be made to find answers to the existing and emerging problems of social issues prevailing in organizations by studying various aspects of virtual connectivity. In-depth knowledge about Virtual connectivity and, the factors contributing to it can be acquired through social work research. Factual ground realities can be discovered about virtual connectivity in the lives of employees. Qualitative and quantitative analysis can be done on the Influence of Virtual connectivity on the employees' Health and Wellbeing.

For example, In Quantitative analysis, the survey can be conducted among the employees of selected executives of different sectors. Strategies could be drawn based on the findings of the survey.

In Qualitative analysis, a Case study can be developed based on profiling of the employees from various organizations taken into study. A careful and complete observation is drawn from the social unit.

Hence, Research findings on virtual connectivity thus will help in the formulation of the change plan, and the design of intervention plans according to the needs of employees.

Application of Social Action on Influence of Virtual connectivity on the employees' Health and Wellbeing.

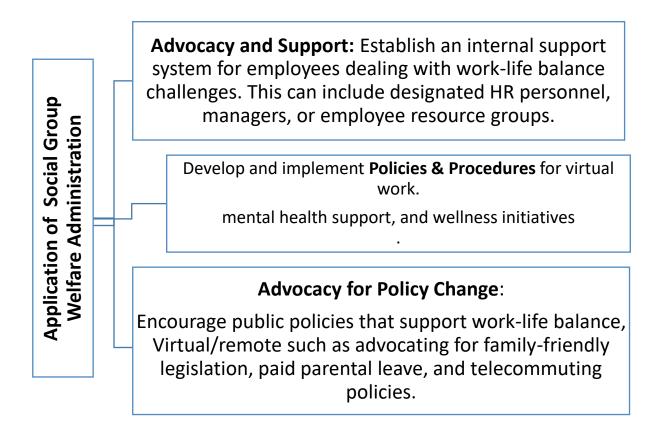
Through Social action attempts can be made to mobilize employees, to create awareness of existing problems relating to virtual connectivity that's influencing their health and wellbeing. Employees can be encouraged to raise their voices against undesirable practices which hamper their development.

Every Virtual medium comes with some drawbacks and advantages. Organizations have always been initiating wellness programs and providing employees with security, health benefits, and flexibility to help them overcome their health issues. Stress, anxiety, work burnout, and other mental health issues have always been there but the sudden uncertainty in the work environment due to virtual communication nature and the shift in work culture has taken a toll on employee's overall employee health and wellbeing. The first and foremost thing in social action is to educate the people affected by the problem or concerned with it. The

people suffering should have an inner urge to change the situation. Various Action plans can be made to implement Digital Wellbeing, Work-life balance, Virtual etiquette

To respond to the problems and develop effective measures and strategies for all. This method of social work can also be used to create pressure to bring about suitable legislation for seeking solutions to virtual communication problems.

Figure 6.5: Application of Social welfare administration method:



Application of Social Welfare Administration on Influence of Virtual connectivity on the employees' Health and Wellbeing.

Social work administration deals with areas of management and human relations in the social work arena. Various policies and procedures could be drawn in relation to virtual connectivity. Different strategies can be used for creating and maintaining work-life balance. Establish an internal support system for employees dealing with work-life balance challenges. This can include designated HR personnel, managers, or employee resource groups.

For example, Strategies such as no virtual communication for fixed hours after work hours can be implemented. Same way usage of social media during working hours could be restricted.

The policies procedures and strategies should be made keeping in view the challenges & opportunities of virtual community and the employee diversity that comes along. Develop and implement **Policies & Procedures** for virtual work, mental health support, and wellness initiatives. **Advocacy for Policy Change** is one of the ways. Encourage public policies that support work-life balance, Virtual/remote such as advocating for family-friendly legislation, paid parental leave, and telecommuting policies.

Figure 6.6: OD intervention action module for improving work-life balance while working virtually

Sensitivity Training:

- Understanding the emotional and personal aspect of work-life balance.
- Creating awareness and empathy

Survey feedback

- Regularly survey employees to collect data on their digital usage and its impact on their wellbeing.
- Analyze the feedback to tailor digital wellbeing initiatives and policies to the specific needs of your organization.

Process Consultation

- Engage a process consultant to analyze and optimize existing work processes and digital workflow.
- Streamline workflows to reduce unnecessary tasks and improve efficiency, allowing employees more time for personal life.
- Optimize these processes to reduce digital clutter and information overload, leading to reduced stress

Figure 6.6 : OD intervention action module for improving work-life balance while working virtually (continued)

Understanding the emotional and personal aspect of work-life Creating awareness and empathy **Sensitivity Training:** • Regularly survey employees to collect data on their digital usage and its impact on their wellbeing. Analyze the feedback to tailor digital wellbeing initiatives and policies to the specific needs of your organization. Survey feedback Engage a process consultant to analyze and optimize existing work processes and digital workflow. Streamline workflows to reduce unnecessary tasks and improve efficiency, allowing employees more time for personal life. Optimize these processes to reduce digital clutter and information **Process Consultation** overload, leading to reduced stress

Figure 6.7: Action Module for Improving Virtual Work

Establish Clear Policies and Guidelines

- Develop and communicate clear Virtual work policies and guidelines
- Set expectations for work hours, availability, and communication.
- Define best practices for remote communication, including response times, etiquette, and the use of different communication channels.
- Ensure these policies support flexibility and work-life integration.
- Regularly review remote work arrangements to ensure compliance with policies.

Continuous Assessment feedback & Adjustment

- Conduct an initial assessment to understand the current work-life balance challenges and needs of your remote workforce.
- Gather data through surveys, interviews, and feedback sessions to identify specific pain points.
- **Fedback**: Regular feedback and voice concern for virtual work. Make adjustments based on feedback and changing needs of the remote workforce.

Training & Development :

- Train employees on effective remote communication and collaboration practices.
- Digital Literacy and Wellness Training
- Time Management and Productivity
- Encourage the use of productivity tools and methodologies to help employees manage their work efficiently
- Educate about data privacy and handling sensitive information when working from home

Technology and Infrastructure

- Invest in technology and infrastructure to support remote work, including secure access to company systems and collaboration tools.
- Establish a helpdesk or support system to assist remote employees with technical issues.

Performance Management system

Set clear expectations and objectives for remote employees

Figure 6.7: Action Module for Improving Virtual Work (continued)

Performance Management system

• Set clear expectations and objectives for remote employees

Employee Engagement Activities

Virtual team-building activities and social events.

Creating Virtual Work climate

• Encourage Boundaries and Self-Care

- Promote self-care practices, such as regular breaks, exercise, and healthy eating.
- Support employees in finding a work-fromhome routine that suits their individual needs.
- Encourage remote employees to provide feedback on their work-from-home experiences and suggest improvements.
- Recognize and celebrate remote employees' achievements and milestones.

Health and Wellness Initiatives

• Create programs and initiatives that promote physical and mental wellness, such as yoga sessions, meditation classes, or fitness challenge

PART A

Figure 6.8: Framework for improving Digital Wellbeing: organization initiative

Figure 8: DIGITAL WELLBEING - INITIATIVES BY ORGANIZATION

Educatio n Awarenes s and training: Digital boundaries and etiquette	Work culture: Opportunity for digital detox Clear Expectation for Digital Connectivity	Infrastru cture: Ergonomic Workstation s Blue ray protection	Mentorin g Help employees set personal goals related to digital habits, such as limiting after-hours work-related emails or reducing screen time	Provision for professio nal help: There should be on board and external counsellor available virtually as well as physically.	Monitoring & feedback: Ensuring employees are following guidelines for digital detox and taking feedback to incorporate changes
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Part B

Figure 6.9: Framework for Improving <u>Digital Wellbeing</u>

Figure 9: DIGITAL WELLBEING- INITIATIVES BY EMPLOYEES

Ergonomic Workspace Setup	Set goals related to digital habits	Practicing digital mindfulness	Establis h boundar ies	Maintain Regular Sleep Patterns	Limit Screen Time Outside of Work	Seek Profess ional help when overwh elmed	Keep update d with the use of technol ogy so it's not overwh elming
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