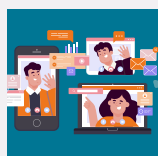
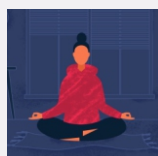


Working through Covid-19.



04

14 e-Learning Strategies to Follow when your Workforce has to Work from Home



13

Working from home during the Corona Virus pandemic: How to cope



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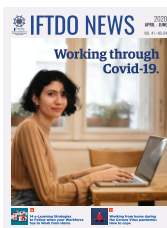
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IFTDO NEWS VOL. 41 / NO.4
APRIL-JUNE, 2020

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FROM THE EDITOR

Dear Members,

Thank you very much for extending support during these challenging times. Your dialogue and support are fuelling the sense of purpose of the federation.

When the world is restricted in doors due to the fear of pandemic, we are striving to continue our offerings through online medium. IFTDO is also glad to acknowledge the enthusiastic response from the member organisations for our newly launched webinar series- IFTDO TALK.

We intend to increase the periodicity of this newsletter to enhance our member engagement. The publication is a great opportunity to show case your products and services. We would be pleased to consider publishing any original articles, news items, case studies or any material that would serve the interests of the federation.

Assuring the best of our services,

Dr R Karthikeyan
Editor

ceo@iftdo.net

IFTDO does not necessarily agree with the comments expressed in this newsletter and does not accept responsibility for any views stated therein.

**Dr. Ebrahim Al Dossary**

Chairman, IFTDO

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CHAIRMAN'S MESSAGE

Dear Esteemed Members,

Mankind has been captivated like never before for the last two months, all over the world. COVID 19, the global pandemic, has been the biggest unprecedented challenge and has made all our life filled with uncertainty and chaos. Countries are making their best efforts to fight the spread of the disease and contain the damage in our livelihood.

IFTDO is aware of all the compromises you have been making in personal and professional life, due to this situation. As a staunch believer of God, I trust that this situation would pass making all of us stronger and more intelligent.

As many of your meetings, public events and conferences are postponed indefinitely, our IFTDO conference planned in India is also postponed. We are striving our best to keep our members engaged and inspired during this tough time.

IFTDO Talk is a webinar series that we have launched for the benefit of our members. Like other global bodies, we are also learning to work with different geographies, with our online offerings.

If you have any suggestions for us please write or speak to me. I would be grateful for your insights.

I sign off praying for all your safety and well-being.

Best Wishes,

Dr Ebrahim Al Dossary
Chairman
IFTDO



Ranjan Kumar Mohapatra

President, IFTDO

☎ +91 98711 44444

✉ president2020@iftdo.net

PRESIDENT'S MESSAGE

Dear IFTDO members and Supporters,

I extend my humble greetings to all of you, and thank you for making me a part of IFTDO family.

I welcome you to the next edition of IFTDO newsletter at a time when we are all encountering a never before situation as a result of COVID-19. Unprecedented situations require unprecedented response; and in such situations, a huge responsibility rests on shoulders of the Training and Development fraternity and hence, IFTDO. There are immense efforts required in terms of reskilling/upskilling of employees and at the same time, looking at ways to address their well-being and mental health.

This is my first communication with all of you and incidentally, this comes at a time when we are contemplating next dates for the 49th edition of IFTDO World Conference & Exhibition which was otherwise scheduled during October 2020 at New Delhi. I take this opportunity to invite your invaluable ideas towards making the forthcoming Conference create a great value for all stakeholders.

Please feel free to reach out to me with your thoughts and suggestions. I will be glad to hear from you.

Ranjan Kumar Mohapatra
President
IFTDO



HONORARY SECRETARY GENERAL'S REPORT

A meeting of the Board was held on March 30, 2020 through video conferencing. The Board discussed the present crisis situation due to coronavirus and the activities to be taken up by IFTDO in coming months. The Minutes of this meeting as well as all other IFTDO documents such as Articles of Association, past Board Minutes, AGM Minutes, Annual Reports, Newsletters, Conference Criteria and Procedures, are uploaded on our web site and are available in Members Area.

Mr. Ranjan Mohapatra (India) who was appointed IFTDO President on January 30, 2020, reviewed the status of 49th IFTDO World Conference in a Meeting held on March 14, 2020 at New Delhi, by the host organization- Indian Society for Training and Development.

Ms. Fareesha Ali has recently been appointed as 2nd Youth Representative to the UN. IFTDO's youth representatives have been participating in UN DPI activities in New York. These activities are presently on hold due to lock down there.

One new Associate Member, 'Academic Trainers Union', Turkey (also having operations in Syria) has recently joined in April 2020

Our Bank account in UBS Bank, Geneva was closed in January 2020. Our account in Lloyds Bank, UK, is now operational. Details of this account were given in the invoices issued in January by our Accounts Department in UK.

Dr. Uddesh Kohli

Hony. Secretary General

sg@iftdo.net



IFTDO WELCOMES ITS NEWEST MEMBERS



Academic Trainers Union

(Associate Member)

☎ 00905541888277

✉ atrainersun@gmail.com

🌐 www.facebook.com/ATrainersUn/

📍 Turkey – hatay- antakiya / Saraykent
Mahallesi Muhtar Yahya paşa sokak
Dış kap no :13 A



International Justice Organisation

(Associate Member)

👤 Mr. Mohamed Karem

☎ +20 1144121111

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📍 6a Gawad Hosny Street,
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International Union of Diplomats

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📍 6a Gawad Hosny Street,
Downtown, Cairo

If your workforce has to work from home, you might feel that your L&D plan is going to fall behind. These eLearning strategies will help you keep your projects alive and maximize their impact even during a lockdown.



14 E-LEARNING STRATEGIES TO FOLLOW WHEN YOUR WORKFORCE HAS TO WORK FROM HOME

By Christopher Pappas

Dealing With A Global Lockdown

The spread of the new virus has created a very different landscape for L&D professionals everywhere. With the workforce of most companies currently working from home, it is a good time to implement some new eLearning strategies. Your L&D plans may have suffered because of this situation, but there are various things you can do in order to improve them and achieve your goals. What eLearning strategies to use when working from home-

01. REDUCE ONLINE TRAINING COSTS

When all of your training takes place online, reducing online training costs is very important. That, of course, is not an invitation to cut down the quality of your content. It is all about being smart in your choices and effective in your design. For example, microlearning is a very cost-effective eLearning strategy, regarding both the money invested and time spent, especially when you work from home.

02. LAUNCH A MOBILE PROGRAM IN CORPORATE E-LEARNING

This is an excellent opportunity for mobile learning as well. The role that smart devices play throughout the entire lockdown is undeniable. Of course, launching a mobile program right now can be rather challenging, but it can also be a very smart move. In this case, implementation is everything. Understanding both your organization and your market is the key to your success.

03. USE MOBILE DEVICES IN BLENDED LEARNING

Blended learning can be one of the best ways to engage your audience and deliver great results consistently. However, many L&D practitioners either do not use mobile devices at all or they do not use them to their fullest potential.

04. EMPOWER YOUR EMPLOYEES WITH MOBILE APPS

While we are still on the topic of mobile devices, there is an aspect of it we should mention. Apps can be extremely empowering for your employees. It is the nature of a mobile app to provide ease of access and bring everything literally to one's fingertips. Additionally, apps are much more flexible and on-the-go than other alternatives, even those requiring a mere laptop. Of course, an app has to be designed properly in order to have the above benefits.

05. ADD ADAPTIVE LEARNING TO YOUR ONLINE TRAINING

Adaptive learning is any design that tailors a learning experience to the skills, understanding, and interests of individual learners, rather than blast "one-size-fits-all" training at everyone. This is a must for any online training program that wants to explore the next level of L&D.

05. USE SOCIAL MEDIA

Social media in L&D is far from becoming the norm. There is, however, so much untapped potential. This approach has the power to engage the millennials in new and innovative ways.

07. FIX YOUR GAMIFICATION STRATEGY

Gamification is usually either utterly loved or utterly scorned. It is a subject that harbors many intriguing ideas but has a huge margin of error, mainly during design and implementation. However, these things are fixable if you know what to do.

08. GET READY TO SCALE

Scaling up is no small matter. When your entire team works from home, they depend exclusively on your digital learning strategy, so you might need to consider it. Of course, before even attempting that, you will need to have a strategy that works and is free of major issues. Otherwise, these issues will scale up too and drag your entire initiative down.

09. PREPARE YOUR BUSINESS CASE

Every L&D professional needs to work with people from different backgrounds. Each of these people represents a different challenge, both in terms of goals and communicational style. Usually, people like your organization's stakeholders will have a business-oriented mind-set. This is why it is so important to be able to build a business case for your eLearning program, especially now that its importance is magnified.

10. TRY AN LXP

Learning Experience Platforms are a relatively new thing in eLearning. They offer solutions in a way that is hard to replicate and change many well-established practices that one can find in other alternatives. Learning Experience Platforms have a plethora of uses, and one of them is to be used as an on-boarding tool.



11. CONVERT YOUR ILT CONTENT

Instructor-led content is used in more traditional methods of training. However, it is very possible to convert ILT material to suit the needs of your eLearning campaign. This is a very effective move, as you end up repurposing your old content in a fraction of the time and cost.

12. USE MORE VIDEOS

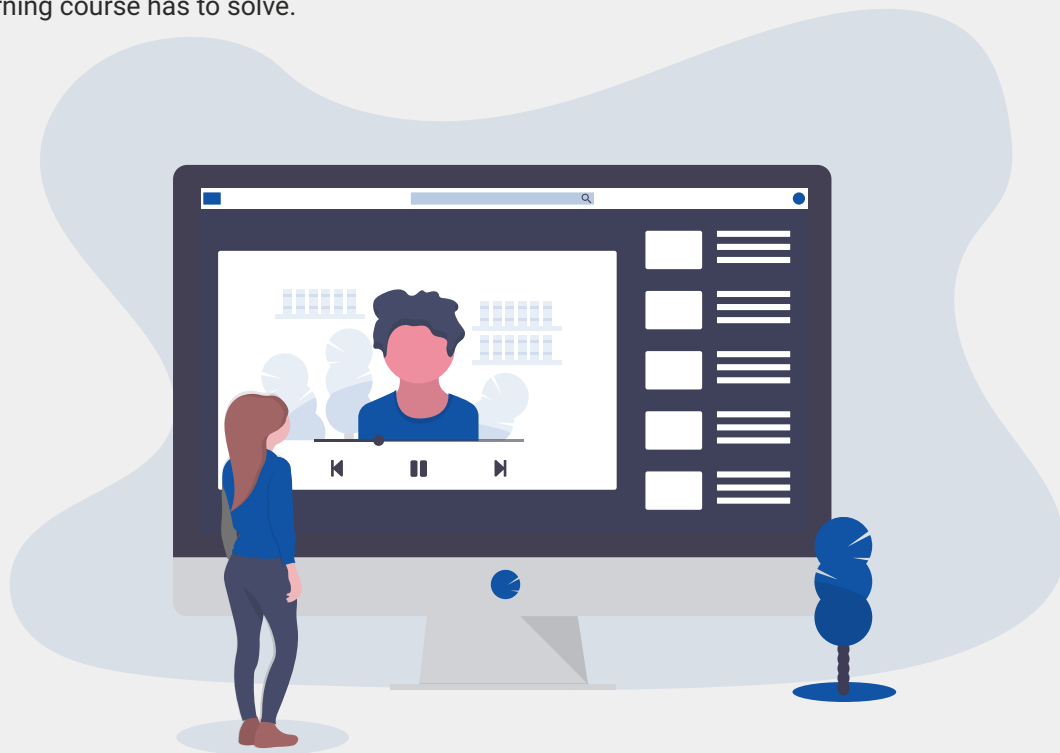
Videos are very important to online learning and training. Especially during a lockdown, your workforce is more likely to be engaged by this format as it is a very intuitive and guided experience: press play, enjoy the content. Sadly, the simplicity the user experiences is balanced by the complexity of the issues the designer of a video-based eLearning course has to solve.

13. TRAIN YOUR SALES TEAM EVEN WHEN THEY WORK FROM HOME

Your sales team is a very important part of your business model, a part that requires constant training and guidance. An LMS would enable them to continue their training, even on a lockdown.

14. CREATE VIRTUAL LEARNING EXPERIENCES

Virtual Instructor-Led Training experiences have been growing a lot in popularity lately. Understanding the demand for them is fairly simple. Designing good VILT experiences, however, is not.



Final Words

Everyone is going through a hard time right now. It is important to try and maintain our clarity and logic and try our absolute best. By using the many options available in the eLearning niche, we can keep the training programs of our organization going or even improving. This means much more than just making sure that a project doesn't fall behind. As L&D professionals, it is our duty to make sure that we convey a message of hope to the people we train. Helping people that work from home learn new skills makes us believe that we have the power to create a better tomorrow, and this message of hope can be the beacon that keeps us going throughout these tough times.

Christopher Pappas is the Founder of eLearning Industry's Network, which is the largest online community of professionals involved in the eLearning field. Christopher holds an MBA and an MEd (Learning Design) from BGSU.

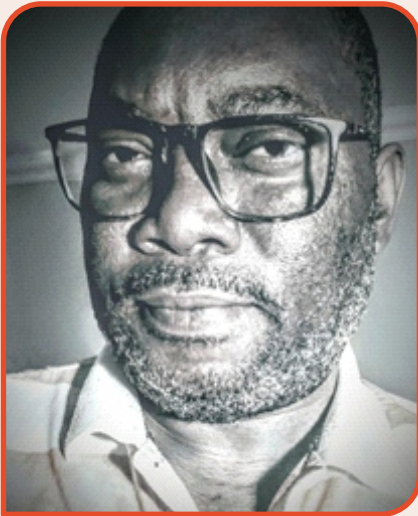


WORKING THROUGH COVID-19



CHRIS MCDONAGH

As a person that usually works 60+ hours a week and lives in the fast lane adapting to a lockdown is a very strange experience. While the reality at the beginning was a scary experience from a business point of view I now, after three weeks of no travel, have to say it's the best experience I have had to date. I now have time to rethink what I do and how I do it. I have time, with my business Partner, to look at the business and change all the things we always wanted to change but never had the time to do. We will use this time wisely to ensure our offering to the corporate sector will be relevant to the changing times. Of course, I want to remember at this time all those not as lucky as I am to live in the countryside and enjoy mother nature at her best. I also think with great sadness of those that have lost love ones at this time. My heartfelt condolences to you all.



MESHACK TAFI

Gaborone, Botswana.

The impact of Covid 19 has not been that bad compared to neighbouring countries such as South Africa which has recorded over 2000 cases and 400 deaths. Botswana has to date 15 cases and one death. To respond the government has declared a national lockdown of 28 days and 6 months state of national emergency. All borders have been closed except for essential cargo. Businesses have closed down and movement of people requires permits.

This means most of us work from home, and hold meetings on line. On a personal level it means, accumulating the calories, clearing boxes full of stuff that have not been opened in 20 years. It also means exploring other talents such as painting and drawing. But importantly it means catching up with family and getting to know these beautiful relatives of our whom we hardly talk to because of the busy lives we live. It has also been a time to reflect on the health of the world, the earth and wonder about its beauty, bits enormity, but also how insignificant we are in the scheme of things.

SANJA MIOVCIC

If we are looking at Covid-19 from a much wider perspective it is a huge lesson for all of us and an opportunity for massive change. It is paradoxical that people and the world itself have never been closer and more connected and yet so divided and physically distanced. Hopefully, we will all learn our lessons and move into a new era ready, more consciousness and fully aware of how our individual actions always affect global ones. Fear seems to be the most powerful virus that spreads faster than Corona virus. I am also working from my home for more than one month now. I am using free time that has been given to us for meditation, reading and learning, trying new receipts, evolving and enjoying spending those precious moments with my family, so when the virus is gone, I can emerge from isolation stronger, wiser and more capable than ever before. I think that despite all the challenges and misfortunate events, this is a great motivator for all of us to evolve. This is our global, local, individual and collective opportunity to grow, redefine ourselves and our core values such as contribute and take an active role in the creation of a new era and new world. May you all find peace and harmony in this time of great transition.



HELMI SALLAM

I'm like everybody else did not live this experience before. These quarantine days gave me an opportunity to think about myself and my family, to think deeply about changing my life style. To go back to the very basic simple priorities and leaving this consuming life style which we have been tagged to. I think this crisis changed us and I believe that the World after Corona will be different at least from human and social aspects.



JANET I.K JOLAOSO

The coronavirus (Covid- 19) pandemic has severally affected countries all over the world. Many cities and whole countries are on lockdown to arrest the spread of the virus.

During this period I launched into internet communications with people I have business with especially the CWE members. I also engaged in e- learning and short courses, reading and researching. And of course, I caught up with some sleeps, watching movies and reminiscing about the past in the evenings with my spouse. Oh, if not for the economic impact and neighbourhood effect, I would have proposed 2 weeks shutdown every year for people to rest (generally Nigerians work round the clock), unwind, learn, un-learn and re-learn especially the family core values.

However, the lockdown also poses some challenges which include security issues, rise in crime rate due to hunger, inflation, inertia and the ripple effect of the economic shutdown. My new normal is to work mostly from home, in fact I am beginning to enjoy it and I am learning fast all the necessary applications on the internet which I never had enough time to learn in the past. It also presented an opportunity to be closer to God and to mend our ways with Him and hold on to a sure Anchor that can never fail. I pray the merciful and omnipotent God will shield us, our families and the whole world against the deadly pestilence in Jesus name. We shall all come out victorious at the end of the pandemic to the glory of God.



RANJAN KUMAR MOHAPATRA

Although Covid 19 came quite unannounced, it has proved to be a defining moment and I am sure that the learnings from it will definitely be etching permanency in our lives. It may sound cliché, but as far as I am personally concerned, Covid 19 has been a great enabler. It has enabled me to be dexterous, more technology-savvy and much more empathetic.

Covid times has certainly taught me the sense and sensibilities of being the Chief Peoples officer for more than thirty-four thousand workforces. Meeting the energy needs of our Nation has remained the prime mover, even during the Covid times. But keeping the people motivated so that they become our Covid Warriors in the field, be it our employees at Refineries, Terminals, Bottling Plants or our Customer Attendants at our Outlets or the delivery boys of LPG, has really been a challenge. But Covid 19 has probably taught us practically how to convert Challenges into Opportunity.

The fact that "learning can be really engaging" has itself been a big learning during the lock-down period. Indian Oil had launched its e-learning platform, named Swadhay (Self-learning) on 1st Sep, 2019. With almost 440 modules already in use, we had around twenty-two thousand courses completed by our employees as on 24th March, when the first lock down started in India. As of 27th April, a whopping four hundred and twenty thousand courses have already been completed.

Running 'Virtually from one VC to another', giving policy approvals through mails or taking highest level of decisions in bed room or study rooms rather than in Board room have become the new normal. Understanding the true value of time and Introspection have become almost an essential part of life.

Nothing is permanent. This period shall also pass. But I am sure that the learnings from Covid 19 shall definitely remain with us forever.



TAYO ROTIMI

The COVID-19 pandemic has resulted in a global lockdown that has not been witnessed in recent times.

To manage the situation, I have tried to develop a positive mental attitude. To sustain this attitude, I have been engaged in workouts and taking long walks in my immediate environment. I also practice golf putting on my balcony from time to time. I have tried as much as possible to watch less of news that focus on fear and negativity, instead I watch more of stimulating and entertaining documentaries.

I have also tried to manage my team via video conferencing and attend some webinars to keep current. I'm confident that very soon there will be light at the end of the tunnel.



ANNOUNCEMENTS



IFTDO TALK

IFTDO has initiated a webinar series with thought leaders across the globe

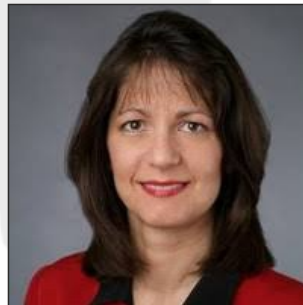


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Dr. Jack Philips
CHAIRMAN
ROI Institute, Inc.



Dr. Patti Philips
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ROI Institute, Inc.

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IFTDO TALK

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BRENDA CROWLEY

Executive Coach, Trainer and Business Consultant.

Brenda Crowley is joint Managing Partner of CMD Training Institute and holds a BA(Hons) Degree in Business Administration and Management. With over 25 yrs. experience in people development, she has worked with professionals, at all levels, in various sectors in Ireland and in Europe.



WORKING FROM HOME DURING THE CORONA VIRUS PANDEMIC: HOW TO COPE

How to prevent depression, reduce stress, and increase energy levels while working from home during the coronavirus pandemic.

Veronica Bravo and Janet Loehrke, USA TODAY

Working from home requires modifications to a traditional workday. The blending of responsibilities from two major areas of our lives, work and home, can be a considerable source of stress, especially during a pandemic.

This is a reality for me, and my husband, Dr. Eric W. Bravo, is a clinical psychologist, so I asked him for some tips. Here is some advice from him and a few other experts on staying productive, reducing stress, and managing psychological well-being while working from home.

Staying in balance

Cortisol, the main stress hormone in the brain and body, increases as a result of stress. The blending of work and home obligations is certainly stressful. During a pandemic, everyone's cortisol levels are elevated, even if they are not sick.

Chronic exposure to cortisol leads to fatigue, weight gain, sleep disturbance, and an overall negative mood. To reduce the brain's exposure to heightened cortisol, several coping skills should be considered.

Master your time with a daily schedule

Maintaining a daily schedule is an important consideration in preventing depression, reducing stress, and increasing energy levels. In the morning, actively

construct your day. Think of the tasks that you need to get accomplished.

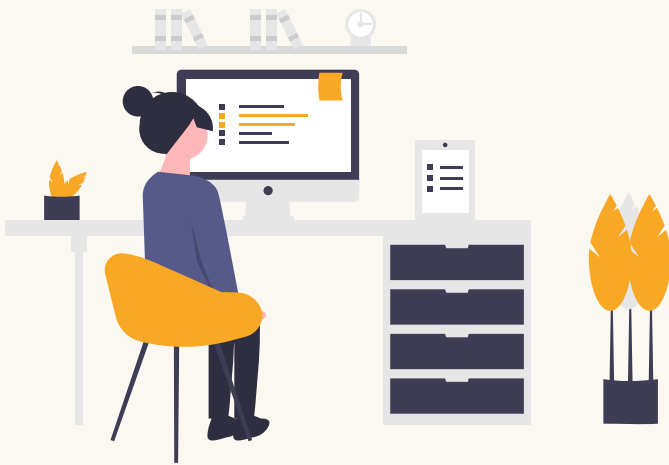
Having an outline of your responsibilities will guide your actions through the day and leave you with a sense of accomplishment when you are ready to "clock out". Think about how to use this time to your advantage. Ask yourself if it is possible to grow the business, make work more organized and efficient, or learn a new skill.

When working at home, "those who share limited space should consider establishing a formal schedule," says Dr. Nicholas Bloom, professor of economics at Stanford University. If there's only one room to work in, for example, one partner could take the room in the morning and the other in the afternoon.

"It's much more effective because it's easier to schedule video conferences and phone calls," Bloom says. "One person can be 'all on' for work."

Bravo says to be aware of limits your productivity and success caused by self-sabotaging. Vices are more accessible than ever. When working from home, it is easier to sleep in, nap during the day, and procrastinate. Hold yourself accountable to the same standard of discipline when you were going into the office.

Most importantly, wake up every day and dress for success. You may not need to wear a suit, but dress to be active. Be sure to wear proper shoes and leave the pajamas for sleeping only.



Replicate your regular work day

The body and brain need routines from the most basic of sleeping and eating to other activities, such as work. We are programmed neurochemically to have basic daily cycles. When daily routines are disrupted, our neurological systems shift. Neurochemical imbalances can occur from a shift in daily cycles, leading to depression, anxiety, lethargy, and poor cognitive performance. The basics of a daily routine, including staying consistent with sleep/wake cycles, regular meals, exercise, and activity are essential.

Bloom advises using online video chats instead of phone calls whenever possible. "Maintaining face-to-face interaction with your colleagues is important, especially when isolated at home," he says.

Separate work and life activities

Work-life boundaries are more important now than ever. Boundaries are the psychological barriers between our life at work and life at home. Create a separation between activities that are work-related and those that are not. As much as possible, have a dedicated work space free from distractions, leisurely activities, and household responsibilities. The distance created by

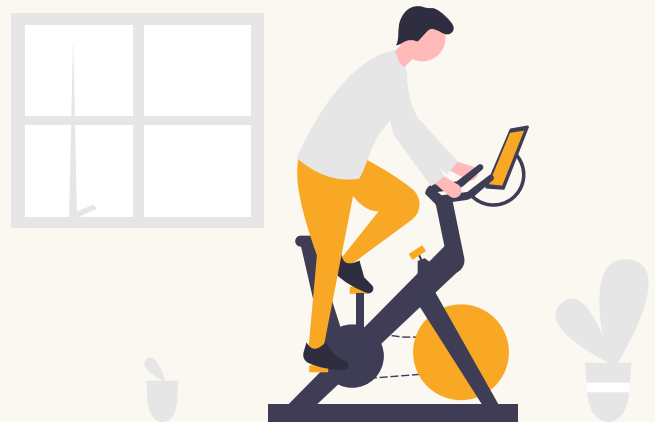
separating the space can let you focus on a productive workday and allow you to "leave" the office when needed.

Dr. Barbara Larson, executive professor of management at Northeastern University, emphasizes the necessity of boundaries. "Having a time when you can turn off the computer and stop work is important," she says.

To reduce packing on more stress, be careful to manage your expectations. It is common to be less productive when working from home. Develop a hierarchy of work tasks, target the most necessary first then work down your list. If you are unable to complete all of the work, be kind to yourself, take a break.

Think of coping skills as medication to treat an infirmity. We need to practice self-care to stay motivated, productive, and healthy. Immerse your mind and body in activities that are not related to being "on duty". Meditation, exercise, cooking, reading, conversations with friends and support systems, and a good sweat all have an effect on lowering cortisol and increasing a positive mood. Furthermore, as important as it is to stay informed, limit your exposure to upsetting news.

Larson recommends having a dedicated work space at home. "You should at least have a desk, if an entire room is not available," she says. This helps prevent work from spilling over into other parts of your life.



Staying motivated

Motivation and productivity take work, but, are attainable. The more that a person prepares for the day with a routine, the better off. Control the amount of time that you are not productive. It is fine to relax and watch a good movie, just have limits. Set boundaries for downtime. Getting in the habit of being sedentary will slow your mind, body, and energy. Conversely, consistent exercise and activity maintain and overall sense of motivation.

Be aware of excuses to not get work accomplished

Hold yourself accountable by limiting the excuses to get work done. Chances are, these are the same rationalizations that are noticeable before working from home. Avoid working from your bed or bedroom. As comfortable as it may seem, a productive day requires being slightly uncomfortable. Our bedrooms have too many associations of relaxation. We do not want to contaminate the drive needed to complete our daily obligations. We also do not want to tarnish the mellow vibe of where we rest.



If you miss socializing, take a break and call a friend

Engagement with online hangouts and meetings are crucial for perspective, social interaction, and coping with feelings of loneliness. Avoid isolation and make it a priority to reach out to your social network. Take it another step, change the dynamics, and reach out to a friend that you have not heard from in a while.

Bloom also recommends taking time to talk with co-workers about things not related to work, as done when actually in the office. "The natural process is to skip that sort of conversation on video," he says. "But it's a good way to keep in touch."

"Always maintain social ties," Larson agrees. "Talk about things other than work. Maintain that sense of community."

A new phenomenon, Zoom Fatigue, is leading to higher levels of lethargy and exhaustion during the workday. Video-conferencing requires much more focus and energy than in-person meetings.

Paying attention to multiple people at once, figuring out eye contact, and concerns about our digital appearance

is draining. Interestingly, similar fatigue can also occur during social videoconferencing. In order to combat this fatigue, think about the necessity of using video. If a telephone call will suffice for work or social purposes, it is a much better option.

Be thankful for work

Practice the awareness of gratitude for your employment. Remind yourself of the reason that you do what you do. Think about your journey and accomplishments. Familiarize yourself with the mission of your job.

In a time where unemployment rates are at an all-time high, you have employment to report to. Convince yourself that you have a purpose, arise, go forth, and conquer!



It can be difficult to work from home for long periods of time. By practicing these coping strategies, you can increase the likelihood of success, limit stress, and improve your mood. Keep in mind, we are not in control of what happens to us, but we are responsible for how we adapt and respond.



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