



Generalitat de Catalunya
Departament de Justícia

**COVID-19 at the Catalan
Probation Service:
Managing staff and Organization**

Lessons learned

**CEP senior managers meeting
22nd October 2020**



IRRUPTION OF COVID-19

FEAR

UNCERTAINTY

CONFUSION

DISORIENTATION

DISORGANIZATION

ISOLATION

STRESS

CHAOS



LESSONS LEARNED

A lesson is learned when
it changes the way we were used to do something

LESSONS LEARNED

MANAGING STAFF AND ORGANIZATION

9

1. First reactions
2. “New order”
3. Teleworking vs face to face working
4. On line meetings
5. Working with clients
6. Communication is key
7. Take care of your team
8. Be updated technologically
9. A new priority

LESSONS LEARNED MANAGING STAFF AND ORGANIZATION

1. First reactions: what to do first in front of a crisis

- First focus on communication and emotions. Immediately after: on reorganization

2. The importance of a “new order”

- Give security in times of uncertainty
- Appropriate support and guidance to medium managers
- Adopt measures and protocols and support staff to deal with changes on procedures

3. Teleworking or face to face working

- Teleworking is a good option, but...
- Rethinking face to face work

LESSONS LEARNED MANAGING STAFF AND ORGANIZATION

4. On line meetings

- Efficiency
- The only way to meet?

5. New way of working with clients

- Use of telephone is a good complement
- Training is needed

6. Improve communication

- Adapted to needs: work and emotions
- Shorter but frequent

LESSONS LEARNED MANAGING STAFF AND ORGANIZATION

7. Take care of your team: personal relationships

- A specific meeting was needed

8. Be updated technologically

- New ways of working
- New possibilities

9. A new priority





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THANK YOU!

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