

# Content

Introduction .....	4
1 Evolution of people management under the impact of the pandemic .....	6
1.1 Current state of knowledge .....	6
1.2 Aims and methodology .....	9
2 Results of the work .....	12
2.1 Human resource management tools – the path from crisis to sustainability .....	12
2.2 The impact of the crisis on human resource and employee management processes ..	18
2.3 The role of communication in crisis management .....	21
2.3.1 Changes in communication in times of crisis .....	25
2.3.2 Communication environment in times of crisis .....	28
2.3.3 Crisis communication specification .....	35
2.3.4 The manager's role in crisis communication .....	43
3 Staff development and its role in managing and learning from crisis .....	46
3.1 Lifelong learning and employee development in a company .....	46
3.2 Planning in the management of corporate continuing professional education .....	51
3.3 Andragogic cycle in the management of continuing professional education .....	52
3.3.1 Andragogic diagnostics and identification of educational needs .....	53
3.3.2 Target groups and learning objectives .....	58
3.3.3 Planning the content and methods of education .....	61
3.3.4 Planning the implementation of the training program .....	64
3.3.5 Planning the evaluation of education .....	70
4 Crisis as an opportunity to prepare for a “new normal” .....	74
Literature .....	79

## List of tables

Table 1 Critical personnel activities related to Covid-19 .....	12
Table 2 Use of flexible forms of work in enterprises in Slovakia in 2018 .....	13
Table 3 Stages of crisis communication .....	27
Table 4 Comparison of internal and external crisis communication .....	34
Table 5 Changes in communication stereotypes in times of crisis .....	37
Table 6 Manager's means of communication in times of crisis .....	45