

MAINTAINING TEAM WELL-BEING WHILST WORKING REMOTELY

The sudden shift to remote working will present new challenges for people managers. Alongside managing day-to-day activities to ensure that the business runs smoothly, people managers also have a duty of care towards their teams and have a vital role to play in their team with their well-being. Here is some guidance on how you can promote and support good well-being practices within your team.

1

Role-model the behaviour you want to see in your team.

Your team will look to you for leadership and cues as to how they should behave so make it a priority to look after your own well-being. Ensure you practice healthy habits and routines. Maintain boundaries between work and home. Monitor and manage your own stress levels. Bring good energy and a can-do attitude. Be the best possible version of yourself so you can help your team to be at their best.



2

Be present

Most people can tell when the person at the other end of a call is distracted. When communicating with your team, do not multi-task and give the conversation your full attention. This will help to strengthen trust with your team. It will also give you the opportunity to identify if any of your team members are distracted and in need of further support.



3

Understand the situation of your team members

Take time to understand and appreciate the individual circumstances of your team. Who has children at home? Who is caring for or supporting friends and relatives? People may be feeling stressed about home-life as well as work-life. Think about what you can do as a manager to support your team members' personal obligations so they can be their best at work.



4

Self-awareness

Be aware of your own feelings and emotions; manage any negativity so that it is not making an impact on your team. Be sensitive in your communication and think about how it could be perceived by your team.



5

Communication

It is important to keep in regular contact with your team and not fall into an 'out of sight out of mind' mentality. Reassure your team that you are available to support them. Ensure that regular team catch-ups and individual 1:1s are scheduled. Encourage team members to keep in touch with one another. Re-create the social side of work by arranging virtual lunches or after-work drinks.



6

Make time for conversations about well-being

During team calls and 1:1s allow time for people to talk about things non-work related. Ask people how they are, how they are feeling and how they are doing. Encourage people to share concerns. During 1:1s, ask your team members how they are coping and what they need support with. Keep your questions open to encourage dialogue. Show empathy and concern as well as a willingness to help identify solutions to challenges.



7

Reassure your team that there is always someone who can help



We are living in stressful and challenging times. However, there is always a source of help available no matter what the problem is. As a manager, you can provide support regarding work-related issues. However, you should also be able to sign-post team members to external sources of help and guidance.

Further Information

Chartered Institute of Professional Development (CIPD) Covid-19 guidance
<https://www.cipd.co.uk/knowledge/fundamentals/emp-law/health-safety/coronavirus-factsheet>

Mental Health At Work
<https://www.mentalhealthatwork.org.uk/toolkit/coronavirus-and-isolation-supporting-yourself-and-your-colleagues/>

UK Government information on coronavirus
<https://www.gov.uk/coronavirus>

Citizen's Advice Bureau guidance on coronavirus
<https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

Links to further resources can also be found in the *Well-being leaflet for people Working from Home*