

PROVIDING EMOTIONAL SUPPORT

RECOGNISE DIFFERENCES BETWEEN INDIVIDUALS IN AND APPRECIATE THEM
EMBRACE THE TRAITS THAT THE INDIVIDUALS HAVE E.G. APPROACH AN INTROVERT DIFFERENTLY TO AN EXTROVERT TO GAIN THE BEST RESPONSE FROM THEM.

LISTEN: CREATE OPPORTUNITIES FOR THEM TO TELL YOU THEIR OPINIONS AND FEELINGS WITHOUT JUDGING OR INTERRUPTING THEM.

ASK QUESTIONS TO BETTER UNDERSTAND THE INDIVIDUAL IN FRONT OF YOU E.G. “DO YOU PREFER STRUCTURE OR FLEXIBILITY”?

INFORM YOURSELF ABOUT MENTAL ILL HEALTH SUCH AS DEPRESSION AND ANXIETY IN ORDER TO PRE-EMPT ANY MISUNDERSTANDINGS SHOULD COLLEAGUES APPROACH YOU ABOUT THIS

PROMOTE AND EXEMPLIFY: ROLE MODEL GOOD PRACTICE IN PERSONAL RESILIENCE INCLUDING WORK/LIFE BALANCE

USE A BUDDY SYSTEM TO SUPPORT YOUNGER, LESS EXPERIENCED EMPLOYEES WHO MAY BE LESS ABLE TO COPE WITH EMOTIONAL DEMANDS. PAIR THEM UP WITH AN EXPERIENCED ‘BUDDY’ WITHIN THE COMPANY; SOMEONE THEY CAN TURN TO DURING THE EARLY STAGE OF THEIR CAREER AND ASK FOR ADVICE WHEN NEEDED

ESTABLISH REGULAR MEETINGS WHERE EMPLOYEES CAN SHARE AND ‘OFFLOAD’ THEIR EMOTIONAL ISSUES AND SUPPORT EACH OTHER. PEER SUPPORT IS A GREAT MECHANISM TO ALLEVIATE EMOTIONAL STRESS

ENCOURAGE AN OPEN, HONEST DISCUSSION ABOUT MENTAL HEALTH, WELLBEING AND STRESS THAT ACKNOWLEDGES THAT IT IS NOT A WEAKNESS BUT COMMON HUMAN TRAIT

ACKNOWLEDGE THAT EACH EMPLOYEE HAS DIFFERENT LEVELS OF RESILIENCE/DIFFERENT BRIDGE... AND THAT...

REMEMBER...

WE’RE NOT ROBOTS - IT’S OK, NOT TO BE OK!

HOME-BASED AND REMOTE WORKERS

SOME ADVANTAGES AND DISADVANTAGES OF WORKING FROM HOME/REMOTELY

POSITIVES

- **WORKING IN A DIFFERENT WORKPLACE THAN YOUR TEAM MAY ENTAIL LESS TRAVEL AS YOU CAN THEN BE BASED IN THE CLOSEST WORKPLACE TO YOUR HOME.**
- **MANY WORKERS FIND THEY CAN MANAGE THE DEMANDS OF THEIR WORK AND HOME LIFE BETTER WHEN WORKING FROM HOME.**
- **ACCOMMODATION OF THE NEEDS OF STAFF WHO ARE UNABLE TO WORK STANDARD SHIFTS AND TIMES.**
- **POSSIBILITY OF A MORE EQUAL SHARING OF CHILD CARE RESPONSIBILITIES BETWEEN WOMEN AND MEN.**
- **WORKING REMOTELY FROM OTHER TEAM MEMBERS MAY POTENTIALLY LEAD TO A MORE FOCUSED WORKING ATMOSPHERE.**
- **BEING AWAY FROM YOUR TEAM AS A MANAGER MAY LEAD TO YOUR STAFF THINKING ABOUT HOW IMPORTANT A QUESTION IS BEFORE MAKING THE EFFORT TO CONTACT YOU.**

NEGATIVES

- **HOME-BASED WORKERS AND THOSE WHO WORK REMOTELY CAN FEEL ISOLATED.**
- **WITH LESS FACE-TO-FACE COMMUNICATION, IT IS HARDER TO JUDGE SOMEONE'S EMOTIONAL REACTIONS**
- **WORKING REMOTELY MAY LEAD TO NON-VERBAL CUES OF AN INDIVIDUAL GOING UNNOTICED E.G. A MORE OUT-GOING INDIVIDUAL BECOMING MORE INTROVERTED.**
- **SOME HOMEWORKERS FEEL THEY PUT IN MORE HOURS WITHOUT LUNCH BREAKS.**
- **MANY FIND IT HARD TO SWITCH OFF WHEN THERE IS NO SPATIAL DIVIDE BETWEEN HOME AND WORK.**
- **AS A MANAGER WORKING REMOTELY, YOU MAY BE LESS AWARE OF YOUR TEAM'S DYNAMICS.**
- **BEING BASED IN A DIFFERENT AREA TO YOUR TEAM CAN MEAN LESS INCLUSION IN PROBLEM SOLVING PROCESSES.**

WHAT ABOUT SOME OF YOUR OWN THOUGHTS?

POSITIVES	NEGATIVES

WELLBEING ADVICE FOR REMOTE WORKING

ENSURE THE REMOTE WORKER FEELS CONNECTED

KEEP THE DIALOGUE OPEN, ACCESSIBLE AND UP TO DATE IN ORDER TO REMOVE FEELINGS OF ALIENATION; TO BENEFIT THE TEAM. DEDICATE TIME TO MEETING REGULARLY BUT ENSURE THAT THESE ARE FOCUSED MEETINGS E.G. DISCUSSING WHERE ON A PROJECT TIMELINE THEY ARE OR WHAT THE NEXT STEPS MIGHT BE.

KEEP A HEALTHY WORK/LIFE BALANCE

IT CAN BE TEMPTING TO KEEP ON WORKING BECAUSE WE ARE IN A COMFORTABLE ENVIRONMENT OR WE DON'T NEED TO TRAVEL HOME. FINISHING THE WORKING DAY AT THE RIGHT TIME IS IMPORTANT SO OUR WORK/LIFE BALANCE DOESN'T SUFFER.

VISIBILITY AND ACCESSIBILITY

REGULAR COMMUNICATION OF AVAILABILITY ALLOWS FOR FLEXIBILITY WITHIN A TEAM, MAKE SURE THE TEAM ALL INFORM WHEN THEY ARE AVAILABLE OR CAN CONTACT EACH FOR ANY SUPPORT, NEW UPDATES OR ENQUIRIES.

COMMUNICATE CONFIDENTLY AND CONSISTENTLY

PROVIDE UPDATES ON STRATEGIES AND PLANS FOR THE NEXT THREE MONTHS. ENSURE ALL EMPLOYEES UNDERSTAND WHERE THEY, THE TEAM AND THE COMPANY STANDS, THE DIRECTION THEY ARE TAKING AND PROGRESS TOWARD KEY GOALS.

WORKING REMOTELY PROVIDES GREATER AUTONOMY

TRUSTING THAT TEAM MEMBERS ARE WORKING AS EXPECTED WILL PROVIDE THEM WITH GREATER AUTONOMY. ENSURE THAT THEY HAVE A HANDLE ON THEIR WORKLOAD BY HAVING REGULAR 1-2-1S, CHECK-INS FOCUSED ON WORK TASKS AND EFFECTIVE PLANNING WITH APPROPRIATE TIMESCALES.

KEEP IN MIND THE WELLBEING OF THE REMOTE WORKER

WHILST THE REMOTE WORKER HAS GREATER AUTONOMY, THEIR WELLBEING SHOULD BE ENSURED JUST LIKE ALL OTHER EMPLOYEES AS IT IS VERY EASY FOR PEOPLE TO BECOME WITHDRAWN WHILST WORKING FROM REMOTELY. FOR EXAMPLE, BY MAKING SURE THEY HAVE AND TAKE A SUFFICIENT LUNCH BREAK EACH DAY.

ENSURE THAT ADEQUATE BREAKS ARE TAKEN TO RESET AND RECHARGE

MANY REMOTE WORKERS DON'T STOP FOR A LUNCH BREAK, IT IS QUITE TYPICAL FOR REMOTE WORKERS TO EXPERIENCE FEELINGS OF GUILT FOR TAKING BREAKS OR THEY PERHAPS OVER-COMPENSATE DUE TO THE FEAR OF BEING SEEN AS LAZY. HOWEVER, HAVING A BREAK WILL ALLOW THEM TO RE-FUEL AND WORK MORE EFFICIENTLY.

SHARE EFFECTIVE TOOLS AND TECHNIQUES FOR MAINTAINING PRODUCTIVITY

SHARING THE TOOLS AND TECHNIQUES YOU USE YOURSELF WHILST WORKING REMOTELY MAY HELP TO ALIGN AND SHARE THE LOAD.

WELLBEING ADVICE FOR REMOTE WORKING

EFFECTIVE COMMUNICATION IS KEY FOR A REMOTE WORKING

IT IS IMPORTANT TO COMMUNICATE ALL ASPECTS OF THE BUSINESS OFTEN, AND KEEP THEM IN THE LOOP WITH NEW UPDATES, EVENTS AND ENQUIRIES.

HOW WE KEPT UP TO DATE WITH EACH OTHER IN THE WORKPLACE WILL BE DIFFERENT WHEN WORKING REMOTELY. FIND NEW WAYS OF WORKING WITH YOUR TEAM BECAUSE WHAT WORKED IN THE WORKPLACE MAY NOT APPLY TO REMOTE SETTINGS - THE TECHNOLOGY IS THERE TO HELP WITH THIS.

BE ON THE LOOKOUT FOR SYMPTOMS OF POOR COMMUNICATION

SCOPE CREEP

AN INCREASE IN DELIVERABLES OR ADDITION OF NEW REQUIREMENTS - AFTER THE TASK HAS BEEN APPROVED AND STARTED. SCOPE CREEP IS THE ENEMY OF DEADLINES AND SUCCESSFUL COMPLETION.

SILOS

WHEN A PERSON OR TEAM IS CUT OFF FROM THE REST OF THE ORGANISATION, A SILO FORMS. TEAMS THAT ARE UNABLE (OR UNWILLING) TO SHARE INFORMATION WITH PEERS ACROSS THE COMPANY ARE INEFFICIENT AND CAN DAMAGE THE CULTURE.

RUMOURS

PEOPLE WILL MAKE UP WHAT THEY DON'T KNOW, AND A LACK OF CLEAR COMMUNICATION CAN CREATE THE IDEAL ENVIRONMENT FOR THEORIES AND SPECULATION - TRUST IN LEADERSHIP WILL ERODE, AND ALONG WITH IT FOCUS AND PRODUCTIVITY.

BE MINDFUL THAT SOME REMOTE WORKERS WORK FLEXIBLE WORKING HOURS FOR A REASON

THEY MAY HAVE COMMITMENTS, HEALTH REASONS AND CULTURAL HOLIDAYS THAT THEY NEED TO ATTEND TO. DUE TO THIS, EFFECTIVE PLANNING IS IMPORTANT TO HELP PEOPLE BE CLEAR OF EXPECTATIONS AND TO ENSURE EVERYONE IS AWARE OF WHAT'S GOING ON WITH DIFFERENT PIECES OF WORK.



WELLBEING ADVICE FOR REMOTE WORKING

REMEMBER TO KEEP A SUFFICIENT WORK-LIFE BALANCE

IT CAN BE TEMPTING TO KEEP ON WORKING BECAUSE YOU ARE IN A COMFORTABLE ENVIRONMENT OR YOU DON'T NEED TO TRAVEL HOME. FINISHING YOUR WORKING DAY AT THE RIGHT TIME IS IMPORTANT SO YOUR WORK LIFE BALANCE DOESN'T SUFFER.

REMOTE WORKERS ARE 20% MORE PRODUCTIVE THAN THEIR WORKPLACE COUNTER-PARTS

THIS MAY BECAUSE THERE IS NO WORKPLACE DISTRACTIONS. HOWEVER MAKING SURE THERE ARE NO DISTRACTIONS IN YOUR REMOTE WORKING AREA IS IMPORTANT TO ENSURING YOU WORK PRODUCTIVELY.

IT IS ESSENTIAL THAT YOU HAVE A PROPER WORKING ENVIRONMENT

WITH THE SUFFICIENT WORKPLACE EQUIPMENT AND FURNITURE SO THAT YOU CAN WORK EFFECTIVELY AND COMFORTABLY.

THERE WILL BE FEWER OPPORTUNITIES TO HAVE CONTACT WITH AN EMPLOYEE WHEN THEY ARE WORKING REMOTELY

IT IS ESSENTIAL TO HAVE TRUSTING RELATIONSHIP WITH THE REMOTE WORKER TO ALLOW THEM TO WORK SUFFICIENTLY AND INDEPENDENTLY.

CAMERAS ON

IT IS PREFERABLE, BUT NOT MANDATORY TO HAVE THE CAMERA ON DURING VIDEO CALLS ALL OF THE TIME. HOWEVER, BY NOT SEEING EACH OTHER WE ARE MISSING OUT ON 55% OF OUR COMMUNICATION AND AN OPPORTUNITY TO SEE IF THE REMOTE WORKER IS SAFE AND OK. COME TO AN AGREEMENT TO HAVE EYE CONTACT AT LEAST MOST OF THE TIME.

IT IS IMPORTANT TO MAINTAIN THE MOTIVATION OF THE REMOTE EMPLOYEE

ONE WAY TO DO THIS IS TO ACKNOWLEDGE EFFORT. BY MAKING SURE THAT THEY ARE RECEIVING SPECIFIC AND APPROPRIATE RECOGNITION FOR ANY GOOD WORK. THE SMALL THINGS COUNT BUT ALSO FALL BY THE WAYSIDE UNDER PRESSURE AND DISTANCE. ANOTHER WAY TO DO THIS IS TO HAVE REGULAR 1-2-1S, CONVERSATIONS AND TEMPERATURE CHECKS OF HOW THEY ARE FEELING IN REGARD TO THEIR WORKLOAD.

PAY ATTENTION TO LANGUAGE

BE MINDFUL OF LANGUAGE USED DURING CONVERSATIONS OR IN EMAILS; IS THERE ANYTHING OUT OF THE ORDINARY? COULD THE FEELINGS WHEEL HELP YOU TO CHECK OR IDENTIFY THE REAL MEANING OF LANGUAGE HERE?

