Jobs Australia tips for Managers and Team Leaders to support their Teams while working remotely through Coronavirus (COVID-19)
3 April 2020

- Ensure staff members have a very clear work plan. Managers and team Leaders may not be as accessible as usual and staff need to understand their deliverables.

- Ensure all employees have the necessary resources and equipment to undertake their roles effectively, including access to IT services and information on claiming internet, power, etc throughout their annual tax return

- It is imperative to understand each team member's planned Work from Home (WFH) schedule. The makeup of each household is different and work schedules may change to accommodate this, especially during school holidays or should distance learning continue within the school system

- Ensure you assess if the work schedule needs to change for each staff members circumstance, and assess if you need to address core hours

- Check the access and use of online tools (video apps, shared platforms, etc) is not blocked by security or fire walls on devices, server platforms (gateways) or policies, etc

- Ensure tools work with all team members home technology, internet access and mobile phone. Particularly when this is non-standard or self-provided

- Each Manager or Team Leader must understand how to best support individual team members, depending on their unique situation and personal circumstance

- Ensure you have conversations with your employees who may have children at home and confirm your support and understanding during this challenging time

- Effectively managing staff remotely will be imperative and it is important to set up 1:1's with each person to ensure they are clear on expectations and ways of working; it may become more important to set clear deadlines

- Some team members may require more structured assistance than they do when they are in the office, such as daily or weekly task lists. Managers may need to assist these staff in the setup of these task lists

- The measurement of outcomes, not hours or visible presence, will become the new normal while staff are WFH

- Ensure all staff are familiar with all employee policies especially leave as some staff may prefer to take leave rather than work from home. Ensure staff are aware of obligations should they becomes exposed or infected with COVID-19

- Establish multiple communication tools and set up protocols for using them as well as a secure repository for passwords. This is essential if staff become unwell and programs still need to be accessed by others

- Ensure you consider how you will hold your regular meetings remotely and communicate that clearly to all staff. Group huddles each morning before everyone starts their day is a good way to set the day up and keep all team members engaged (where practical)

- Ensure before WFH commences that you agree on methods and frequency of formal and informal communication. Think about establishing a daily check-in with the team which may be at the start of the day or at the end of the day

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- Mental health: mental health is an area that needs to be front of mind for Managers and Team Leaders during this time. Prolonged isolation creates loneliness and could potentially impact culture, morale and productivity within the organisation

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- Ensure you suggest strategies for staff to maintain positive mental health and to put people in the right mindset for when working from home. Examples include, ensuring a morning break or afternoon break, and lunch breaks are taken and perhaps some afternoon exercise. It is also important to establish informal communication channels to maintain culture and colleague connections

- Ensure the opportunity to access EAP is offered to any staff member

- Make you discuss and acknowledge vulnerability, and isolation while working from home, particularly if the Nation locks all services down other than essential services

- Remember to continue to celebrate achievements, this is critical for boosting morale and productivity while WFH

The below links below provide great tips on how to stay productive while working from home:
- https://bit.ly/2xygOsd
- https://bit.ly/3avPJow
- https://bit.ly/39ohRsd

The below links below provide great tips to stay on top of your Mental Health while working from home or to find support should you need it:
- https://bit.ly/2wyTfzJ
- https://bit.ly/2QT2DVB
- https://bit.ly/3arPY3A
- https://ab.co/3aq0V5H

Most importantly, it is imperative to remember that we are all in this together, and supporting your staff and looking after yourselves, during this critical time is one of the most important tasks you will undertake as a Manager or Team Leader during these unprecedented times.

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