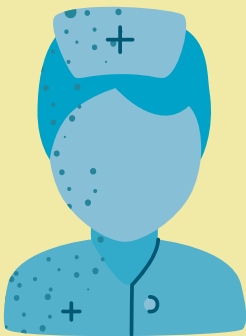


COVID-19: TIPS FOR MANAGERS TO PROTECT THE PSYCHOLOGICAL WELL-BEING OF THEIR TEAMS

@dradrianeal

1) Basic physical needs need to be met

Hungry, tired, thirsty staff will struggle with any task, and will more likely be unwell in the long run.

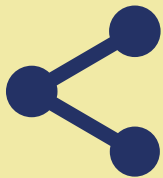


2) Changes in behaviour

It is not unusual for people to change their behaviour if feeling vulnerable; some behavioural changes (e.g. verbal aggression, avoidance, agitation, and being difficult) may not seem linked, but often are. If you notice behavioural changes in your staff first consider what might be behind it, try to be curious and adjust your response accordingly.

3) Only share up-to-date Information from trusted sources

We have a responsibility to communicate with our teams and provide access to the most reliable and updated sources of information. Consider how you can enable staff access to trusted information if they can't use email.

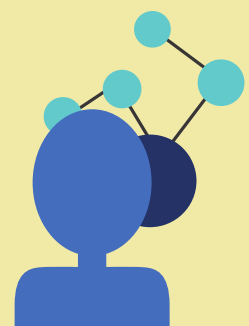


4) Offer your teams regular catch up meetings or 'huddles'

Regular team meetings with flexible agendas will help your team to feel more heard, well-informed and part of something 'bigger'.

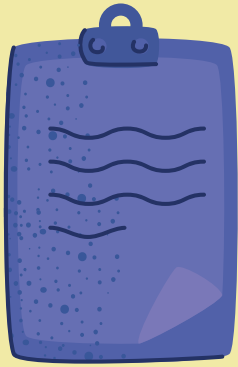
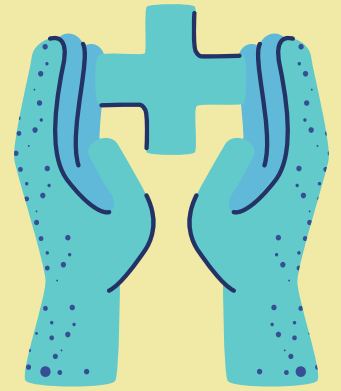
5) Signposting

Know where to signpost your team, and how they can access support from well-being services. But before signposting take a moment to understand their difficulties, as they may just need reassurance.



6) Weekly Well-being Check-ins

Promote well-being through weekly check-ins. Invite Staff to speak to you directly if they are struggling,, stressed, or just need advice. It opens the door for two-way communication and allows employees to seek support, or reassurance, and feel appreciated they need it.

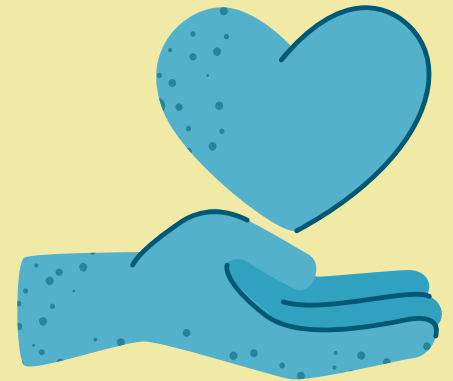


7) Employee Appraisal

If at all possible keep up with planned appraisals. This allows you to formally acknowledge the needs of your staff and also learn from what they share with you. This will help to increase sense of value, self-worth and will send the message that some aspects of the service are operating as normal.

8) Provide advice on how to self-isolate, and how to return to work

Be aware of the latest Government and Health Board advice. Isolation can be psychologically challenging, but can also be extremely valuable, so share information about maintaining well-being during isolation. *Out of sight may be out of mind* but there are risks of people feeling guilty and demoralised while they are off. You will also need to give their return to work some thought as their psychological needs may have changed.



9) Don't forget about you

The demands on our managers are only going to increase over the next few months – this is a marathon not a sprint. Know your own limits, what recharges you and what drains you. Know your own unique signs of burnout and exhaustion, take regular time off, have boundaries around email and work related social media use and make sure you have a support network so you don't feel alone.

