

Employee Support Tip Sheet



Remote Working is here to stay for the foreseeable future. How employers respond and support their employees will be key to retaining their talent, maintaining the success and innovativeness of organisation. Creating an effective support system for employees requires three key ingredients:

Trust

How to embed the value of trust in your organisation and support your employees:



- Articulate your commitment to the wellbeing and support of all your employees
- Convey the values and principals of **mutual respect and integrity**. As communication channels change and there is less 'in person interaction', it is important to re-enforce your commitment to these values
- Encourage an open door, non-judgemental approach when seeking feedback on challenges that employees may be facing, this will help further build trust
- Express gratitude, role model saying thank you - often and with sincerity. Encourage team members to do the same for one another
- Create a safe space where employees are openly encouraged to exchange ideas, stories and solution seek for themselves

Communication

Communication is key – In the absence of information, people will fill in the blanks. Lead by Example

- Invite dialogue and show genuine interest in what is and is not working for employees. Ask what will make things easier for them
- Provide a forum for your employees to articulate and discuss their experience and concerns and share your own experience. Role model an open communication style
- Be honest, acknowledge the change in team dynamics that may have occurred, consider a peer to peer mentor / buddy system to ensure employees have a supportive ear
- Consciously Respond (instead of ignoring or reacting) to employees concerns or requests for information. Encourage this in your management teams also
- Engage in team building exercises that encourage open and supportive communication. Get creative and bring a novel approach. Virtual coffee mornings with people outside of immediate teams in a different part of the business or different country are a great way to get away from the daily hum drum of the same faces!

Support

*Leaders need to be leaders, they need to lead by example, so it is important role model your behaviour...
Develop a positive curiosity about your employees lives and challenges*



- Make wellbeing a top priority for your employees and teams. Employees are stretched right now and being pulled in many directions. This will foster a culture of respect and mutual understanding
- As a leader, take time off yourself and give specific permission for your employees to take time off too – the lines of demarcation between home and work are very blurred right now
- If possible, designate specific days or time off for your employees to recharge, a wellbeing break (akin to the concept of the Personal Day in the US). Knowing that nobody else is online makes it easier for people to relax



- Acknowledge that people have children and families and encourage them to share their frustrations, experiences and funny stories about their struggles - a little bit of humour goes a long way
- Lead by example, offer support by affording people extra time to respond to work requests by not always responding immediately yourself
- Evaluate work on the Output not the Input in hours, this will create a supportive space for struggling employees

Knowing that you as a leader are supportive and honest with an understanding of their current realities, challenges and struggles, will create a safe environment whereby your employees feel valued, supported and respected. When we emerge from the current reality of COVID-19 (however that may look), the key differentiator between the good and the great organisations will be in how they made their employees feel.

If you would like further information on our Employee Support Programmes, Please get in touch - info@dragonflycoaching.ie and www.dragonflycoaching.ie

