

Adjusting To New Ways Of Working

*** Manager Tips & Tricks ***



Keep your team motivated

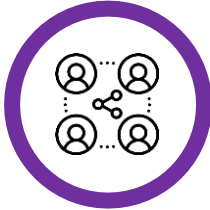
Staying connected with your team during this period of remote working, will help you manage the work, set goals and objectives, adjust as needed and help to keep your team engaged.

Here are some suggestions:

- Have a least one or two Zoom or Microsoft Teams meetings a week and try to interact with each of your team members every day.** This will help maintain psychological proximity, team engagement and will reduce the team's and your stress. An important feature is that the calls be regular and predictable, and that they are a forum in which employees know that they can consult with you, and that their concerns and questions will be heard. Listen to employees' anxieties and concerns and empathize with their struggles. Ask them how they are doing and how they are adjusting to working remotely. Also, inform your employees about when is the best time to contact you during work hours.
- Clarify each team member's role and tasks.** Work with your team members on a work schedule that will allow work related requirements to be met while taking into consideration the reality of their and your personal life.
- Keep yourself abreast of communications among team members to ensure that information that could be relevant to all team members is shared.**
- Exchanges with the team should not be focusing on work solely; it is OK to socialize, just as you would if you were grabbing a cup of coffee together.** You may want to reserve a bit of time at the beginning of your meetings to catch up with your team members (e.g., how their weekend went, how their families are doing, etc.). You can even organize a lunch or health/coffee break through videoconferencing. This will contribute in reducing feelings of isolation and promoting a sense of belonging.
- This is an unusual time.** None of us knows how long this situation will last. To keep your team motivated, it is important to maintain regular contacts in a transparent and authentic manner, to provide regular positive/constructive feedback to your team members and to encourage them. Acknowledge that this is a difficult adjustment for all and that you will get through this together as a team will go a long way to help reduce anxieties.
- We all adapt to change differently.** Reach out to your team members and provide enough time for each them to adjust to working remotely and learning new ways of working and interacting.

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Share best practices

This different and particular work context calls for all the support/assistance we can get from one another. If there are best practices you have developed for yourself and/or for your team on how to deal efficiently with the reality of having to work remotely, we would like to hear from you.

Please contact Natalie Camirand to share your experiences and lessons learned:

 natalie.camirand@concordia.ca
 514.848.2424 ext. 3679



Additional references

Please see below for additional links and references.

- Working from home for the first time? Here's how to make it a success**
<https://www.cbc.ca/news/canada/coronavirus-remote-work-work-from-home-1.5502294>
- A Guide to Managing Your (Newly) Remote Workers**
https://hbr.org/2020/03/a-guide-to-managing-your-newly-remote-workers?utm_medium=email&utm_source=newsletter_daily&utm_campaign=dailyalert_activesubs&utm_content=signinnudge&referral=00563&deliveryName=DM73111
- 10 conseils pour un télétravail efficace**
<https://brioconseils.com/publications/10-conseils-pour-un-teletravail-efficace/>
- Coronavirus (COVID-19) : conseils psychologiques et informations au grand public, Ordre des psychologues du Québec**
<https://www.ordrepsy.qc.ca/coronavirus-covid-19-conseils-psychologiques-et-informations-au-grand-public>



If employees are feeling stressed, they may **contact Concordia's Employee Assistance Program (EAP)** at 1-800-663-1142 (English Services) or 1-866-398-9505 (French Services). Remember that all contact between you and your EAP counsellor is confidential and at no cost to you.

Employees can also visit the following website:
<http://www.concordia.ca/hr/benefits/eap.html>



Concordia's COVID-19 updates

<https://www.concordia.ca/covid19info.html>