

Staff Welfare & Wellbeing

Leading a remote team

He waka eke noa – We are all in this together!

COVID-19 means that we are navigating new ways of working. It is possible that, for now, members of your team are working remotely some or all of the time.

CO-CREATE THE NEW NORMAL

There will likely be a need for re-prioritising what you are working on and opportunities for developing novel ways of collaborating as a team. Help the team design this together. Give them confidence that it will work, for example, by reviewing targets and achievements.

BE REALISTIC

Allow for flexibility. People will need to establish new work patterns in their home environment and may need to work through technology issues, childcare and family expectations, staying motivated and finding space in the house.

BE AVAILABLE

Provide different communication options for your team to reach you and let them know what to do if they need to contact you urgently. Make sure that team members constantly feel like they know what's going on.



STAY CONNECTED

Encourage regular structured check-ins with you and also ensure that the team are still connecting with each other. Frequency of your check-ins will depend on your work and your team members.



SUPPORT WELLBEING

Organise team video/phone meetings at least weekly where people all get a chance to talk about work and also their personal lives.



KEEP THE MOMENTUM

Energy levels may flag, especially if remote working continues over a long period of time. Keep planning together, equip the team to be productive and trust them to do the work.



Where team members have been asked to remain at home, and are unable to work remotely, for example, due to the nature of their job, many of the tips will still apply. Leaders should still remain connected with their team, check on their wellbeing and ensure that they know what is going on.

