

## Guidance on supporting staff wellbeing during Coronavirus

1. **Check in with your team on a regular basis.** You can use email, phone, instant message or online meeting. Ask people what method of communication they prefer. We often rely on our face to face observations to know whether someone is okay. This isn't going to be as easy to do for some time. Specifically ask people how they are and what they need. Keep on asking this question regularly for as long as the situation exists.
2. **Signpost to support services.** Some of your people may be finding this more difficult than others; some may be experiencing mental health difficulties. Make sure that your team are aware of the support services available to them through the University. 24/7 online mental health support is available through the [Big White Wall](#). Support is also available via our [internal counselling service](#).
3. **Connect people.** Working from home doesn't mean that we don't need to connect with each other. It is easy to connect people through simple technology like Slack, Zoom or Yammer. Consider what communication channel is best for your team and set up a place to connect. It's fine to have some fun sharing there too. As a people manager please be visible on these channels - your team will want to hear from you.
4. **Promote Learning.** Some people may wish to spend time thinking about their learning and development or refreshing their skills whilst working from home. Although this shouldn't be compulsory, direct people to our [Staff Learning and Development](#) online resources. Learning can also boost wellbeing and is one of the [6 Ways to Wellbeing](#).
5. **Discuss Objectives.** People may not be able to meet normal deadlines or be as productive as they would usually be, especially if they are juggling homeschooling or supporting family members. They may be worried about this, so have conversations with your team about expectations and reset objectives where appropriate.
6. **Role model wellbeing.** Your team will be influenced by your approach to your own wellbeing. If you can, share how you are supporting your own wellbeing at this time. This will help create permission for others to do the same. Encourage people to be active, hydrate, take breaks and have a good workstation set up, as well as engage with our online staff [wellbeing resources](#).

7. **Tackle habits that might impact wellbeing.** Some people might be working at different hours to normal while they are juggling home schooling or care of others. If this is the case then encourage people to say so on their email signatures – make it clear that there is no obligation to respond to emails sent a weekends or late at night. Do be mindful of staff who might be tempted to work long hours when working from home and speak to them if you have any concerns.
8. **Encouraging giving.** Giving and helping others is another way that we can boost our own wellbeing. Support staff in doing so where operationally possible.
9. **Listen.** Uncertainty can drive stress and anxiety. Although we don't expect you to give advice or provide solutions, being there for your team's concerns and questions will still help them. Make sure that your team know that your virtual door is open during this time.
10. **Look after your own wellbeing.** There is an often used quote in resilience training: you cannot pour from an empty cup. Please also take care of your own wellbeing and take advantage of our online wellbeing resources if you can.