Tips for managers during the COVID-19 pandemic

Working remotely requires additional attention to communication and relationships

Hold virtual meetings
- Use videoconferencing whenever possible
- Utilize rounds and other techniques to maximize belonging and engagement

Keep everyone in the loop
- Set up daily calls with the team
- Err on the side of over-communicating

Use one-to-one interactions to check in and offer emotional support
Ask questions like:
- What's working well? Where are you feeling challenged?
- How can I support you during this period?
- What do you need from me to work effectively?

Be mindful of family responsibilities
- Consider each person's unique circumstances when assigning work and setting deadlines
- Encourage parents with school-age children to connect with one another and share ideas

Maintain a positive outlook
- Talk about the importance of resiliency and hopefulness
- Help people identify what has helped them cope with stress in the past