



LINE MANAGERS GUIDE TO EMPLOYEE ENGAGEMENT

Helping Line Managers support their
teams when working from home

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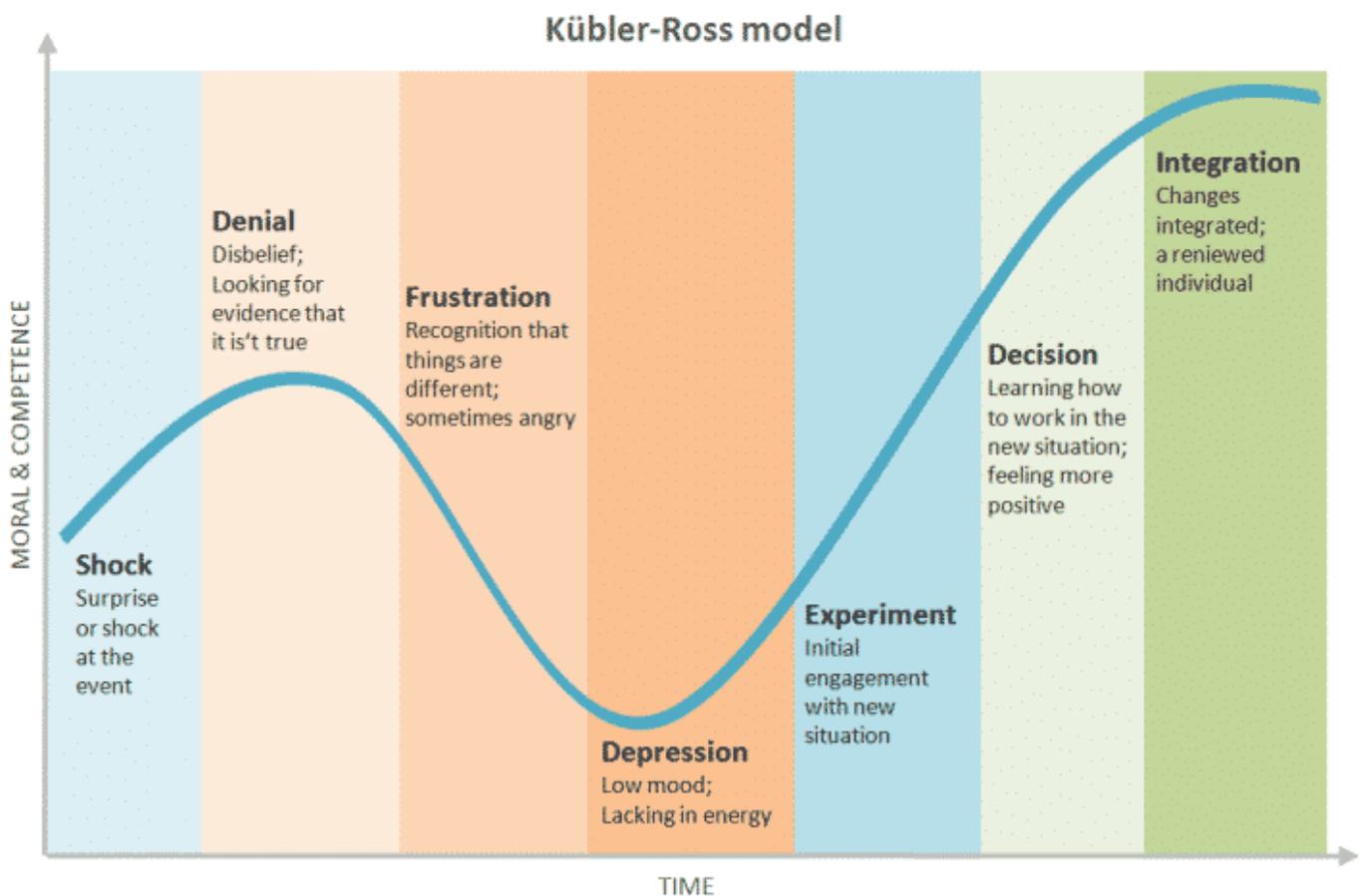
Employee engagement is important and adopting a few simple approaches to keep employees feeling valued, motivated and cared for will make all the difference in these uncertain times.

Understanding Your Team

People **deal with change in different ways**, for some they **embrace change** whilst others try to **avoid it**. During this time of uncertainty, we have had to impose changes in line with Government guidelines on the way that we need to work, and it's important that we **recognise that some employees may struggle** with this change.

Kublers Ross Change Curve (below) gives an overview of the different states people going through change can be faced with.

Think about **each of your team members** and where they may sit on this change curve. It may help you to **understand how employees are feeling** and where they are on the change curve and what support they need.



Stay Connected

With more people now working from home it is key to ensure we are **staying connected and keeping in touch**.

There are several reasons for doing this including; checking on employee **welfare and mental health**, checking on how they are getting on with **tasks** and if they have any **concerns** they want to discuss.

We are unsure how long this work set up will be for; some employees **may be the only person in their household** and have little interaction with anybody each day. For others, they may be struggling with working and **juggling childcare** and feel they are finding it hard to manage these competing interests. Therefore, make sure you have **regular check ins** with your team members individually and ask them how they are feeling and how they are doing.

Make the most of **video calling** as it is great way of keeping in touch with individuals and teams. It gives an added layer of connection over a normal telephone call and If the cat or children form part of that meeting embrace it!

Some people will easily come up with new ways of working, while others may struggle with this. You should encourage your team to **share new ideas** and ways of working to **support each other**.

Engagement Activities and Ideas

It is important that employees continue to be **socially active** within their team and take **regular breaks** from focusing on their work. This helps with their **physical and mental wellbeing**. Something as simple as having a tea break together or chat at the water cooler in the office is not an straightforward in our current climate.

To help you and your team stay connected visit www.broadhr.co.uk for a range of **engagement activities and ideas** that you could try with your teams.

Focus on Outcomes over Outputs

You may need to alter your approach to performance management whilst managing your team remotely.

Managers should clearly and openly agree **milestones and results** by discussing them with employees. This will not only **keep everyone on track** but will add structure and remove some of the confusion and uncertainty which may pop up for many who are new to working from home.

Why not prepare some [key questions](#) for employees to focus on each week, including:

- What do they need/want to achieve this week?
- What barriers may get in their way?
- What support do they need?

Why not try a [digital task board](#) such as [Planner in Microsoft Teams](#) or [Trello](#) to [keep goals and tasks visible](#) between team members. This can be particularly beneficial when there are [shared tasks](#).

Under/Over Working

In the current situation some employees may be unable to complete their contracted hours due to personal circumstances, including childcare. It is important that managers [discuss with their team members](#) any concerns they may have regarding this and explore the options available.

One option may be for employees to convert part of their annual leave into hours to enable them to book one hour slots of leave rather than booking half or full day leave around their personal needs.

On the other hand, home working can lead to employees feeling they have to [over work](#) as it is tempting to just log on for a few minutes to check something after logging off or just finishing this last little bit, when the minutes actually end up turning into hours. This can impact on their [mental health and wellbeing](#) and also [their overall productivity](#).

You should encourage employees to

- [Separate out their space](#) and have a separate work environment if possible to help create work-life balance
- [Block out the hours](#) they intend to work in their calendar, so it is easy for everyone to see when they are aiming to work (around dependency needs, own wellbeing needs)
- [Set themselves a plan](#) of what they hope to achieve that day, so they have a focus of what they should be working on
- [Set boundaries with colleagues](#) so they only make contact for work related things if it is an emergency once they have finished their working day
- [Stop for regular breaks](#), including a lunch break and encourage them to make the most of being at home during this time and having the flexibility to perhaps go for a walk, run, bike ride, preparing their evening meal or catching up on a bit of TV to relax
- [Set an 'End of Day' task reminder](#) of when they plan to finish work for the day. When the notification appears, they should save their work and shut down their computer for the day
- Make time to enable them to [unwind](#) from their workday

Contact Us

If you would like to find out how BroadHR can help your organisation, please get in touch



www.broadhr.co.uk



contact@broadhr.co.uk



07756 089833



[@DanniBroadman](https://www.linkedin.com/company/broadhr)