

COVID-19: WORKING VIRTUALLY

TIPS FOR MANAGERS



Connect with your team members as a group or individually to:

- ensure team members are okay
- update team members on departmental direction
- identify a communication strategy; for example, confirm that employees are getting departmental messages, confirm frequency of communication touch points
- share clear work expectations with your team members during the crisis situation



Confirm which employees are teleworking, which are on annual leave and which are on leave due to COVID-19.



Support team members as needed; for example, determine which team members need one-on-one chats or more frequent check-ins.



Be flexible and human. Your team will be working from home and may have family members creating additional demands on their time. They may also be experiencing anxiety or feeling isolated and alone.

TIPS FOR TEAM MEMBERS



Connect with your colleagues and manager to:

- ask questions
- confirm communication channels on how to get the most up-to-date information on working arrangements during the COVID-19 outbreak
- clarify your manager's expectations during the crisis situation
- share best practices regarding working remotely
- talk over your concerns to avoid anxiety about any ambiguous expectations



Be aware of which colleagues are teleworking and which colleagues are on leave.



Be kind to yourself. This may be a period of anxiety for you and your loved ones, so take care of yourself. Do not hesitate to reach out to your supervisor, your team members or the [Employee Assistance Program](#) for support.

ADDITIONAL RESOURCES



Check your departmental directives about IT and bandwidth usage, for example, VPN access, email usage, text messages



Confirm which communication tools you can use for your team



[Information for Government of Canada employees: Coronavirus disease \(COVID-19\)](#)



Podcasts and blogs

[Part 1: Remote Work, Defined](#)

[Part 2: Remote Team Recipes](#)

[Part 3: 9 Ways to Elevate Your Remote Work Game](#)

[Innovate on Demand: Virtual Leadership](#)



Infosheet:

[COVID-19: Mental Health @ Work](#)

