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# *Managing Home Workers Through Lockdown and Beyond*

**Dave Mason May 2020**

# Session Outline

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- Where are we now?
- What can we do about it?
- Restart – What does it look like
- Leadership and Legacy

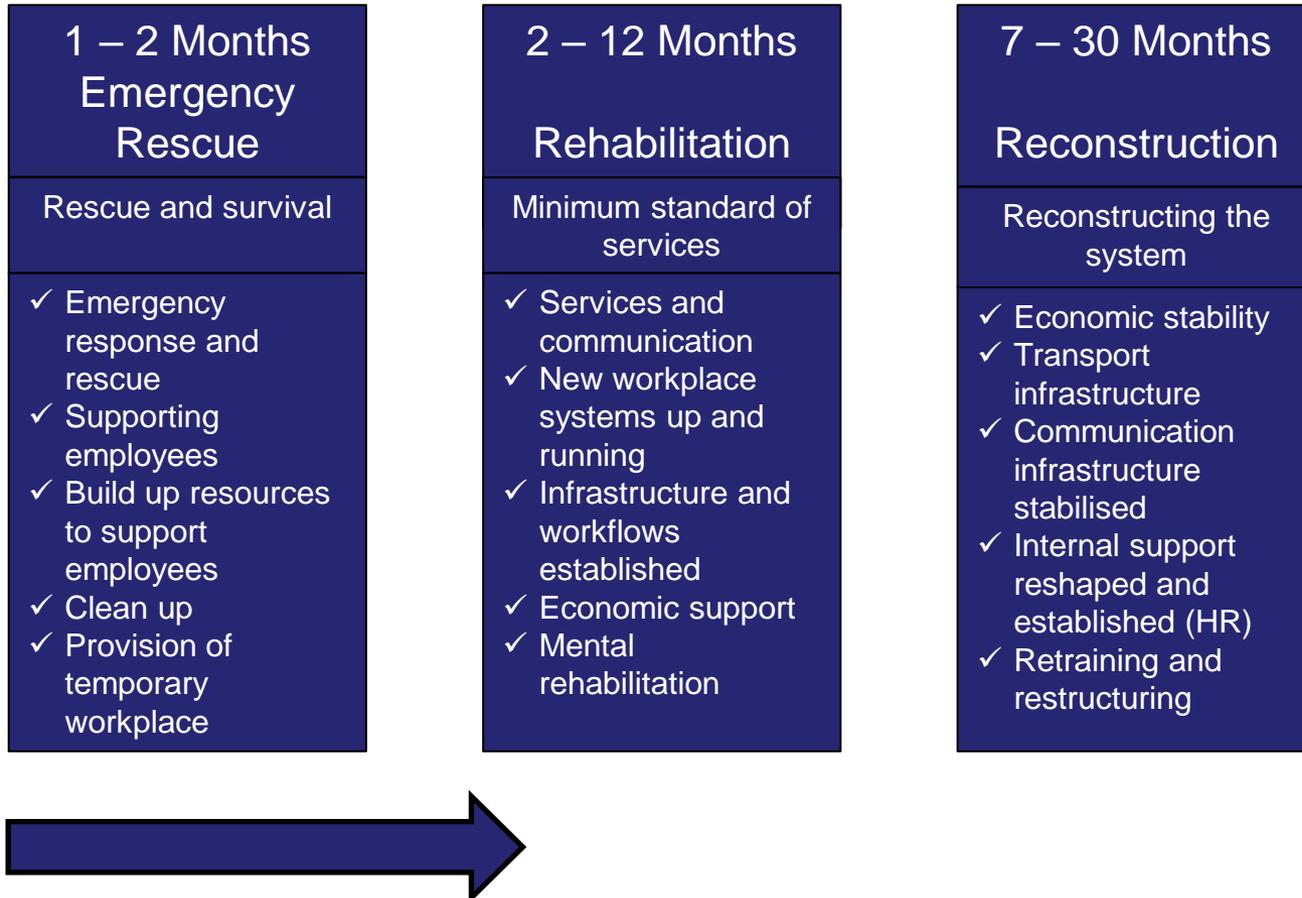
# Where are We?

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“Most of us are not working from home. We are at home during a crisis trying to work”

# What are the phases?

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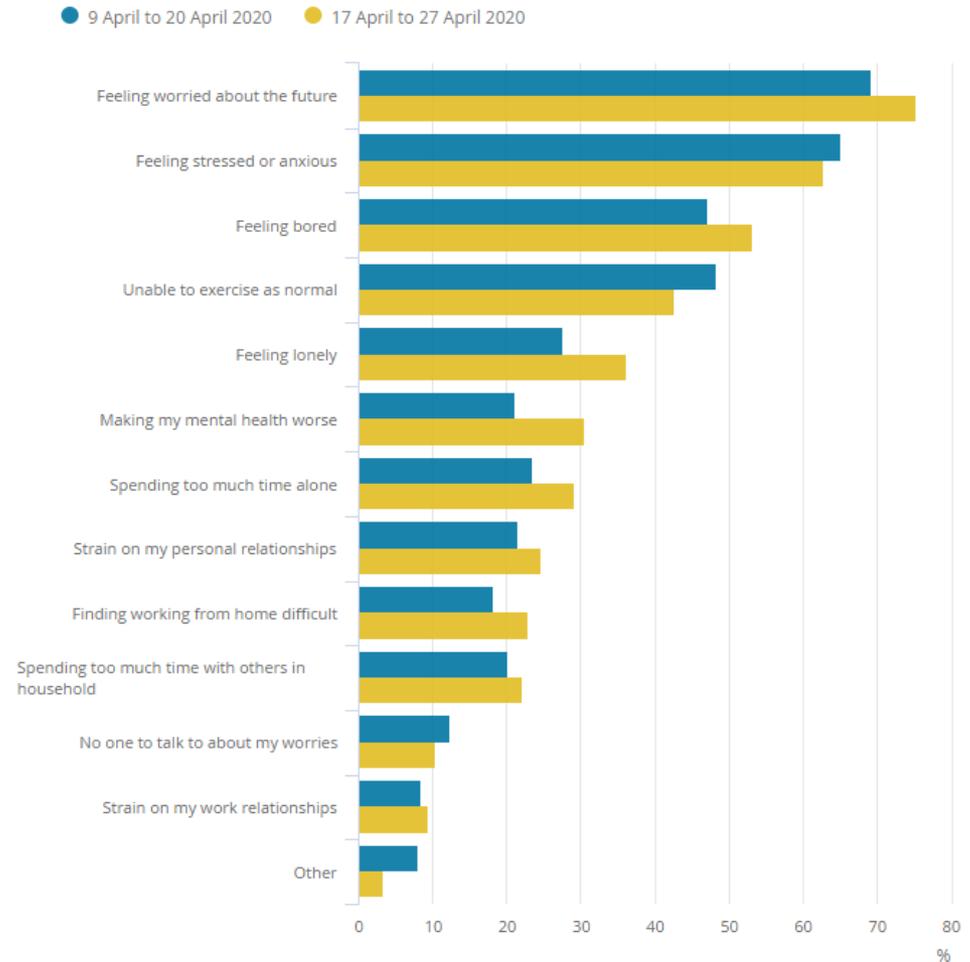
# Health and Wellbeing

The proportion of adults who said their well-being was affected increased this week (48%) compared with last week (46%) after a downward trend for several weeks. The proportion remained higher for those with an underlying health condition, at 51%, and lower for those aged 70 years and over, at 39% (Figure 7). A similar proportion of key workers (46%) to all adults said their well-being was affected.

The most common issues affecting people's well-being are similar to previous weeks. About 3 in 4 (75%) of those who said their well-being was being affected said they were feeling worried about the future, with over 6 in 10 (63%) feeling stressed or anxious and over half (53%) feeling bored. Over 4 in 10 (43%) also said not being able to exercise as normal was impacting their well-being.

Although it is not known how many people who said their well-being was affected had mental health issues prior to the coronavirus pandemic, over 3 in 10 (31%) of those whose well-being has been affected said it was making their mental health worse, an increase from 21% last week.

Great Britain, 17 April to 27 April 2020



# Mental Health and Wellbeing



# What We Can Do to Help Ourselves?

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To stay focused on your work, try to adopt 'working practices' while at home or working remotely. Continue your regular daily routines and working hours. Set up a dedicated work space if you can.

Get dressed (don't wear your pyjamas all day!).

Your stress-tolerance, optimism and composure in the face of change will help motivate your team to keep working, reduce panic and adapt to the new changes around them.

Through:-

- Consistent and focussed communication – a key stressor is not knowing or understanding
- Establish and maintain a structure – Get up, work, do stuff but keep it structured
- Keeping the plates spinning – we need to do the day job, agree what is to be delivered
- Innovation – find new ways, encourage creativity and breakdown the norms
- Making Wellbeing a/the priority – remote working is not easy

# What Can We Do to Help Others?

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## **SCHEDULE TIME TO BLOW OFF STEAM TOGETHER VIRTUALLY**

How about scheduling a 'coffee hour' via video link to join other colleagues to talk about all those work and non-work related things you would normally discuss around the watercooler or even quiz hours, beer o'clock on a Friday?

## **ESTABLISH VIRTUAL DROP- IN HOURS**

This is important for line managers or subject matter experts. Set up a virtual office by using video conferencing that allows people to pop in and out to have live conversations with you.

## **KEEP UP PERSONAL CONTACT**

Talking in person and or seeing each other live retains connections and replicates the in-person conversations you would normally have in the office. Generally, if you want to avoid feelings of isolation, picking up the phone or using hangout beats email.

## **SHARE NON WORK STUFF, CREATE A COMMUNITY**

Without overloading people share mental health hints and tips, wellbeing ideas, communicate positively and try to replace the potential negativity people might be facing. Weekly newsletter, share your funny dog photos, recipes, wine of the week

# What Can We DO About Safety?

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**Risk Assessments** – Home safety assessment, fire, electricity and PAT tests for electrical equipment

**Lone working** – Buddy systems, communications and medical check ins

**DSE assessments** – Home set ups and assessments, what equipment has been provided

**Governance** – Keeping up statutory inspections and audits on systems

**Workplace inspections** – checking mothballed premises, fire and other risks that may be present – Legionella.

**Human Failure** – Monitoring and supervision of key controls and what are the critical behaviours that need to be enforced. Lapses, distraction and complacency will be highly likely

# Restart – The Future

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Start putting together a strategy now:-

- Who needs to work and where, how are they going to move around where can they sit/work. How can this be achieved safely
- What equipment do we need and where are you going to get it from
- Who can or is able to work or more importantly wants to, what tasks need covering?
- Back to work training and skills refreshers, after a long lay off people will not be as sharp.
- Succession plans; There may be people missing through isolation or worst case death. People may also chose to go elsewhere or change role.
- Additional mental health support in the workplace will be essential.

# How Do You Want Your Leadership to be Remembered?

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Mike Pence visits the molecular testing lab at Mayo Clinic (AP)



# Reflections

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- This is not an easy time and as such it needs great leadership and thought
- People are expecting to go back to normal, what does that look like? Things might never be the same and this needs consideration, not ignoring
- Mental health issues will affect a lot of people and we need to be prepared to help
- There will also be an erosion of skills, consider re-training, refreshers, revised risk assessment and safe systems, extra supervision.
- Staff retention will be a critical point, treat your staff well and they will treat you well. I have seen some poor management behaviour recently and some exceptional leadership, time will tell, but I know where my money will be.
- Remember to consult and communicate. A workforce engaged with solutions and bought into them will be far more effective in complying with them

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# Any Questions?

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