

Mental Health strategies - Session 4

2 major impacts of COVID at the moment

- Learning how to navigate technology
- Learning How to understand others

What has changed for managers now — “initially people used to ask to work from home and now this is the new normal

- Emotional changes
- The workload is unavoidable but manageable
- Learning Control: mental health
- Learning connectivity: quality conversations
- Learning coherence: being logical and having a positive outlook

What is good?

- The freedom to choose our dress code
- Meeting deadlines is now imperative
- Choosing our snacks
- Our physical health is in check

Employee manager relationship

- Demonstrate your trust and acceptance
- “thank you for helping me out”
- we are not aware of each other’s finances and family so be empathetic
- Take responsibility for things that might go wrong
- Lead by example
- Share resources

How can employees help in setting expectations in their manager

- If someone is struggling now we cannot help them
- In a virtual office, our focus shifts from managing work vs managing people
- If you have given me a task how do i know if i am on the right track? expected output needs to be defined clearly
- Manager needs to give the task on time
- Definition of tasks and definition of completion

Work from home — challenges

- No house help
- Aged parents or family members
- Kids are always at home and not at day care

Work from home — Gender

- Men and women have been impacted differently

- Women faced a lot of stress managing work and house in the initial stages of lockdown
- Men are more likely to help out at home now
- Children have stepped up to help out

Mindful managers

- Ask your employees “How are you holding up?”
- Show unconditional positive regard
- No judgements
- Improve your listening skills
- Stick to work boundaries: do not send emails which extends the work hours of the employees
- Be transparent in all communications

SOLER —For better conversations

- Face the person **Squarely**
- Adapt and **Open** posture
- **Lean** towards the person
- Maintain **Eye** contact
- Be **Relaxed**

Getting to know new recruits virtually

Challenges

- No face to face interaction
- Difficult to build rapport

How to build this trust

- Connect with everyone on regular calls
- Spend time in conference with informal as well as formal conversations
- 15 minute standup meetings: to ensure that everyone is alert and attentive; the meeting starts and ends on time
- Gain training from coaches and counsellors
- Implement what you learn
- Managers should not only manage but coach too
- Reassess yourself, what worked earlier may not work now

Psychometric assessments for hiring managers who already have traits such as empathy and collaboration?

- Can be used as a starting point
- Overall compilation of feelings can be checked for
- Managers can get trained by the coaches
- Feedback forms
- 24 VIA values and action test to know your top 5 signature strengths (useful assessment)

Letting go of people

- Disclosure
- Assertive with empathy
- Financial and emotional safety net : human connect is extremely valuable, we cannot outsource it to HR either