Effective management of a remote team

- Anxiety
- Depression
- Job loss
- Working remotely
House Keeping Items

1. Today’s webinar is 1 hour including Q&A
2. All participants will be muted during the webinar.
3. Polls will be used during the presentation. Please answer to be part of the discussion.
4. Please use the Q&A function vs. chat. We will monitor questions throughout and answer as many as possible at the end.
5. This webinar is being recorded and will be posted within 24 hours at www.beaconhealthoptions.com/coronavirus/ so you have continued access to the information and resources
Effective management of remote staff

Today’s speaker

Tina Niziurski, LCSW
Director of Clinical Services – Beacon Care Services
While participating today, please reflect on your own experience

• What have been some of your **biggest successes** while managing a remote team?
• What have been some of your **greatest challenges**?
• What have you **enjoyed most** about WFH?
• What has been **least enjoyable**?
Today’s training will address several remote work concepts

• Define what remote work entails

• Discuss why remote work, or WFH has become an option for many employers during the COVID-19 pandemic

• Discuss how to help your team manage the transition from in office to remote work

• Identify ways to continue to maintain a cohesive and motivated team

• Discuss ways to maintain or even increase work productivity while your team is WFH

• Discuss the challenges that come with managing a remote team
Beacon has lots of experience in remote work, but the remote environment is new for direct care.

Prior to COVID, ability to work remotely was assessed prior to hire or transition.

COVID-19 caused unplanned transitions to remote work without access to support systems (daycare, help from extended family).

Varying communication techniques is essential.

In an era of distancing, connectedness is vital.

Several of Beacon’s staff worked remotely prior to COVID-19.
Remote working arrangements have become more common during COVID-19

- Why?
  - Stay at home orders around the US
  - Safety & health of employees
  - Potentially less sick time and missed work

COVID-19 has forced us into this transition but this has been a trend over the past several years.¹
Offer proactive assistance with team transitions

Support is needed for common issues

- Avoiding isolation
- Finding adequate office space
- Encouraging outreach to you and other colleagues
- Time management

Reminding your team that this is only temporary and this too shall pass!
Today’s responses can also be compared to national results from 2019.

Challenges with remote work are common but surmountable. 

- 22% Unplugging after work
- 19% Loneliness
- 17% Collaborating and/or communication
- 10% Distractions at home
- 8% Being in a different timezone than teammates
- 8% Staying motivated
- 7% Taking vacation time
- 4% Other
- 3% Finding reliable wifi

State of Remote Report / 2019
buffer.com/state-of-remote-2019
Although concerns vary between leadership and staff, productivity remains high

**Employees**
- Distraction
- Privacy
- Competing priorities
- Connection to peers and leadership

**Managers**
- Same concerns as employees but also...
- Productivity
- Accountability for team morale and output
- Connection to peers

*A 2-year Stanford study concluded that employees working from home saw a dramatic productivity boost. So great, in fact, that it amounted to an extra full day’s worth of work each week!*³
Break up the work day with activities

• When everything is closed, it can be tempting to overdo it with work

• Encourage your team to take breaks and lunches away from the computer

• *Balance prevents burnout;* burnout can lead to decreased productivity

• Discuss work/life balance during check-ins with your team

Activities that you can do during the work day: Take an exercise break; get outside; meditate; walk your dog
Boundary setting and self care is an important component of successful remote work environment

By early April, about 45% of workers said they were burned out, according to a survey of 1,001 U.S. employees by Eagle Hill Consulting.  

- **Designate work time when possible**: Adhere to a strict start and end time for your work day
- **Work/Life integration**: Structured flexibility allows employees to find the schedule that works best for them
- **Take your breaks**: Schedule a virtual coffee break with a friend, do a lunchtime workout, walk the dog, etc.
- **Communicate your availability**: Send a “good evening” message at the end of the work day

*Self-care is not selfish!*
BOB WORKS FROM HOME TO ESCAPE THE DISTRACTION OF OFFICE CHIT CHAT.
Effective communication improves quality of work

**Set Guidelines on Day 1**
- Establish **reoccurring points of communication** (morning huddles, video 1-on-1s)
- Suggest **appropriate digital mediums** for different kinds of communication
- Set clear **expectations**
- Establish a clear line of **accountability**

**Adjust Your Communication Style**
- Face to face communication is optimal; **encourage video meetings**
- **Be available** to your team
- **Check in regularly** on progress with projects, patient care, etc.
- **Give feedback** and praise

Be open to feedback and iterate
Intentional team building engages employees

- Virtual team-building meetings
  - Morning huddles
  - “Get to know your team” sessions
- Coffee & connect video meetings
- Lunch & learn Zoom meetings
  - A team member presents on a topic they are an expert on
  - Watch Party: The team participates in a free, online webinar related to behavioral health
- Send a “high five” or thank you email
  - A “KUDOS” goes a long way
  - Employees like to feel recognized
- Check-ins at the end of the day
There are many benefits to working remotely

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<thead>
<tr>
<th>Benefit</th>
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<tr>
<td>Everyone remains safe and healthy during this uncertain time</td>
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<tr>
<td>Increased productivity- less distractions; easier to concentrate</td>
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<tr>
<td>Punctuality- no traffic/commute is a win for everyone!</td>
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<tr>
<td>Saved money for the employee and employer- no travel expenses; no paid parking</td>
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<tr>
<td>More time for self-care and family³</td>
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As with several components of COVID-19, we are learning as we go

- Work/life balance has become work/life integration
- Clear communication around expected outcomes
- Holistic understanding of individuals and work/life obligations
- Human Resources/benefits to support employees and managers
- Ongoing discussion and modification of what is working and needs work

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Questions?

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Beacon COVID-19 Provider Resources

Coronavirus Provider Resources (Link)
Provider Webinars (Link)

Additional Provider Webinars
1. Compassion Fatigue for Providers/Clinicians
2. Triaging Referrals to Prioritize Access
3. Delivering Substance Use Disorder Care Via Telehealth Platform
References

8. Best Practices in Tele-Teaming: Managing Virtual Teams in the Delivery of Care in Telepsychiatry Jay H. Shore 1,2,3 Published online: 8 July 2019
Thank You

This recording and PowerPoint presentation will be posted at:
www.beaconhealthoptions.com/coronavirus/

CONTACT US:
Beacon’s National Provider Services Line

800-397-1630 (Monday-Friday, 8 a.m.-8 p.m. ET) or contact your Provider Relations contact