





Caring through COVID-19

Effective management of a remote team



Anxiety



Depression

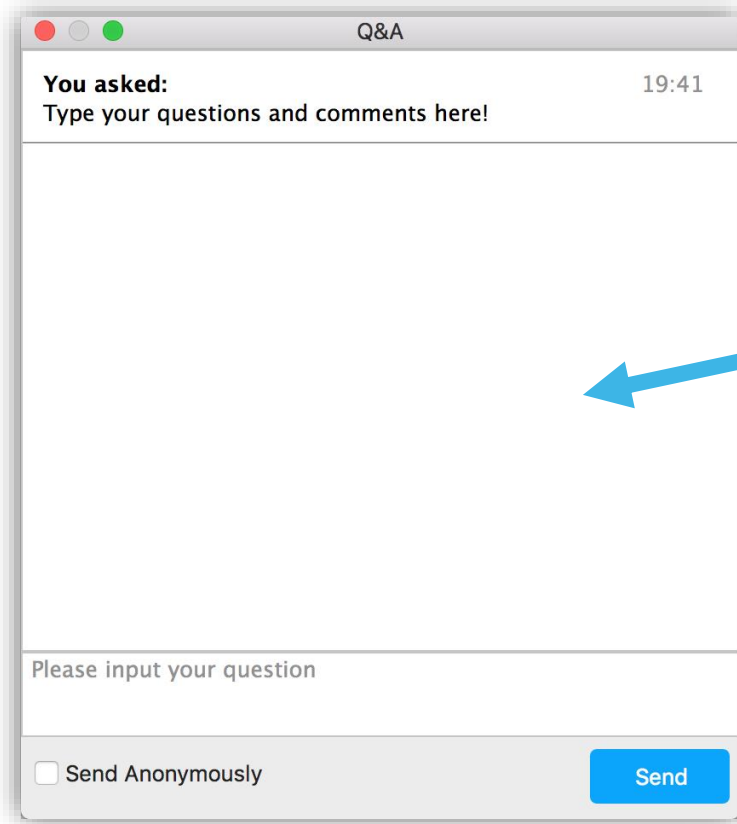


Job loss



Working
remotely

House Keeping Items



Q&A

You asked: 19:41
Type your questions and comments here!

Please input your question

Send Anonymously Send

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

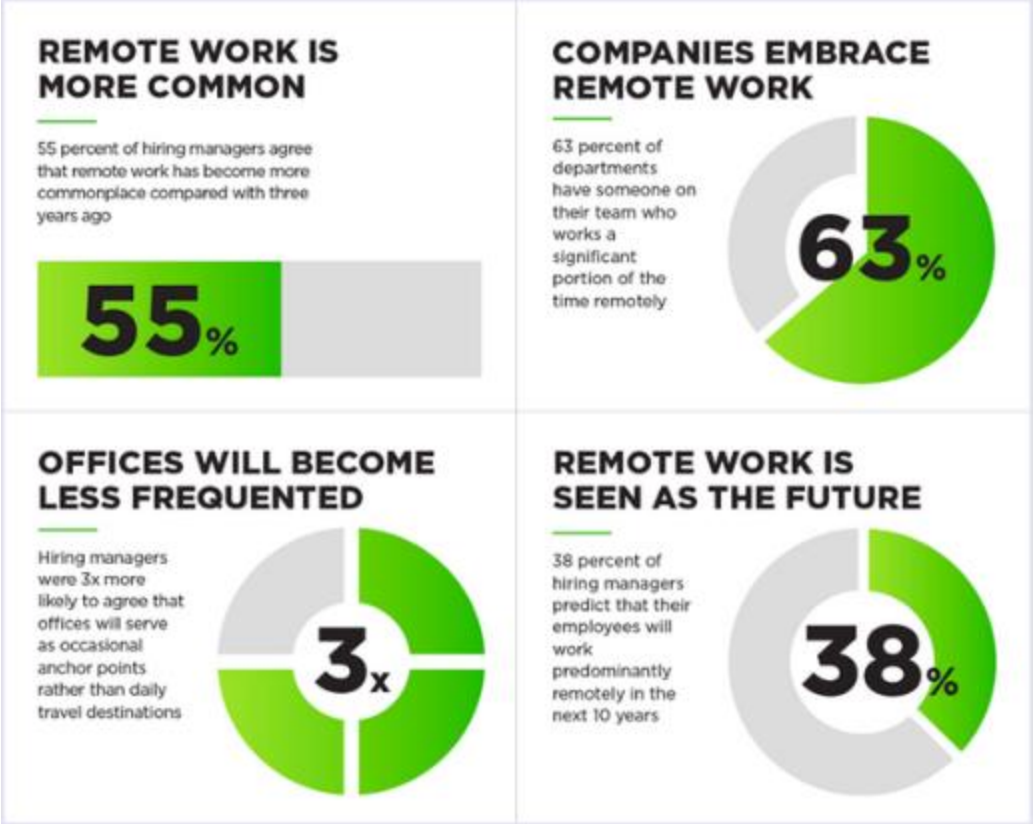


Several of Beacon's staff worked remotely prior to COVID-19

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

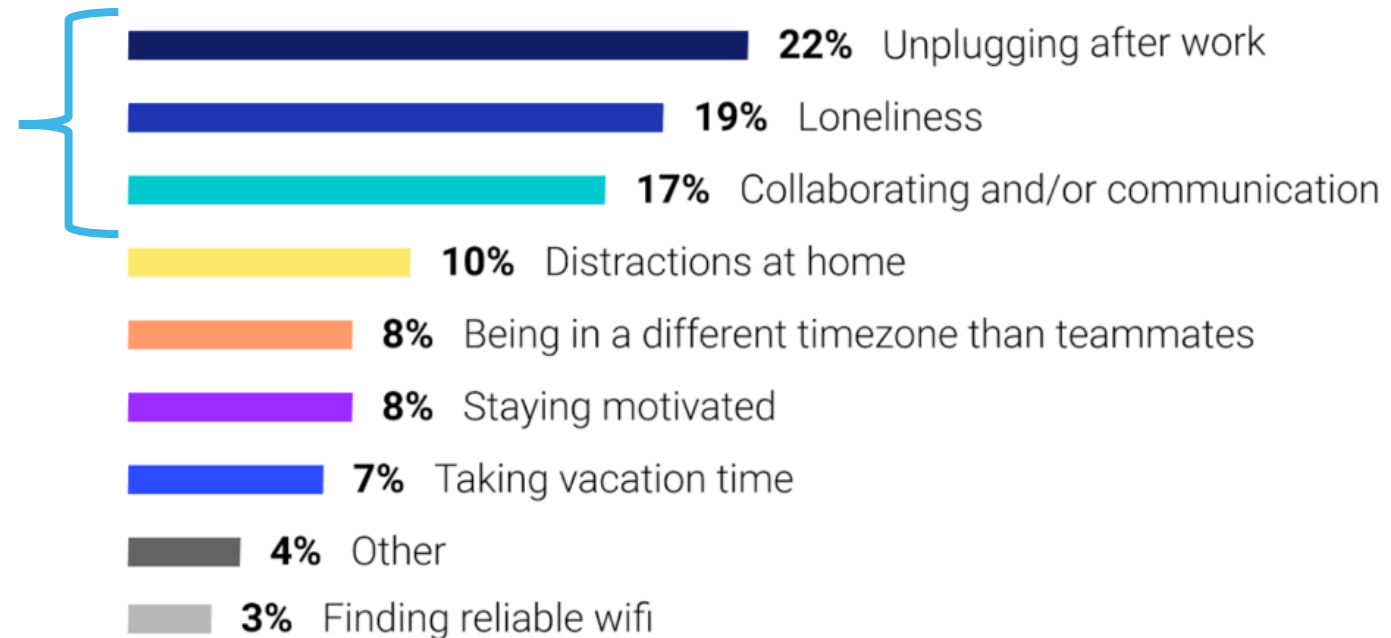


Time management

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 surmountable³



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 ⁴
- 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. ⁵

- **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 day⁶



Self-care is not selfish!



BOB WORKS FROM HOME TO ESCAPE THE DISTRACTION OF OFFICE CHIT CHAT. 7

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**⁸



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 praise⁹

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 ⁷



There are many benefits to working remotely



Everyone remains safe and healthy during this uncertain time



Increased productivity- less distractions; easier to concentrate



Punctuality- no traffic/commute is a win for everyone!



Saved money for the employee and employer- no travel expenses; no paid parking



More time for self-care and family³

As with several components of COVID-19, we are learning as we go

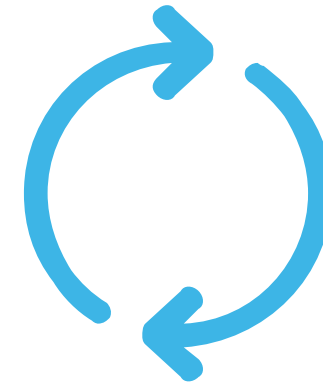
Work/life balance has become work/life integration

Clear communication around expected outcomes

Holistic understanding of individuals and work/life obligations

Human Resources/benefits to support employees and managers

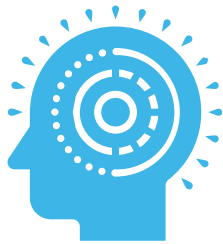
Ongoing discussion and modification of what is working and needs work





Caring through COVID-19

Questions?



Anxiety



Depression

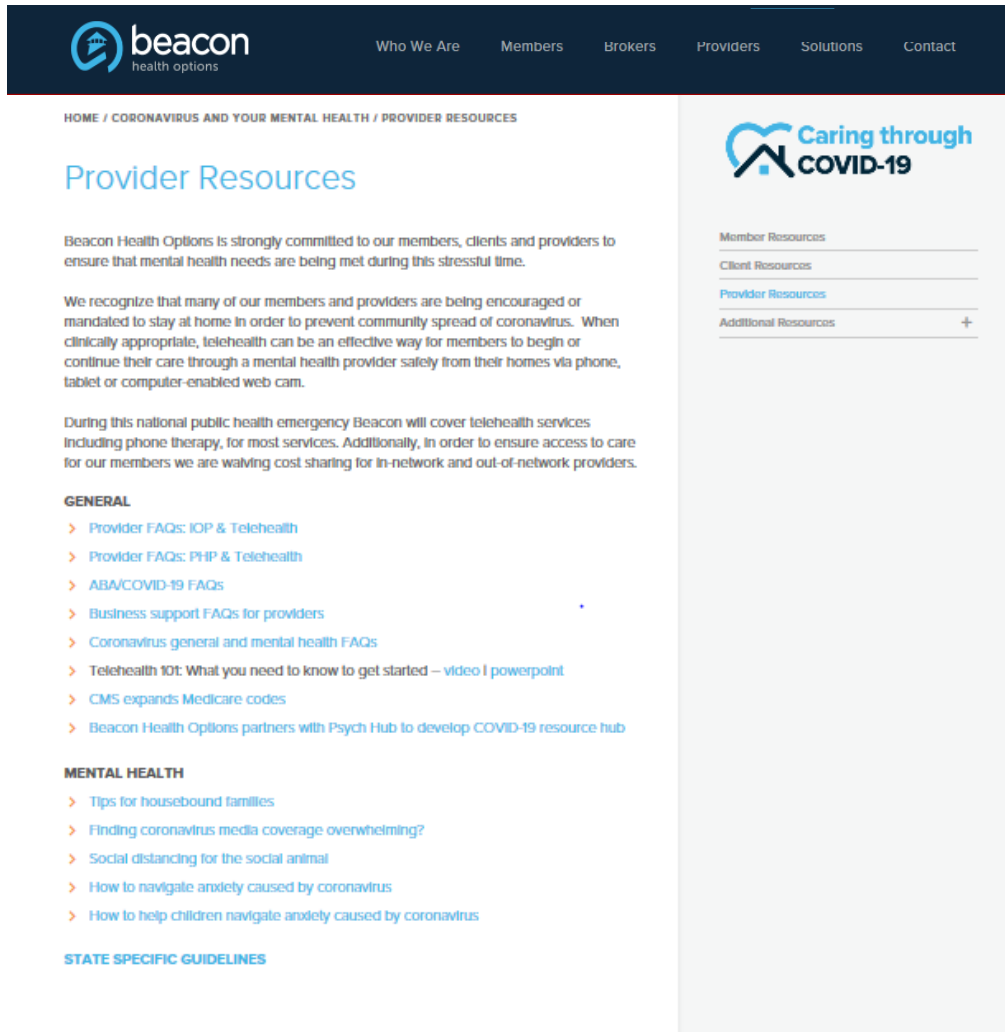


Job loss



**Working
remotely**

Beacon COVID-19 Provider Resources



The screenshot shows the Beacon Health Options website. The top navigation bar includes links for Who We Are, Members, Brokers, Providers, Solutions, and Contact. The main content area is titled "Provider Resources" and contains several paragraphs of text, a "GENERAL" section with a list of links, a "MENTAL HEALTH" section with a list of links, and a "STATE SPECIFIC GUIDELINES" section. On the right side, there is a sidebar with the "Caring through COVID-19" logo and a list of resource categories: Member Resources, Client Resources, Provider Resources (highlighted), and Additional Resources with a plus sign.

[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

1. <https://www.quora.com/How-can-I-manage-remote-teams-in-terms-of-methodology-tools-ethics>
2. <https://buffer.com/state-of-remote-work-2019>
3. <https://workfromhomehappiness.com/7-amazing-benefits-of-working-remotely/>
4. <https://www.businessnewsdaily.com/7712-work-life-balance-home-entrepreneurs.html>
5. <https://www.eaglehillconsulting.com/about-us/news/announcements/nearly-half-of-u-s-employees-feel-burnt-out-with-one-in-four-attributing-stress-to-the-covid-19-pandemic/>
6. https://thriveglobal.com/stories/work-from-home-boundaries-end-of-day-strategies/?utm_content=buffer54c86&utm_medium=Thrive&utm_source=LinkedIn&utm_campaign=Buffer
7. <https://www.actioned.com/best-work-from-home-memes/>
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
9. <https://hbr.org/2015/02/how-to-manage-remote-direct-reports>

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

