



Supporting your remote team

A big part of being a leader is supporting your team. Being visible, accessible, and caring for your team, is key.

Be visible - Continue to show you care for your kaimahi (team members), individually and as a rōpū (group), by being proactively visible. They need to see and hear you regularly. If you have indirect reports, communicate with them too.

Be easily accessible - Make it easy for your team to connect with you – provide your contacts and availability through multiple channels. Let them know you are available if they have pātai (questions), want direction, need to access support, or just want to kōrero (talk).

Kōrero is key – Communicate regularly and well, in lots of forums and channels. Reach out to your team and check how they are regularly.

Acknowledge the changes - Right now, we are experiencing many changes to the way we work and live. Some of us will be feeling āwangawanga (uneasy), anxious, worried and scared. Let your team know these feelings are normal and understandable.

Check on hauora (wellbeing) - It's tough to know how your team are doing when you're not physically around them so check-in with them regularly. Listen actively. Show you care for their hauora (wellbeing) and reinforce that you are there to tautoko (support) them.

Encourage healthy behaviours - Remind your team about caring for their hauora hinengaro (mental wellbeing) and their hauora tinana (physical wellbeing).

Manage performance empathetically –When agreeing expectations and outcomes, show interest, empathy and respect for the different perspectives and individual circumstances of your kaimahi. Check they aren't overburdened. Give quality feedback and recognise them.

Encourage team support - Sharing experiences can provide great coping strategies and may help to normalise the situation for kaimahi.

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This can be a worrying and daunting time for both you and your kaimahi (team members). As a leader it's not your role to be councilors or therapists. But you can assist by demonstrating whanaungatanga (connections) and manaakitanga (care for others) and guiding your kaimahi to contact those who can help.

Of course, this can be an overwhelming time for you as a leader, so please take advantage of the support available too.

Hono ā-rorohiko - Helpful links:

Speak up - to report seeing or experiencing something that's "not right" – for your role in this see the **Speak up guide for people leaders**.

EAP provide confidential and independent counselling at no cost for kaimahi, or your immediate whānau (family). A confidential kōrero can be useful in an unsettling time.

Manawa Rahi is a service of confidential and independent conflict resolution experts who can help individuals look at a situation from various perspectives and decide what to do about it.

Consider setting up multiple channels for kaimahi (team members), and you, to connect and share their whakaaro (thoughts) e.g. team and other chat groups, a buddy.

Staff networks

www.areyouok.org.nz

Mental Health Foundation NZ [top tips to get through](#)

He taonga rongonui te aroha ki te tangata –
Goodwill towards others is a precious treasure