

# Keeping in touch



In these challenging times it's more important than ever to stay in touch with your team but it can be hard to hit the right note and level of communication for everyone. Some of you will also be working remotely from your team, maybe for the first time, which can bring its own communication challenges. These practical tips will help you consider how you can meet the differing needs of your team.

## Know your teams and their needs

Team 'phone/zoom calls are a great way to stay connected, to check in on well-being and keep things on track. Be mindful that team members will have differing needs so find out what works for each of them in terms of frequency and style of communication and respond accordingly.

## Be flexible

Be prepared to flex your approach. Think about who may need an extra call and who may need some space. If you've set up daily calls/zoom sessions consider giving colleagues the option to dip in and out of these, depending on what's going on for them and how they're feeling.

## Really listen!

Listen carefully to what's being said and also try and gauge what isn't being said. It's easy for a colleague to put on a brave face and tell you everything's 'ok' when it may not be. If talking face to face use their body language to pick up on clues about how they may really be feeling so you can open up the conversation. This is clearly more challenging if you're communicating remotely, even on zoom it can be difficult to pick upon verbal clues, so listening to **how** things are being said is essential.

## Celebrate success

It's natural in the 'eye of the storm' to focus on the situation in hand and to work through the challenges. However, think about how you can still share and celebrate successes, no matter how small they may be - good news at this time can really help to lift everyone's spirits.

## Formal vs. informal channels

Planned team or 1:1 check-ins are great but think about informal channels that you could use. Some colleagues have set up WhatsApp groups to stay in touch socially or, for those who have access so far, try Workplace. Talk to your team and find out what would be useful for them.