



Momentum

Managing remote employees

Leading in the virtual workplace

In the age of the pandemic, many organizations have had to adapt to an environment where many employees work remotely. If you're a supervisor or manager leading remote workers, here are some telework best practices.

- Review workplace guidelines with your team such as priorities, boundaries, milestones and performance expectations. Help them clear any information bottlenecks so they have what they need to do their jobs.
- Communicate regularly with staff via video calls; listen carefully to their questions and concerns.
- For employees balancing work and family commitments at home, afford them the flexibility to work in ways and at times that are most productive for them.
- Avoid micromanaging, particularly if staff are communicating effectively and hitting their productivity targets.
- On video chats, be alert for signs of isolation or stress that employees may exhibit.

**Visit MagellanAscend.com
for more information**

Contact your program

24/7/365

for confidential, no-cost help
for you and your household
members.

Live Webinar—Please join us Wednesday, June 23 for a timely managers' webinar: *Best Practices for Managing Remote Employees*. Register [here](#).

Further tips for virtual managers

Remember to foster belonging among your team members. Include a brief period at the beginning of team calls for discussing non-work topics, e.g., "How was your weekend?" Conduct occasional virtual office parties.

During disruptive times, there can be hesitancy for employees to try something new. Instead, encourage innovation, process improvements and appropriate risk taking; share these innovations widely to benefit the organization.

Recognize and celebrate the same work milestones that would be recognized in the office. Rewards for your staff might include public acknowledgment, tokens of appreciation, career development opportunities and low-cost perks.

Mind Your Mental Health

June is National PTSD Awareness Month

Approximately eight million Americans at any given time suffer with post-traumatic stress disorder. PTSD Awareness Month seeks to raise public awareness about issues related to PTSD, reduce the stigma associated with PTSD and help those suffering with this condition obtain needed treatment.

- Traumatic events that can cause PTSD include physical or sexual assaults, war-related combat stress, serious accidents, terrorism, natural or man-made disasters and other threats on a person's life.
- Symptoms can include nightmares, flashbacks or disturbing thoughts about the experience(s), avoidance of traumatic memories, anger, irritability, depression and being easily startled or frightened.
- Helpful treatments include cognitive behavioral therapy with a mental health professional, medications such as antidepressants, family therapy to help loved ones understand a family member's PTSD and peer support from fellow trauma survivors.
- There are resources readily available to help diagnose and effectively treat PTSD. There should be no shame in seeking assistance.

Visit www.MagellanHealthcare.com/About/MYMH or call your program for confidential mental health resources.

Working on Wellness

Cultivate healthy habits

- People who follow five key habits—eating a healthy diet, exercising regularly, maintaining a healthy body weight, not over-consuming alcohol and not smoking—live a decade or longer than those who don't.
- If you don't exercise, try walking around the block and gradually increasing the distance. You can use a fitness device, app or pedometer to track your activity. Try a new exercise occasionally.

Showing Support

Advocate for career growth

- Drive your team to excellence by providing constructive feedback (not personal criticism) so individuals gain a sense of encouragement to improve their performance and grow in their careers.
- Your team looks to you for coaching, counseling and guidance, so be a mentor when setting goals. Create development plans that help people grow in their roles and as individuals.



Managing Work-Life Balance

Help working parents transition

Maintain a culture of empathy for new parents who work for you. Help them feel they're still valued employees even if their return to work takes longer than expected due to health or other issues. As feasible, give parents the opportunity to be flexible with their schedules as their needs change. Note on your department's calendar when such employees may be working a reduced schedule during their transition back to full-time work.