

# 5 important ways managers are talking with teams

## 1: Checking in

Just checking in to see how you're going?



'It's a big change but I'm hanging in there.'  
'I'm finding working from home really hard.'

## 2: Listening and acknowledging feelings

I know what you mean. Working from home is a major adjustment. It's a challenging time for everyone.



'I'm trying to stay positive and find ways to make it work.'  
'I'm finding it tough living and working from home.'

## 3: Asking open questions

How are you going balancing work and home life?  
What are you finding challenging?



'It can be overwhelming juggling distance learning with my kids and work.'  
'I feel worried not knowing when things will go back to normal.'

## 4: Showing understanding

It sounds like you're feeling overwhelmed and worried, did I understand that right?



'I'm ok. Taking one day at a time.'  
'Yes, I'm feeling more exhausted than I usually do.'

## 5: Providing support, not advice (and remember some people may not be ready to talk)

What have you found helps you in times like this? I am always available if you want to talk.

Would flexible work hours help right now?



'Talking to my friends and family.'  
'Yes, I think different working hours would help.'  
'I'm ok. I can manage on my own.'