Continuing to Lead When the Location Has Changed

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We'll focus on...

- Setting clear work performance expectations within this new reality
- Staying informed on other people's work performance remotely

- Ensuring clear, consistent communication across teams
- Maintaining connection and support throughout our organizations
Working From Home Challenges

- Technology
- Dedicated Workspace
- Working + Caregiving
- Many of us weren't doing this before COVID
- Blurred Boundaries Between Work and Personal Life
Who do I want to be during COVID-19?

**Fear Zone**
- I get mad easily
- I complain frequently
- I forward all messages I receive
- I recognize that we are all trying to do our best

**Learning Zone**
- I evaluate information before spreading something false
- I look for a way to adapt to new changes
- I practice quietude, patience, relationships and creativity
- I become aware of the situation and think how to act

**Growth Zone**
- I thank and appreciate others
- I keep a happy emotional state and spread hope
- I am empathetic with myself and with others
- I live in the present and focus on the future
- I make my talents available to those who need them
- I stop compulsively consuming what hurts me, from food to news
- I identify my emotions
- I spread emotions related to fear and anger
- I grab food, toilet paper and medications that I don’t need
- I start to give up what I can’t control
- I think of the others and see how to help them
Setting Up Clear Expectations

- Teleworking policy that outlines expectations for employee and responsibilities of organization
- Hours worked vs Tasks completed
- Staff Meetings
Components of a Teleworking Policy

- Work hours and compensation do not change because of teleworking.
- Employees are expected to be available via phone, text or email during their teleworking hours.
- Organization will provide equipment that supports teleworking.
- Equipment should be used for organization business only, and only by employees. Confidentiality must be protected.
- How / when supplies will be provided or reimbursed by organization.
- If employees are unsure what their tasks are, they should ask their supervisor. Similarly, supervisors will ask about tasks often.
Hours Worked vs. Tasks Completed

Make it normal to ask or say:
• What are you working on this week?
• What progress have you made on these tasks?
• I'd like to hear from you more often.

Consider having co-workers create a task list that both of you have access to.

Recognize that different co-workers will benefit from different strategies with communication and task monitoring.
Staff Meetings
(i.e. "kids & cat butts")

“Come as you are”

Make Connection

Use Virtual Facilitation Techniques
"It's vitally important to help each other. No, we can not walk in each other's shoes, but we can walk side-by-side and support each other."

Michele Sullivan
Inviting direct service into personal spaces

Help staff have a work area in their home

Create a physical reminder of the separation between work and home

Talk about the impacts
Flexibility for parents and caregivers

Communicate what accommodations are available

Families First Coronavirus Response Act

SharedWork Program
Regular Supervision

Zoom, Phone, Walk + Talk

Pick up the phone as though you were walking down the hall to ask a question
Team Cohesion
Create staff meetings/gatherings that aren't business related:

• Social/Craft hour
• Breakout Room Social Time
• Outdoor gatherings
• Social Media or Chat Group

Increase staff meetings to promote "real time" communication
If you are tired (and you might indeed be tired or getting there) remember the infinite moving parts that hold you up without asking you to show them how. It took a miracle to make you in the first place; and from hour to hour you go on being made.

Yrsa Daley-Ward