

COVID-19: WORKING REMOTELY – TIPS FOR TEAM LEADERS

To help slow the spread of COVID-19, many federal public servants are now working from home, some for the first time. Here are a few tips to assist team leaders.

FOCUS ON PEOPLE

- Develop a strong sense of purpose. Build and sustain an environment of trust by communicating consistently and often to create a sense of team.

BE TRANSPARENT AND HONEST

- Be consistent with your words and actions.
- Lead honestly and openly. You will find that team members respond with trust.

BUILD TEAM RELATIONSHIPS

- Organize virtual team meetings regularly and help team members get to know each other on a human level.
- Facilitate weekly “water cooler” chats to create a team culture.

GIVE GOALS AND DIRECTION

- Provide a clear purpose to bring focus, clarity and a shared context to virtual teams.
- Share a common vision that focuses on the team’s mission and objectives by continually realigning people to emerging priorities.

EMPOWER THE TEAM

- Clearly set out the desired results while letting individual team members decide how best to achieve them.
- Convey your trust. This will foster team members’ sense of ownership in their work.

MOTIVATE THE TEAM

- Motivate by creating passion for the team’s cause and by keeping the big picture at the forefront.
- Be clear about the importance of the tasks and their positive outcomes.

PROVIDE FEEDBACK

- Use various techniques like coaching and regular consultation to provide timely feedback to your team members.

EXERCISE FLEXIBLE LEADERSHIP

- Be ready to adapt your leadership style. Early on, you may need to use your motivational skills. Later, you may need to keep team members on-task and focused.
- Be flexible and willing to let others take the lead when necessary.

**REMEMBER, RELATIONSHIPS ARE BASED ON TRUST, RESPECT,
PURPOSE, EMPOWERMENT AND ACCOUNTABILITY.**

We thank the Public Health Agency of Canada for sharing much of this advice.

