



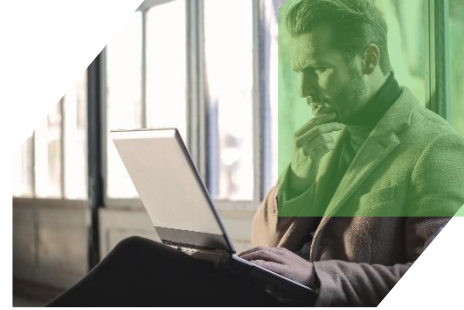
Creating a Sense of Belonging For Remote Workers

Create a caring workgroup by considering the full Well-Being each team member.

During remote working or times of uncertainty it's important to think of your team members' overall well-being. There is a lot going on in their life that they may be anxious about. Their job is a vitally important part of the whole; however, it is not the whole. Consider the full person and focus on the areas where you can play a role.

- Start by acknowledging their unique situation, including aspects that may impact their personal life. Kids, elderly parents, crowded house, technology, etc. Understand what their specific situation is through one-on-one phone calls.
- There are 5 elements of Well-Being that are being challenged right now. Career, Financial, Social, Physical & Community. You don't have to address all of these, but this framework can help you organize your discussion.
- You don't have to solve all problems of your employees to care about them. There is a lot you will not be able to assist them with. During your discussion determine what you can help with that is getting in the way of their productivity in light of their new working situation. Listen and empathize with the rest.
- Discuss the company's short term vision and how they fit into it. Understanding their importance during this critical time is a large part of feeling like the company, as a whole, cares about them.





Make space to listen to the OPINIONS of your associates

People want to be heard! Now that they are working in isolation this becomes a bigger concern for them. Don't shy away from a discussion about ideas for fear you can't put their opinion into action immediately or quickly solve their problem. You will be surprised how logical people can be. You should also WANT to hear their ideas and opinions. This is new territory for everyone, and you won't have all the answers.

- Host a virtual brainstorming session with your entire team. Recognize the current situation. Outline goals for next 3 months and ask how the team can continue to be productive. What ideas do they have for themselves and the team to ensure success with the new way of working. Many of these ideas will last far into the future.
- Individualize your approach.

Some of your team members have 3 ideas a day! Set up a time to discuss these in order to alleviate their stress of when/how to share. Encourage them to prioritize before discussing with you. "Let's start with your best idea".

Some of the best ideas sit in the minds of your introverts. It's your job to coax them out. For those who don't offer ask for their opinions during your one-on-one conversations.

- Share the best ideas! Escalate when necessary. Your boss wants to hear from you and your team as well. Communicate with your team when an idea is put into place and celebrate the individual's commitment to making an impact.

Foster connectedness through best friends.

Never has the importance of a best friend at work been more important. At the same time maintaining that has never been more challenging. Social interaction doesn't happen automatically in your cubicle or in the kitchen now, so being deliberate in an area that has happened naturally in the past can seem unusual, forced, even unnecessary. Connectedness remains one of the 12 most important considerations for organizations.

- Teach your employees how to have a group VC and make sure they understand they can use it to have a casual chat with co-workers. Some individuals may feel like this is unproductive work and have a feeling of guilt. Impress upon them that they need to interact with their co-workers.
- Lead by example. Share a personal example of how you are keeping up with a friend from work that you miss. Avoid linking it to business for this purpose.
- Once again, your team members are different. Some will be doing this automatically. How are you including those that won't reach out to others?

Create team lunches via VC.

Host a team virtual happy hour.

Call upon team members to share something via video with the team. Is one a great cook? Plays the piano? Share their latest DIY project.

