

# Quick tips for Line Managers

Protecting and supporting the mental health of employees working from home

These tips are to help line managers protect their staff's mental health and wellbeing when working from home. For a more detailed version, please see our [Line Manager's Guide](#).

## Communicate

During this difficult time, it is more important than ever to keep in touch with both individuals and teams.

- Increase one-to-ones; keeping in touch helps people feel valued, connected and on-track with their work. It also gives you the chance to check out how they are managing and what other demands they are having to deal with.
- Have plenty of team meetings, both formal and informal. Video conferencing is good for this, using a platform such as MS teams, Zoom or Slack.
- Let people know what is going on; keep staff informed at all times, even if you feel nothing has changed.
- Ensure everyone has access to the right equipment, information and technology.
- Set boundaries around when you are/are not available and respect your team members' working hours, which may be different from yours.

## Set expectations

Be clear about what you expect from your staff and have sensitive discussions about how these can be met. Don't forget reasonable adjustments will still apply for those with enduring mental health difficulties but they will probably be different when working from home.

## Monitor your staff's mental wellbeing

This is potentially a very stressful and difficult time so this is especially important. Create an environment of psychological safety so employees feel able to talk about any difficulties they may be having, and be open to any suggestions they might make. Be alert to any changes in usual behaviour which may indicate that someone is struggling.

## Have conversations about mental health

Do this in exactly the same way as you would when not working from home.

## Encourage and model work-life balance

The Charlie Waller guide [Working from home: Your Wellbeing Action Plan](#) can help with this.

## Provide information on digital wellbeing

Ensure people recognise the importance of having time away from their screens or phones.

## Signposting

Make sure you have the correct information about where to refer staff who are struggling. For example, does your firm have an EAP (Employee Assistance Programme)? What support is it offering at this time?

## Useful Resources

Mind – [Supporting your own wellbeing and that of your team](#)

ACAS – [Good practice steps for employers](#)

Harvard Business Review – [A guide to managing your \(newly\) remote workers](#)

CIPD – [10 top tips for working remotely](#)

GOV.UK – [Coronavirus advice](#) and [COVID-19: guidance for employers](#)

The Charlie Waller Trust – [Working from home: Your Wellbeing Action Plan](#)

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