



# Navigating COVID-19

People in a pandemic

# Agenda

- **Working from home and people challenges** with Chris Young of Tony Gee
- **Making wellbeing your priority** with Tahirih McClaren-Brown of Flourish
- **Q&As**

- This is best experienced through headphones which will cut out the background noise.
- To ask questions please go to “**questions**” in your control panel (the sidebar with the controls to the right of your screen). Select the send privately option. We’ll try and answer as many as possible, but don’t worry we’ll also answer any others we haven’t had time to cover after the webinar.
- Don’t worry if you miss anything we will be uploading this to our website in the next few days, so if you want to listen again to us you can!



Chris Young

Executive Managing Director

Tony Gee

# Move to Remote working.

Chris Young – Executive Managing Director.



# What we have done so far.

- Moved 400 people worldwide to bedrooms, kitchen tables, home offices and sheds.
- In all cases using Tony Gee hardware.
- Carried on with our work throughout.
- Already found new ways of working and socialising.



# Some specifics.

- Communications.
  - Don't panic and jump to snap decisions.
  - Regular briefings in teams.
  - Be open and honest.
  - Face to face (virtually) updates from Managing Director.
  - Use video whenever you can.
- Complaints.
  - Almost none.
  - Sort on case by case basis.

# Use of data.

- Tried to make all the decisions based on actual data.
- Stressed the importance of data collection.
- Increased frequency of collection and review.
- Scenario planning using the data.
- Make sure people understand why you need this.



# Changes in management and procedures.

- More regular planned meetings at all levels, but keep them short.
- Senior managers must motivate and understand.
- Regular company wide resource meetings.
- Cyber security a big issue.
- Use of holiday – planning ahead.

# Looking to the future.

- Keep calm and carry on working.
- Keep the clients informed, technically ,contractually, programme.
- Stay in touch with friends and family.
- Keep wining work for the future.
- Don't make short term decisions that destroy the future.
- Keep people informed and keep motivation.



Tahirih McLaren-Brown

Founder

Flourish - Life coaching & mindfulness

# Making wellbeing your priority

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- Mental wellbeing coach with mindfulness training
- 1:1 coaching and workshops for companies
- Specialist workshops, consulting and coaching for remote working and furloughed staff



- A wellbeing checklist
- Making remote working work for everyone
- Creating connection remotely
- The wellbeing of furloughed staff



Nobody knows what they're doing  
and that's ok



# Fill up your cup first



# Your wellbeing checklist



# Your wellbeing checklist

- Create a schedule that includes:
  - A morning routine
  - Frequent breaks away from your work area
  - Outside time and exercise
  - An end of day cut-off
  - An evening plan
  - Lots of feel goods
  - Alone time



# Your Pyramid



Bonus  
Points

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Feel good  
vibes

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Non-negotiables



# Your wellbeing checklist

2. House rules
3. Daily connections
4. Prison activities and goals
5. Create a weekend
6. What Went Well





# Your wellbeing checklist

## 7. Your back pocket list

- Active
- Achievement
- Relaxation
- Stillness



Did you know that  
we're in  
"strange and  
uncertain times"?

So chill out...



Making it work for  
each individual



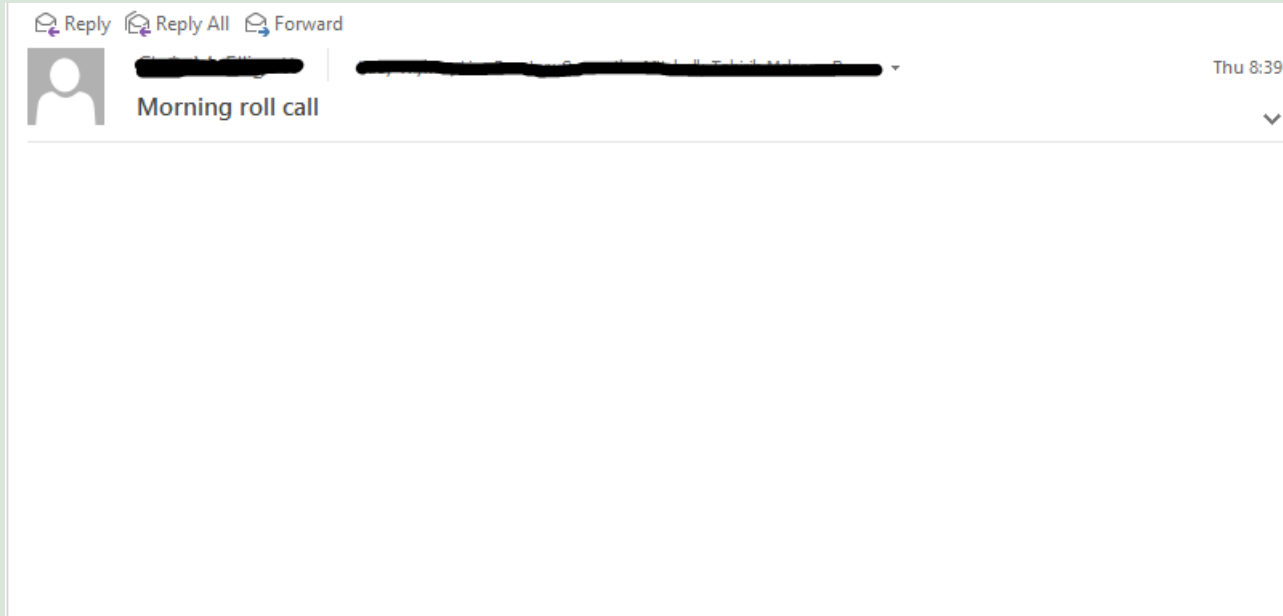
Encourage flexibility with  
schedules based on their  
strengths, environment and  
personal preferences



# Creating connection remotely



# Check-ins - what not to do





# Check-ins

A wellbeing scale from 1 - 5

Emojis



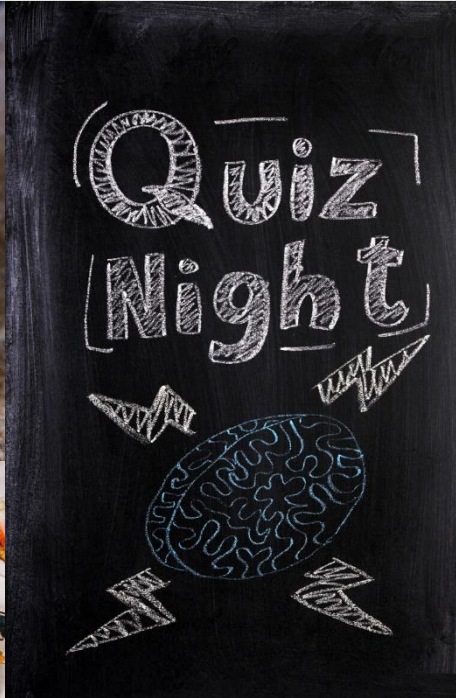
Ask more questions



# Unlimited Phone-a-Friends

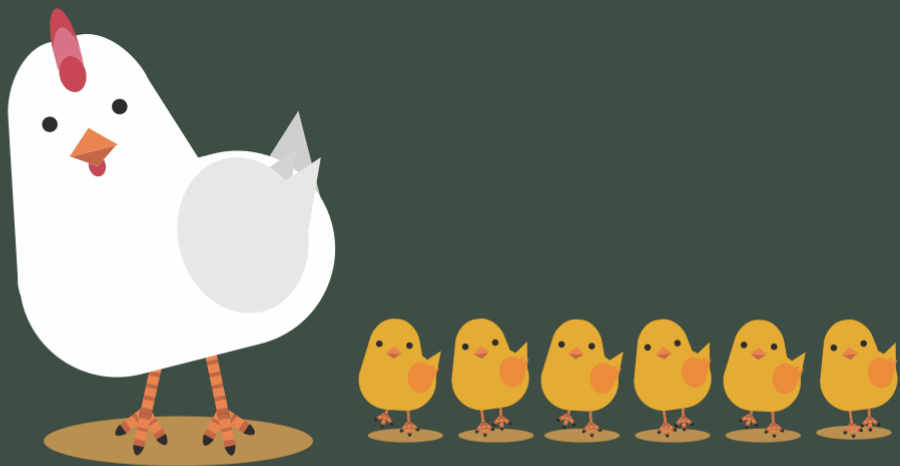


# Create culture and connection



# The wellbeing of furloughed staff





# Looking after the wellbeing of furloughed staff

- Open communication
- Reassurance with a written plan and salary
- Individual support
- Emphasise their value, highlight their contributions
- Help them with a budget
- Schedule check-ins



They're not a hot potato,  
so don't drop them!



# Some final questions:

What are the outcomes you want from this?

How do you want to be remembered by the end of this?





# Thank you

**Tahirih McLaren-Brown**

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# Questions

## Also in this series...

### **Emergency Response**

Thursday 26 March 2020, 11.00am to 12.00pm

### **Coronavirus Job Retention Scheme & SMEs**

Tuesday 31 March 2020, 1.30pm to 2.20pm

### **Procurement**

Thursday 02 April 2020, 12.00pm to 1.00pm

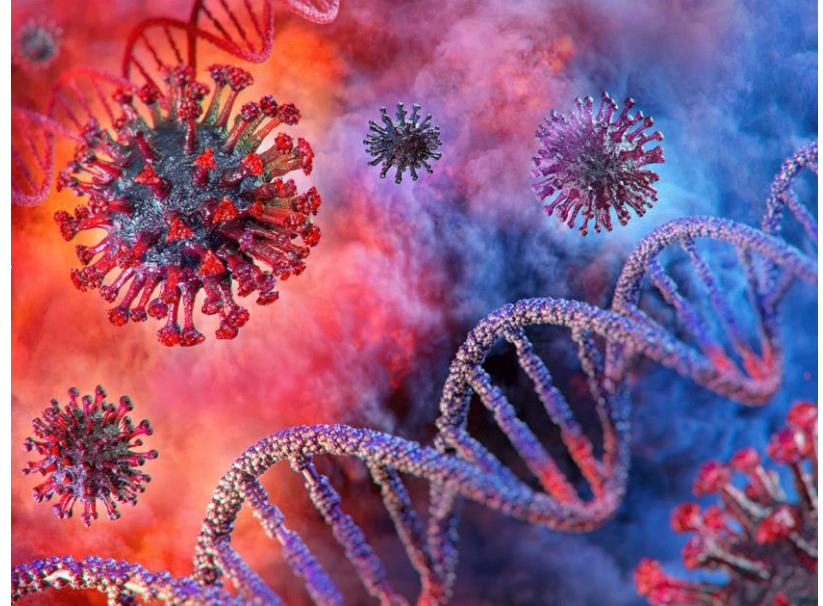
### **People in a pandemic (HR issues)**

Tuesday 7 April 2020, 12.00pm to 1.00pm

### **Communicating in a crisis**

Thursday 9 April 2020, 1.30pm to 2.30pm

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Thank you!