

COVID-19 Survey: Leader Toolkit

When critical events occur (such as COVID-19), your role as a team leader is especially important in keeping your team focused and engaged. Below you will find the 6 key drivers with related goals, considerations, and questions you can consider asking your team.

Driver	Goals: what your team members need	Considerations: what to do	Conversation starters and questions: what to say
Information	To receive timely and credible information about this event and our organizational plan to manage through it	Know what communication has been happening to date and what's coming in the future (e.g., communications from HR or the CEO, daily updates offered on intranet, FAQ page on employee communication portal etc.)	I want to be sure you're receiving all of the information you need right now. What information do you not have that would be helpful to you?
Support	To have the resources needed to fulfill their roles during this event	Consider what each role requires in terms of clarity of direction, technological resources and collaboration – and evaluate the extent to which those are being provided	It's important that you have what you need to do your job effectively. What additional support or resources do you need to be successful?
Balance	To be supported in balancing their work and personal responsibilities during this event	Know what support you can offer during this event to maintain work-life balance (e.g., flexibility in timing of work to allow for caring for children, allowing for quiet time zones when interruption isn't allowed etc.)	I know that balancing work and personal responsibilities may be more challenging than usual right now. What can we do to help you manage that balance?
Wellbeing	To have the support to stay physically and mentally healthy during this event	Know what resources you can offer to support physical and mental wellness (e.g., EAP access, apps to promote physical and mental wellbeing, etc.)	Your health and wellbeing – both physical and mental – are critically important. What concerns or needs do you have about your wellbeing that we can help with?
Contact – Leadership	To have enough meaningful contact with their leader during this event	Consider the timing and quality of your contact today and how you might improve, if needed	I want to be sure that we maintain connection even when working apart. How can we connect in a way that works well for you?
Contact – Colleagues	To have enough meaningful contact with their colleagues during this event	Know what mechanisms are available for peer to peer contact today (e.g., intranet, use of video conferencing etc.)	I want to be sure that you're staying connected to colleagues even when working apart. How can we help ensure that connection happens?

In summary...

- Communicate as much information as possible to your team
- Encourage your team members to ask any questions or share concerns at any time
- Make sure your team has all that they need to do their jobs effectively
- Support your team members in staying physically and mentally healthy
- Help your team members balance work and personal responsibilities
- Check-in with each team member on a regular basis
- Use technology to have regular team meetings/check-ins