

Resources to Improve the Quality of Remote Supervision

P. 1

To follow links, simply copy and paste into your browser

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|---|
| Self-Care & Sense-making of the current Covid19 pandemic |
| https://www.forbes.com/sites/meganbruneau/2020/03/18/how-to-handle-life-on-pause-a-therapists-advice-for-mental-health-during-the-coronavirus-pandemic/ |
| Covid-19 Resource & Information Guide from NAMI |
| https://www.nami.org/getattachment/Press-Media/Press-Releases/2020/COVID-19-and-Mental-Illness-NAMI-Releases-Importan/COVID-19-Updated-Guide-1.pdf?lang=en-US |
| Telework & Well-Being Tool Kit: |
| https://www.businessgrouphealth.org/resources/telework-and-well-being-integration-advantages-challenges-and-tips-for-the-future-of-work |
| Managing work-related psychosocial risks during the COVID-19 pandemic – International Labour Organization - https://www.ilo.org/wcmsp5/groups/public/---ed_protect/---protrav/---safework/documents/instructionalmaterial/wcms_748638.pdf |
| Educational Resources for Parents & Kids |
| http://amazingeducationalresources.com/ Note: Site continually updated. Check back. |
| JK Rowling's New Free E-Book: www.theickabog.com |
| Crisis Communication |
| https://www.forbes.com/sites/tanyatarr/2020/03/23/how-to-negotiate-during-a-crisis-like-a-pro/ Note: This is more about communication than negotiation. Excellent advice! |
| Effective Remote Management |
| https://www.forbes.com/sites/tomaspremuzic/2021/09/02/why-are-so-many-people-reluctant-to-return-to-the-office/? (Sept. 2, 2021) – by Tomas Chamorro-Premuzic |
| https://www.forbes.com/sites/edwardsegal/2021/09/07/9-best-practices-for-remote-working-agreements-policies-and-procedures/ |
| https://www.forbes.com/sites/forbescoachescouncil/2018/05/30/top-15-tips-to-effectively-manage-remote-employees/#901fe17503cc |
| Rural Remote Management – Victim Service Organizations |
| http://www.resourcesharingproject.org/sites/resourcesharingproject.org/files/Remote_Supervision.pdf <i>Produced with funding from Office of Violence Against Women.</i> |
| High Quality Article – Adds to the body of knowledge |
| https://hbr.org/2015/02/how-to-manage-remote-direct-reports <i>by Rebecca Knight, Feb. 10, 2015 (Harvard Business Review)</i> |
| Society for Human Resources Management (SHRM) – Get a membership (all supervisors, HR, & CEOs) – a steal at \$219/yr |
| https://www.shrm.org/resourcesandtools/ - <i>You'll need to search for remote supervision, flexible work arrangements, etc. Excellent resource!</i> |
| Promoting Workplace Mental Health In The Age of COVID-19/The SHRM Blog https://blog.shrm.org/blog/promoting-workplace-mental-health-in-the-age-of-covid-19 |
| Telecommuting/Remote Work/Work from Home Policy Samples |
| https://globalworkplaceanalytics.com/sample-documents/telecommuting-policy-sample |
| https://resources.workable.com/remote-work-policy |
| https://resources.workable.com/work-from-home-company-policy |

5 Issues Your Telecommuting Policy Should Address: Eligibility, Expectations for Work Hours, Equipment & Cybersecurity, Communication, and Policy Abuse

<https://www.businessnewsdaily.com/7749-create-telecommuting-policy.html>

What Do HR Managers Need to Know About Telecommuting and Employment Law? Overtime, Safe Workplace Law, & Written Contracts

<https://www.humanresourcesmba.net/faq/what-do-hr-managers-need-to-know-about-telecommuting-and-employment-law/>

Psychological First Aid Resources

[Taking Care of Your Behavioral Health – Tips for Social Distancing, Quarantine, and Isolation During an Infectious Disease Outbreak](https://store.samhsa.gov/product/Preventing-and-Managing-Stress/SMA14-4873) (April 2020)

<https://store.samhsa.gov/product/Preventing-and-Managing-Stress/SMA14-4873>

Coping with Stress During Infectious Disease Outbreaks

<https://store.samhsa.gov/product/Preventing-and-Managing-Stress/SMA14-4873>

How to Cope with Sheltering in Place

<https://store.samhsa.gov/product/Preventing-and-Managing-Stress/SMA14-4873>

Listen, Protect, Connect – Psychological First Aid for Children and Parents Helping you and your child in times of disaster.

http://www.ready.gov/sites/default/files/documents/files/PFA_Parents.pdf

Tips for Recovering from Disasters & Other Traumatic Events:

American Psychological Association

<http://www.apa.org/helpcenter/recovering-disasters.aspx>

Taking Care of Your Emotional Health after a Disaster: American Red Cross

https://www.redcross.org/content/dam/redcross/atg/PDF_s/Preparedness_Disaster_Recovery/General_Preparedness_Recovery/Emotional/Recovering_Emotionally_-_Large_Print.pdf

Helping Children Cope with Disaster: FEMA/American Red Cross

<https://www.fema.gov/pdf/library/children.pdf>

PFA for Healthcare Professionals -

https://omh.ny.gov/omhweb/disaster_resources/pfa/healthcare.pdf

Psychological First Aid Field Operations Guide for Nursing Homes

https://www.ahcancal.org/facility_operations/disaster_planning/Documents/PsychologicalFirstAid.pdf

Psychological First Aid for First Responders: brochure SAMHSA

<https://store.samhsa.gov/sites/default/files/d7/priv/sma11-disaster-02.pdf> Training:
<https://www.mentalhealthfirstaid.org/population-focused-modules/fire-and-ems/>

PFA for Families Experiencing Homelessness - Manual

<https://www.nctsn.org/resources/psychological-first-aid-pfa-families-experiencing-homelessness>

Psychological First Aid List Prepared by Vicky Powell, LCSW, MPA Rev. Feb. 2011

Please note: Becky tested each link and made updates as needed in April 2020.

Compiled by Rebecca Schueller Training & Consulting, LLC (9/7/21 Update)

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Priorities to Improve the Quality of Remote Supervision

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|--|--|
| Practices I would like to reset: 1. 2. 3. | Priorities I'd Like to Accomplish (i.e. budget revision to support remote technology): 1. 2. 3. |
| Ways I would like to improve communication with employees & build engagement: 1. 2. 3. | Discussions to have with other supervisors/administrators about policies, procedures, or practices for our remote employees: 1. 2. 3. Changes I want to make for structuring my day/supporting my own self-care: 1. 2. 3. |

My Top 3 Priorities for this week:

- 1. _____
- 2. _____
- 3. _____

Tools/Options/Strategies

Improving Support for Remote Staff

- *Create staff directory (photos, names, tel., email, job duty bullets) – ensure this stays updated and have it available on the server. Snail mail a copy to remote staff or provide it during onboarding.
- *Current, updated agency resource list on the server
- *Revise budgets to include funds for remote technology stipends, equipment, furniture, etc.

Connecting with Staff & Encouraging Team Collaboration

- *Daily or 3x/week check-in calls
- *Encourage staff to schedule actual phone calls with teammates (not just email or snapchat)
- *Weekly or bi-weekly team meeting

Supervision Tools

- *Reminding myself to stay focused on goals/results
- *Clarifying job/project expectations for staff
- *2-Question Weekly Check-in
- *Weekly Supervision Questions List
- *Help staff reset weekly priorities to reduce workload stress
- *Team meetings weekly or bi-weekly

Self-Care for Employees & Supervisors (Personal & Professional)

- *Help staff set priorities so they are not spread too thin/taking on too much
- *The work day must end! Not emailing/texting/calling after standard work hours (as reasonable and appropriate)
- *Encouraging staff to schedule their time-off
- *Support staff in “calendar” time for professional training & development (online articles, Linked In, conversations with counterparts in similar organizations)

Policies/Practices/Procedures

- *Worker’s compensation coverage
- *Liability Insurance coverage
- *Vehicle insurance – commercial and “Hired and Non-Owned” coverages
- *Inspections of remote facilities for safety and ergonomic needs
- *Who covers down-time? i.e. snow days, technology outages, power outages, etc.

REMOTE SUPERVISION TRAINING (1 Hour) **Rebecca Schueller Training & Consulting, LLC**

Learning Objectives

This workshop teaches skills and tools to support effective remote supervision and communication. Participants will:

1. Develop knowledge of Covid19 resources and responses to support employee well-being;
2. Increase understanding of communication strategies to support remote supervision;
3. Improve knowledge of the importance of regular supervision meetings with remote staff and supervision strategies that support remote staff;
4. Learn ways to build team connectedness for remote staff.
5. Increase knowledge of technology and tools required for effective remote supervision.

Presenter's Bio

Becky Schueller has three decades of experience working with national, urban, and rural nonprofits, community groups, tribal organizations, local and state government, and small businesses. After relocating to Minnesota in 1998, Becky developed the first *Catalog of Philanthropy* for the Northwest Minnesota Foundation, and served as a Business Development Specialist for the Native American Business Development Center.

Becky trains and consults through Rebecca Schueller Training & Consulting, LLC. She has trained several hundred supervisors and employees from nonprofits, tribes, cities, counties, schools, colleges/universities and businesses on topics ranging from: Supervision and Performance Appraisal, Grant Writing Readiness, Advanced Grant Writing, Grants Management, Providing Exceptional Customer Service, Developing the Fully Effective Nonprofit Board, Preparing the Board for the Annual Executive Director Evaluation, Creating Organizational Cultures to Support Staff & Client Well-Being, and The Executive Director's Tool-Kit. Becky also conducts strategic and program planning.

In 2018-19, Becky was the Northwest Minnesota Continuum of Care (CoC) Coordinator, working with housing and homeless assistance providers, HUD, local & state government and faith-based and other organizations in a rural, 12-county region. Becky was Executive Director for Evergreen Youth & Family Services (Bemidji) for nearly 16 years (2001-2017). She supervised three facility sites during this time. Evergreen's \$1 Million budget more than doubled during Becky's tenure, the continuum of programs significantly expanded, and the staff grew from 20+ to 40+ members.

Becky holds a BA degree in Middle East and Asian History and Women's Studies from Northwestern University (Evanston, IL). She is a 2016 Graduate of the Institute for Executive Director Leadership (a Certificate Program of the University of St. Thomas Opus School of Business). Becky completed a Community Service Management Certificate Program at the Roosevelt University School of Public Administration in 1990.

Work from Home Plan

| PRIVATE WORKSPACE | |
|---|--------------------------|
| Challenges/Needs | Options/Solutions |
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| CHILDCARE/OCCUPYING KIDS TIME | |
| Challenges/Needs | Options/Solutions |
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| NEGOTIATING SCHEDULES WITH ROOMMATES OR SPOUSES/PARTNERS | |
| Challenges/Needs | Options/Solutions |
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| MEAL Options: | |
| Breakfast | |
| Lunches | |
| Dinner | |

| PRIVATE WORKSPACE | |
|---|--|
| Challenges/Needs | Options/Solutions |
| -Desk space | |
| -Technology (sharing the family computer) | Laptop (with attachable keyboard) |
| -Printing | -Purchase printer/scanner -Copy shop account |
| -Confidentiality (Papers & Files) | -4 drawer filing cabinet; trunk lock box |
| -Sight/Sound barrier for telehealth client/patient calls and work video-conf. | -Purchase stand-up screen -Portable banner w/logo (tabletop \$50/floor \$120-\$200) |
| -Privacy (for thinking/writing/counseling notes/data entry) | -Calendar it! |
| Private cell phone charging space | -Purchase chargers! |
| Phone – texting & calls | -Google voice |
| CHILDCARE/OCCUPYING KIDS TIME | |
| Challenges/Needs | Options/Solutions |
| Parenting Support | -LMFTs weekly group chat -Use your EAP -List of blogs |
| Babies/toddlers/under 5 | -Use older kids -Parenting time schedule -Virtual story time w/ grandparents+ |
| Elementary kids | See Education Resource list |
| Teenagers | Ask them to develop a list/brainstorm with friends |
| Technology | Cheaper ipads/etc. |
| Weekends | Tele-Sat./Sunday School or spiritual time |
| NEGOTIATING SCHEDULES WITH ROOMMATES OR SPOUSES/PARTNERS | |
| Challenges/Needs | Options/Solutions |
| Shared office | -alternate nights/early a.m./mornings/afternoons/early evening/late evening -family shared calendar for rooms/space in your home/online classes & meetings |
| MEALS: | |
| Breakfast | Weekdays: Kids on Own – Cereal, bagels, or Granola Bars & apple/banana/clementine or PB toast or cheese toast |
| Lunch | Sandwiches |
| Dinner Nice Meal/Break/Family Time | -Order in Mondays & Wednesdays -Frozen pizza & bagged salad on Fridays -Cooking days: Tues/Thurs/Sat/Sun -Kids cook/1 night ea. week -Kids prep food – peel potatoes, carrots, etc. -Pre-Plan (defrost night before, put food in crock pot, hard boil eggs early in the a.m., etc.) |