

Keeping Families at the HEART

Organizational Readiness

Creative Solutions

Reframing Productivity & Accountability

Defining Caregiving

So you want to build a work culture that supports caregivers and virtual teams, but don't know how? Here are a few big picture questions to reflect on:

Shifting organizational culture requires a lot of internal reflection, self awareness, and communication by the whole team and what habits and practices show up in the work culture. What habits or tendencies show up when people are stressed or on a deadline?

Which habits of dominant culture* show up in your work environments that can lead to unhealthy team dynamics or expectations?

How can you create flexibility and freedom for the caregivers on your team to support them in being successful? What kind of budget do you foresee necessary to support caregivers on the team?

How can we reframe productivity? What are current systems in place in your organization that falsely communicate productivity but may not always produce results (for example consider if physical presence in the office every day translates to results)? What new mechanisms of accountability and communication do you need to develop to support your team in being accountable to their goals?

How does your organization define caregiving? What organizational policies or practices can help center caregiving in all its forms?

*<http://www.dismantlingracism.org/uploads/4/3/5/7/43579015/whitesupcull3.pdf>

Moving *Toward* Implementation

For Supervisors:

For Supervisees:

Anxieties

- How are staff spending their time?
- Will productivity change now since staff attention may be competing with multiple things at home?

- Working from home can be awfully boring.
- Work/life balance becomes harder.
- Self management may be difficult for some

Trust-Building

- What do I need from my staff to trust them?
- What community agreements/values are necessary for all parties to be successful in their roles?

- What do I need from my supervisor to feel trusted?
- What community agreements/values are necessary for all parties to be successful in their roles?

Needs

- What supplies/resources/skills do staff need to be successful?
- What do staff members need from you – more direction? Less direction?

- Do new needs arise after transitioning to a work from home environment?
 - I.e. will there be a need for schedule accommodations or is there a need for specific office equipment?
- What can you offer to others as a resource?

Communication

- What is a reasonable frequency for communication – one on ones, team meetings status updates?

- How do you prefer to communicate?
- Do different mechanisms of communication generate different responses (ie text messages communicating a sense of urgency, etc)?

Accountability & Project Management

- What new tools may be needed to push work along?
 - For tracking time?
 - For workplanning and team projects?

- What new skills may be needed to transition to new tools?

Supporting Caregivers

- How can you support the caregivers on your team so that they do not burn out trying to work and parent full time simultaneously?
- Can you provide a childcare stipend or other benefits to the caregivers on your team?
- What kind of scheduling needs do the caregivers on your team have?
- What are their needs if they are expected to travel?
- Do they need to bring their baby/child/dependent with them?

- How can you be find creative solutions to work when children are home?
- Does your schedule need to be arranged to schedule important meetings/calls during naptime or screentime?
- Can you work from your child's playroom while they play?
- Can children be present or nearby during internal calls and meetings?

Now *Try It Out!*

For Supervisors:

For Supervisees:

Anxieties

Trust-Building

Needs

Communication

Accountability &
Project Management

Supporting Caregivers