



HEALTHY@HARRIS
Caring for ourselves so we can care for others

HARRISHEALTH
SYSTEM

Healthy Telecommuting: Maintaining Communication

Taught by the Harris Health Employee Wellness Team

Healthy Telecommuting Series

- Healthy Workspace
- Staying Social & Safe
- The Importance of Routine
- Staying Active at Home
- **Communication**

Outline

- Challenges we may be facing
- Benefits of Communication
- Tips for Managers and Employees
- Professional vs. Personal mental health warning signs
- Resources

Current Challenges

- Out of sight, out of mind
- Perceived availability
- Technology
- Coworkers left stranded
- Missed body language and cues
- Tracking productivity

Benefits of Transparent Communication

- Builds trust
- Improved problem solving (fewer problems)
- Provides clarity
- Better relationships both professionally and personally
- Increases engagement
- Improved productivity
- Promotes team building

If you're a manager...

- Set clear responsibilities and goals
- Establish office hours
- Utilize document sharing applications
- Be present
- Be positive > Heart, Head, Heart method
- Practice active listening
- Set time to meet via phone and videoconference to gauge employee health
- Get feedback on current struggles/performance
- Non-work related check ins
- Be aware of the signs of mental illness

If you're a coworker...

- Work with manager to set clear responsibilities and goals
- Timeline and accountability, ownership
- Keep daily log of projects and tasks completed, be proactive
- Keep it professional
- Be positive > Heart, Head, Heart method
- Ask when confused or need more clarification
- Practice active listening

If you're a coworker cont.

- Use instant messaging
- Provide status reports
- Be present
- Establish office hours
- Utilize document sharing applications
- Be prompt and clear
- Be aware of the signs of mental illness

Professional Mental Health Warning Signs

Signs

- Erratic work hours/overworking
- Lack of availability
- Missed deadlines
- Poor performance
- Reckless behavior
- Poor time keeping
- Unexplained absences or sick leave
- Difficulty transitioning

What to do

EAP Services for Managers

Understand & educate yourself

Be familiar with ADA, FMLA, & Mental Health Parity

Ask if they are ok

See the person, not the illness

Tell your own story

Take action

www.nami.org

Personal Mental Health Warning Signs

Signs

- Frequent physical complaints
- Increased irritability/anger
- Persistent sadness
- Poor sleep patterns
- Excessive worrying
- Suicidal thoughts
- Increased substance abuse
- Reckless behavior
- Withdrawal from social contact

What to do

Don't be afraid to ask
Educate yourself
See the person, not the illness
Seek to understand
Tell your own story
Take action

Resources

Communication Resources

[WebEx Training](#)

[Teleworking Securely](#)

[Managing Anxiety: Coronavirus Fears & Concerns](#)

[EAP: Mental Illness: Busting the Myths](#)

www.flexjobs.com

www.shrm.org

Stress Management Resources

- Employee Assistance Program
 - Online: www.feieap.com,
 - 800-638-3327
 - Username: hhs
- Well Powered Living
- Cigna Behavioral Health
 - Visit **myCigna.com** or call the toll-free number on your Cigna ID card.
 - Call Cigna Behavioral at **800.274.7603**.
 - Go to **Cignabehavioral.com** for extra resources.
 - Offering 6 free EAP sessions through September 30th
- Coaching
 - Telephonic health coaching: 855-246-1873
 - Onsite health coaching: Contact Latecia Murphy
 - Office: 713-873-6407
 - Email: Latecia.Murphy@harrishealth.org

Summary

- More is better
- Ask for clarification
- Establish available hours
- Utilize all communication resources
- Be aware of the signs of mental health issues



Contact Us!

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