

## Professional Support Unit

Health Education and Improvement Wales (HEIW), Tŷ Dysgu

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## Team Support (7)

### Other tips for supporting your team

As managers, from time to time, you may notice increased anxiety in staff members, and you may be concerned about how to support staff around work based distress, loss and broader coping.

This document is part of a series of resources for managers, put together by the PSU, offering tips and tools to support you to support your colleagues. Some of these may also be useful for you to think about yourself too – **your wellbeing is paramount as you care for others.**



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*We've got this – we're making a difference*

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Adapted from resources developed by the Staff Wellbeing Psychology Team

North Bristol NHS Trust - [staffwellbeingpsychology@nbt.nhs.uk](mailto:staffwellbeingpsychology@nbt.nhs.uk)

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### Other tips for supporting your team

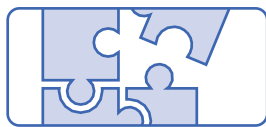
This is a **marathon not a sprint**. It's useful to focus on longer term capacity rather than repeated short-term crisis responses. Sometimes we need to slow down and pause, as well as make time for rest so that we can recharge our minds and our bodies.



**Encourage peer to peer support**, including the daily checklist and debrief as required



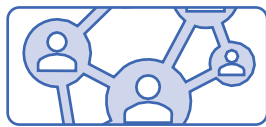
**Ensure staff are taking breaks**, ideally in pairs to encourage people to avoid using their phones



Remind your team of their **strengths and skills**, help them connect with what matters right now and a sense of shared purpose (we v. I)



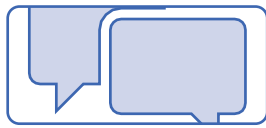
**Show appreciation for others** (and remind yourself of what you are doing well) - a brief thank you or acknowledgement can make a huge difference and can ripple to others. Remember to thank up (ie up to your managers) as well as down to your team



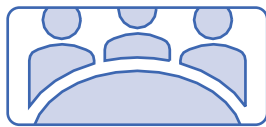
**Facilitate flexible working** (for a short period) **if it allows continued attendance at work**. Longer periods will need to be discussed and agreed with HR in line with relevant policy & procedure.



**Partner inexperienced workers** with their more experienced colleagues



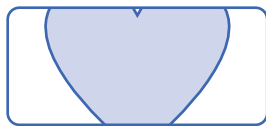
**Quality beats quantity when communicating**. Ensure accurate information updates - they mitigate any worry and uncertainty



**Provide regular forums to address concerns** e.g. in huddles. Don't be afraid to ask 'Are you okay? Is there anything you need to offload? Keep everyone in the loop - including staff currently self-isolating



**Use online platforms such as MS Teams** to stay connected to colleagues, even those who are working from home / alternative shifts (or in self-isolation)



**Lead by example - Be the support you would like to receive** - including around self-care. Its ok, and can be very helpful to say that you don't have all the answers - maybe someone in your team will have some ideas - or to say you need a brief break to recharge yourself - this will model healthy behaviour to others

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## Your own wellbeing as a manager

It is really important to remember that '**it is ok not to be ok**'.

It's common to focus on the wellbeing of others first but as managers we must look after ourselves and each other as best we can, so that you can be well resourced to support others. As the saying goes 'We need to put our own oxygen masks on before helping others'.

## Support and resources available to all (including you as a manager):

**A selection of open access, supportive, resources and tools, including playlists, resources and tools available for download here:**

<https://psu.walesdeanery.org/support-services/resource-locator>

**Wellbeing Resources from Health Boards and Trusts across NHS Wales:**

<https://leadershipportal.heiw.wales/go/cp92la> -

**Health for Healthcare Professionals:** <https://www.hhpwales.co.uk/> or call **0800 058 2738**  
or email - Monday to Friday 9am to 5pm

**BMA Doctors-for-Doctors:** <http://bma.org.uk/practical-support-at-work/doctors-well-being/about-doctors-for-doctors> or call **08459 200 169 (landline: 01455 254 189)** - 24 hours a day, 7 days a week.

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The resources in this series:

1: Supporting staff: 5 levels of care

2: Psychological safety: How managers can help foster this key area

3: Psychological first aid: How to respond to distress in your colleagues

4: How to support staff with acute anxiety or panic – a brief grounding exercise

5: 3 Step team procedure (including STOP for 15)

6: Team / peer to peer psychological debriefing

7: Other tips for supporting your team

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