

For Managers and Supervisors



A Caregiver's Toolkit

Overview – Training Content

- To provide useful references to support staff who are caregivers. Categorizing the resources, managers can more easily have access to the correct information and provide targeted guidance
- To provide actionable items clearly and concisely. Offer guidance on how to navigate situations.



A Two-Pronged, Targeted Approach



The proactive approach guides managers to engage in conversations to obtain awareness of staff issues, identify areas that may need attention, and point out resources and information to address those areas.



The Responsive approach provides managers actionable items for particular situations when staff need more immediate assistance.



Be Proactive

- Engage in conversations and provide support to employees
 - In an effort to understand where your employee may be experiencing challenges, have conversations to discuss their remote situation
- Be empathetic and kind; focus on your soft skills during these discussions
 - The COVID-19 situation continues to be dynamic so don't assume that a conversation you had with staff last month is still the situation.
 - Find ways to celebrate what is working and what may need to continue for the long haul after the pandemic.



Conversation Starters

- “What dynamics might be affecting your new (ab)normal?”
- “What is working for you in the new normal? What are the positives, if any?”
- “What are challenges you are still facing in the new normal?”
 - Ex: “How are you handling distractions?”
- “We will be in this situation for some time, how are things looking for continued sustainability?”
- **“I’d like to be able to better understand what I can do to assist you.”**



Understand Work Expectations

- Understand and agree on goals (this can be done during STEP check-ins, goal setting)
- Exempt Employees: focus on quality of work versus number of hours worked
- Look for signs that employee is challenged
 - Lack of engagement
 - Missed deadlines
 - Not attending meetings
 - Increased distractions (personal or professional)



Be Responsive

- Provide actionable steps based off of your conversations and observations
- How can you as a manager best help your employee?
 - While every situation can be unique, the following slides are some situations that may help guide you as a manager.



Scenario 1: Illness

- Support employees to address workload so they don't feel the need to work and get online when they should be resting or healing
- If possible, discuss communication during time off – employees may be unavailable for a period of days
- Work with your HRBP or refer employees to our Leaves and Accommodations team to understand leave if options are applicable
- Consider sending a e-card from the team to show empathy and support during a recovery period



Scenario 2: Overwhelmed

- Warning Signs
 - Missed meetings
 - Fatigued
 - Interactions with colleagues have changed; irritable
- Reassessment of goals (STEP check-ins)
- How to help
 - Buddy system: check in with a colleague or yourself as manager
 - Employee Assistance Program



Scenario 3: Work Expectations Not Met

- Review priorities
 - See what can be reassigned or reprioritized
- If problem is very severe, consider leave options



Scenario 4: Extended Leave Needed

- Encourage seeking leave options
- July 1, 2021 – [Pay for Family Care and Bonding](#)



Contact Information

- For Family and Medical Leave information, please email Leaveandaccommodations@ucop.edu
- For benefits questions, please contact the UCPATH Center at (855) 982-7284
- For payroll matters, please contact your [assigned payroll representative](#) or [UCPATH](#)



Resources

- [Worker's compensation information](#)
- For employee relations matters, please contact your assigned HRBP: [Find your HR Business Partner](#)
- [UCOP HR Manager Resources](#)



Additional Resources

- [EAP - Employee Assistance Program](#)
- [Faculty & Staff Assistance Program](#)
- [Covid-specific leave resources](#)



Toolkits evolve

As our personal and professional environments change, our toolkits to help our employees must evolve as well.

- Check regularly for updates.
- Check with the contacts provided in this presentation for additional guidance or changes in policy.
- Remain proactive and respond effectively and efficiently.

OUR GREATEST ASSET IS OUR EMPLOYEES

