Meet Emotional Needs

**Set the tone.** Approach supervision with the highest degree of empathy. Give staff the flexibility to organize their personal and professional lives.

**Name it to normalize it.** Recognize many staff are now required to work from home. This brings additional stress to an already stressful job. Acknowledge that we are all struggling.

**Hold voluntary morning check-ins.** Ask about family and share something about yourself.

**Encourage connections.** Use chat, text, and online video for coffee breaks or happy hour.

**Assign peer buddies to layer mutual support.** Organize team members into pairs with each staff assigned as a peer buddy to their colleague to buffer against emotional isolation.

Meet Virtual Working Needs

**Recognize that working virtually is different for those who are required to be in the community.** Listen with compassion and leverage agency protocols and resources to help staff practice physical distancing whenever possible.

**Encourage staff to do a telework self-assessment.** Use the assessment to tailor supervision.

**Share tips to increase effectiveness of and comfort with working virtually.** Encourage staff to establish a daily routine that sets boundaries between “work” and “home.”

**Define expectations and set realistic goals, adjusting work as necessary.** Establish a virtual working agreement with each person you supervise.

Meet Communication Needs

**Communicate regularly with your staff.** Be available for impromptu conversations on case-related matters and supportive supervision.

**Establish consistent check-ins with each person you supervise.** Increase the number and length of check-ins. Ask how the person is managing and how you can help. Help the person feel valued and appreciated and emphasize work-life balance.

**Use an online/virtual meeting platform.** Use video conferencing to interact face-to-face and increase connections. Have an agenda and encourage candid discussion.