



Managing during COVID 19

As managers, we have a number of responsibilities: to the staff and organisation and the people we serve as well as to ourselves. Here is some information for you to consider.

1. The possible psychological impact

Stress has an impact on all of us especially now when so many things are uncertain. The sequence of hormones, released once we become stressed, affects us in many ways.

What happens	Coping
Our thinking can become more confused	Take time to think, pause, reflect and then act. Double check with a colleague
Decision making may be difficult with a tendency to resort to past habits	Talk to a colleague or write down your decision, do something else for a while and then return to the decision. Remember to make decisions based on facts and not perception. Our perception of the risks involved can be very skewed at the moment.
Our memories are likely to be faulty	Take time to make notes of key issues and use the notes as part of your work habits. Be prepared for errors and consider how you will anticipate and/or deal with them,
We may limit to what we pay attention	Identify all the possible areas and sources of information that you need. What do you have and is it reliable enough? How will you make sure that you keep gathering information and keeping open-minded, e.g. taking breaks and stopping for a while.
Physically, we could become tense and not breathe properly.	Make sure that you are breathing properly and slowly. Check that you are doing so every two to three hours. Take a pause and do some stretching exercises.
Emotions can be difficult to manage	Work out what could be possible triggers for emotional reactions. Think of how you can deal with them appropriately. Remember complete suppression is not helpful. Allocate time to release emotions when it is appropriate.



2. Practical matters

Looking after your team: They will be looking to you for guidance. Take time to prioritise their work with them. Identify what is key and what is not. Encourage them to learn about self-care at such times. Pay special attention to recognizing the contribution of staff – it makes a huge difference to know that you are valued, albeit remotely. Please also pay extra attention to vulnerable staff, staff living alone or apart from families. Staff Welfare has some hints and tips which are available.

Communication: This is absolutely vital especially with remote working. Set up virtual formal and informal meetings.

Remote working: Encourage staff to make a physical and psychological distinction between work and home. Help them stick to it.

Support: Ensure that you make arrangements with your manager to obtain the support you need to function. Take time to build and implement your own self care plan.

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Advice: Remember to seek advice from Human Resources and other colleagues as needed.
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WHAT WILL BE YOUR PLAN OF ACTION FOR THE TEAM AND FOR YOURSELF?

Contact details

If you have any questions, then please contact Staff Welfare: swo@iom.int or Anna Eliatamby (aeliatamby@iom.int) Global
Johanna Schubert (jschubert@iom.int) Middle East and North Africa
Japhet Ayele (jaye@iom.int) Nigeria

Information on coping is available from: iom.int staff welfare

