

COVID19 ADJUSTMENT WHEEL - TIP SHEET



DIMENSION: COMMUNICATION



Humans are social animals and as such need and indeed thrive on positive interconnection with others. That is COMMUNICATION. Possibly more than anything else the impact of the pandemic has altered our usual way of communicating, whether it be at work, family gatherings, social engagements, sporting and cultural activities, medical appointments etc. For many the more traditional face to face interaction with others is not as easily accessible and requires remote communication strategies to maintain our levels of both work, family, and social engagement. For those used to these forms of communication the transition has been easier than for those of us who have not required (other than telephone) online methodology in the past. Though not desirable for some, technology provides an easy avenue for visual and other interaction that was not possible in the past. Embracing this (even if a 2nd best alternative) and using it as much as we can to stay connected, will assist in maintaining those important work and personal contacts both now and into the future. The tips and resources within the Adjustment Wheel may assist you in making any necessary adjustments.



What can I do?

- Identify what specific changes have occurred in your **ability to communicate** and which of these do you find challenging.
- For each of these explore **other ways you can still connect**.
- For those who have traditionally only used email and telephone technology consider the use of **keeping in touch through SMS, Face time, What's App and a range of free apps** that have become available for both work, family, and social engagement.
- **Be innovative**, especially with more personal communication. These are times of great challenge and deep emotional impact, so taking the time to explore how you are going and reaching out to understand how relevant others are doing could prove very valuable for all concerned. It may take relationships to a deeper and even more meaningful level, though it is important to be cognisant of maintaining ones need for 'personal space.'

Other tips

- Using some free apps like ZOOM, Microsoft Teams, House Party, Messenger, WhatsApp that can help to connect with family and friends over special events like birthdays and monthly get togethers.
- During work meetings, encourage attendees to turn the video on. This encourages more mindful and engaging meetings. And don't forget to go on mute when not speaking.
- Encourage online team lunches and catch ups to feel socially connected with colleagues.
- Communicate: Often we tend to bottle our concerns inside which leads to them just going around and around in our mind without achieving a satisfactory solution. Sometimes just talking to a family member or a trusted colleague can break open the bottleneck and lead to some solutions
- Schedule time for Q&A: Regular check-ins with colleagues can go a long way to make people feel included. Weekly Q&A sessions gives employees an opportunity to ask important questions they'd like to have answered. This not only provides employees with transparent information about what's happening but also provides greater employee engagement and feelings of some control during challenging times



Prioritise your wellness and seek help early

Employee Assistance Program: is a confidential, short term assistance program provided by qualified professionals. This service is available to all employees, for both work-related and personal problems where you may need assistance, support or guidance.



Useful Resources

Weblinks

- [Tips for communicating with employees during a crisis](#)
- [The best ways to virtually stay in touch during COVID19](#)
- [Use COVID19 to build better family communication](#)



1800 273 865



www.smghealth.com.au



areuok@smghealth.com.au