

Hints and Tips for Line Managers

This is a great opportunity to set up a call with your furlough returner to find out:-

- How are they?
- How do they feel now that they have returned back to work?
- Do they have any concerns?
- Find out what their circumstances are at home if anything has changed.
- Is there anything we need to be aware of?
- Do they require flexibility with hours on temporary or permanent basis?
- What support do they need?
- Do they require any IT equipment?
- Do they require DSE assessment?

They may be coming back to a completely different working environment to the one they left, we want to make sure they have everything they need to hit the ground running. Please be mindful that long periods of leave can sometimes impact the way we feel about our roles at work, it's easy at these times to feel out of touch. Give them time to settle back into the new abnormal and please remember this will be the first time that some of the returners will be working remotely.

Please be alert to this and remember how it felt for all of us at the time.

Learning & Development

In their first week of return – arrange a separate catch-up meeting to discuss all the changes that have taken place in the past couple of months. For example the new performance review / structure changes / team changes and firm updates.

Please ensure that you discuss the performance framework focusing on what's really important for high performance, quality conversations and excellent outcomes. This is a perfect opportunity to discuss their role and expectations and find out if any refresher training is required? It may be that their role has changed temporarily or they now have unfamiliar duties to assist with. You can discuss options in how you can assist and support the individual, a work buddy might be an option.

Create a catch-up meeting with the wider team to welcome back the furlough returner.

The Academy team have recently launched their new Academy Live summer schedule, having put together an extensive programme of virtual courses – check in with your team and see if there is any course they would be interested in to support their development. You can access the summer schedule [here](#) which is available on the intranet.

Wellbeing

Mental health awareness is very important which is why we have a wealth of dedicated resources available. The details of which can be found on our [Wellbeing hub](#).

The Academy team are running mental health awareness training sessions throughout the summer. The firm is aware that being on furlough can have a considerable impact on someone's mental health so we have a scheduled session specifically aimed at those individuals who have experienced furlough which we would certainly encourage for them to attend.

It's important that you schedule regular dedicated time to simply ask how they are doing. This should be an informal discussion perhaps over a virtual cup of tea and a piece of cake!

You can also remind them that we have trained [Mental Health First Aiders](#) across the business too, or use our Employee Assistance line 24/7 (0800 048 2702) / unumuk.lifeworks.com - username: unum, password: lifeworks).

Day 1

Week 1 / 2

Ongoing