



National Audit Office

# **Performance Coaches - support with returning to the workplace and new ways of working – 2021**

HR

June 2021

# Returning to the office and new ways of working

Between 21 June – 1 September, the Office will be running several engagement events to help embed understanding of the Future Working principles and how they'll work in practice. This period will also be an opportunity for teams to discuss how this will work for them.

# What can we do to help?

MIND have addressed the issue of [managing feelings about lockdown easing](#). It helps to identify how people might be feeling and also, crucially, what could help you manage those feelings.

MIND have suggested that the following would be useful for everyone:

- having a good work-life balance,
- address concerns about returning to work,
- connect with colleagues and line managers,
- take regular breaks and annual leave and
- speak up if working hours become too much.

# Feeling stressed or anxious?

Consider the stress risk assessment to break down the role to look at demands, control, understanding what you are expected to do, what support you need or get, relationships and behaviour and then change itself: [Stress Risk Assessment](#)

HR Manual: [Managing Stress](#)

Try the Personal Resilience support on Learning Pool in a new programme called Personal Effectiveness.

Speak to someone: performance coach, assignment manager, HR, Employee Assistance Programme ([EAP](#) or \_\_\_\_\_), a Mental Health First Aider ([MHFA](#)) or someone else you trust to listen to your worries and perhaps help you work out what you might like to do.

# Practical considerations

**Disability** – once plans become more fixed, consider what you and your team need for a successful return to the office. For instance, are you using your ergonomic work desk or chair at home, would it be difficult for you to carry your laptop from work to home on a regular basis e.g. do you need a different type of case, do you need a fixed desk space to work in the office? The Future Working group are addressing these areas so start thinking about what might be needed.

**Workload** – speak to your performance coach and your team about workloads and keep this under review.

**Concerns about returning to the office** – monitor support which will be available from the Future Working group and work with your team to make sure staff feel comfortable to return.

**Be kind** – it has been a difficult year and it is important to allow staff to take any new changes at their own pace and know that you are there for them to speak to.

**This is a marathon not a sprint**

Take a leaf out of Garfield's book

