Fall 2020
WORKING THROUGH COVID-19
Resources and Support for U-M Employees and Supervisors
A partial return to the workplace means that many employees and teams will continue to work remotely to reduce density and allow for social distancing.

Whether employees are coming back to campus to work, or have been working on site, our environment will continue to look different than it did in 2019.

This guide is intended to provide employees and supervisors with resources and information to help them adapt and thrive in times of change.
We are all in this TOGETHER

Find support for your overall well-being.
hr.umich.edu/wellbeing

Photo by Joe Braun
The health and well-being of our U-M community is a top priority. Our physical, mental and emotional health have been severely tested during the last few months.

As we continue to adjust to ongoing developments of the COVID-19 pandemic, we must continue to put health and well-being first. This means taking time for self-care and supporting our colleagues.

The university’s model of well-being includes eight dimensions that impact your overall well-being.

LEARN MORE: hr.umich.edu/wellbeing
Common Challenges WHEN WORKING REMOTELY

According to Gallup research, remote workers experience a number of challenges:

- Burnout
- Unclear expectations and accountability
- Separating work and life
- Detachment from team and organizational culture
- Isolation and loneliness

Work-life integration has a new meaning now that so many of us are working from home full time. Remember to consider your personal as well as work needs, and don’t forget the importance of balancing your time so you can be your best self.

— BARB MULAY, Manager of the U-M Work-Life Resource Center
Tips for Successfully WORKING FROM HOME

U-M faculty and staff have shared these tips to help others find success:

• Maintain social connections with people
• Create a dedicated workspace in your home
• Have a daily routine
• Set goals to stay focused
• Take care of your body, mind and mood
• Be mindful of video fatigue
• Reward yourself

READ MORE: Working From Home Tips for Success

RESOURCES

Time Management series (LinkedIn Learning)

U-M Learning Track - Self: Adapt
  Level 1 - Awareness
  Level 2 - Skill building
  Level 3 - Specialized skill building

LinkedIn Learning Collection - Balancing Work and Life
Ergonomics FOR THE HOME OFFICE

The home office you may have set up in March may not be sustainable if you’re working from home longer.

Protect yourself from injury. Talk to your supervisor about what equipment might be available if needed. Virtual ergonomic consultations are also available to help you set up your home office the right way.

Five tips for computer workers:

• Position monitor near eye level at about arm’s length away
• Place mouse and keyboard at or below elbow height
• Position wrists straight, at or below elbow height
• Use a chair that supports your back
• Position knees at or below hip height

LEARN MORE:
Ergonomics for the Home Office
Child Care OPTIONS

Many area school districts will utilize remote instruction for at least part of the 2020-2021 school year. This presents a number of challenges for families. Departments have been encouraged to support flexible arrangements when possible.

FIND MORE: Child Care Resources

RESOURCES

U-M Family Helpers (posting site for current U-M families and their own children only)

Kids Kare at Home (occasional backup care)

Kennedy Care-Safe at Home
Ongoing Nanny Services (Ann Arbor office, also the provider of Kids Kare at Home services)

College Nannies-Sitters-Tutors (Ann Arbor office, with dual-role nannies-tutors possible)
WELL-BEING
RESOURCES

You Are Not Alone
Support for Mental & Emotional WELL-BEING

The university’s mental and emotional health specialists experienced a surge in requests this spring, with concerns including anxiety about contracting COVID-19, coping with loss or grief, and working with young children at home.

However you are feeling, you are not alone. It is normal and understandable to experience feelings such as sadness, anxiety, or frustration due to great change, uncertainty, grief, and losses.

— KELCEY STRATTON, Program Manager, Resiliency and Well-being Services for Michigan Medicine

RESOURCES

Faculty and Staff Counseling and Consultation Office

Michigan Medicine Office of Counseling and Workplace Resilience

Michigan Medicine COVID-19 Well-being Help Center
Mental & Emotional WELL-BEING

RESOURCES

Virtual discussion groups (topics include stress management, dealing with uncertainty, working from home with small children)

Counseling (phone and video sessions available) from FASCCO and the Office of Counseling and Workplace Resilience

Stress management tools and resources

Crisis Text Line: Text “4UMICH” (campus) or “UMICH” (Michigan Medicine) to 741741 to connect to a trained crisis volunteer. Text responders are there 24/7 for support. You need not be in crisis to use this service for support and there is no charge for this service.

Shelter in Love webinar series

MORE RESOURCES INCLUDING APPS & WEBINARS ON THE University Human Resources website
Support for PHYSICAL WELL-BEING

Are you missing your MHealthy Zumba, HIIT or Yoga classes? You can join in a live-stream exercise and relaxation class from home.

MHealthy Exercise and Relaxation Classes

Do you need to relieve stress and tension in your neck or upper torso? Try some shoulder rolls, wall push-ups or these chest expansions.

Simple exercises and stretches

FIND MORE SUPPORT: Visit MHealthy

Among other things, physical activity can help reduce stress, boost the immune system, and improve sleep.

— BRETT KNIGHT, Physical Activity Program Manager, MHealthy
LEADERSHIP DURING TIMES OF CHANGE
Leading a REMOTE TEAM

Leading a team when you're not in the same place creates new challenges for even the most skilled leader. As you adjust to holding virtual team meetings and having fewer in-person interactions, don’t forget to apply some of the basic practices of effective leaders.

• Provide timely feedback
• Make time for meaningful conversations
• Support your team’s culture

For leaders running effective remote teams, it’s important to take the time now to make a plan about how to be intentional about the people side of your teams.

— LINDY GREER, Michigan Ross School of Business

RESOURCES

Build a positive culture (U-M Learning Track)
Level 1 - Awareness
Level 2 - Skill building
Managing remote teams collection
Communicating effectively: Impactful Conversations (webinars)
Leading with EMPATHY & COMPASSION

The COVID-19 pandemic has impacted everyone’s life in some way. Some are coping with grief or loss. Some have lost income. Some are balancing child or elder care. Leaders are more successful when they show empathy and compassion while also setting clear expectations.

— DENISE WILLIAMS, Performance Consultant, Michigan Medicine

RESOURCES

Leading and prioritizing wellness during a crisis (LinkedIn Learning)

Listening with Empathy

Inclusive Leadership (LinkedIn Learning)
Leaders can support professional and career development through a variety of U-M resources available at no cost.

The Development Journey is one tool that puts development in the hands of the employee. After completing a brief self-assessment, employees receive a customized set of recommendations to help build their individual development plan.

**RESOURCES**

- U-M Development Journey (and Manager's Companion Guide)
- Professional Development Courses
- LinkedIn Learning for U-M faculty, staff and students
- Mentoring and Networking Opportunities
- On-the-Job Learning Activities
There are many resources available through the university to help faculty and staff with urgent needs they might be facing. Some examples include:

**Emergency Hardship Program**

**MHealthy Resource Coach**

**Maize and Blue Cupboard**

**Mental Health Counseling and Consultation Services**

**Michigan Medicine COVID-19 Stress Resource Team**

FIND MORE:

[Well-being Resources During the COVID19 Pandemic](#)