Managing **virtual teams** through **COVID-19**

What **managers** may be **seeing/hearing**

- Lack of focus
- Disengagement
- Slow work completion
- Avoiding contact
- Arguing
- Asking many questions
- Being pushy or controlling
- Withdrawing
- Ignoring
- Complaining

What **employees** may be **experiencing**

- Uncertainty
- Worry about job, family, money, health
- Difficulty concentrating
- Lack of information/direction
- Confusion
- Boredom
- Anxiety
- Helplessness
- Mistrust
- Disconnection
- Lack of coping / job-related skills
- Misunderstanding

WHAT YOU CAN DO

Rather than focusing on the tip of the iceberg, ask your employees how they really are and problem-solve ways to address what's under the surface. Don't forget to check in with your employees who seem fine too – they may be experiencing difficulties but not showing it. Ask, explore and problem-solve together.

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