

An Outline:
**MANAGING PEOPLE IN A COVID19
ENVIRONMENT**

Background This one-hour webinar is designed to provide Leaders with some additional strategies and skill that they will need to manage in a Level2, Covid19 environment. There will be some opportunity for interaction, so the webinar is limited to a maximum of 20 participants.

Topics The topics will include:

- Coming to grips with the practical realities of Level 2, Covid19 social distancing and hygiene requirements in your work environment
- Why the safety plan that is developed must go beyond specifying how social distancing and hygiene actions are to be implemented, and include such things as:
 - * How to deal with clients and/or their children who breach the rules
 - * What to do if a client deliberately coughs or spits on someone
 - * What actions are to be taken if a staff member is sick and wants (or gets) a test for Covid19
 - * Covid19 safeguards when visiting clients at home
- The importance of leading by example
- Why it is essential to be very careful about the “little comments” you make in relation to social distancing and hygiene factors
- How to create an environment where correcting people for breaches of the social distancing and hygiene rules is well received
- How to encourage your staff to enforce the social distancing and hygiene standards with one another
- Dealing with staff who are not doing their share of cleaning and wipe-downs after a client visit
- Managing people who continue to break social distancing and/or hygiene standards
- Positive ways to deal with staff who are unwilling to return to the office
- Constructive strategies for dealing with staff who make requests to be treated as an “exception”, e.g. to continue to stay away from the office, not have face to face contact with clients, etc.

Facilitator Ross Gilmour is a Human Factors Consultant who conducts training programmes for organisations throughout New Zealand and overseas. He has also facilitated, for CBNZ, several well received workshops throughout New Zealand and a recent Webinar. For more information on Ross visit www.gilmourconsulting.co.nz