

Leading the way through challenging times

As leaders, we always want to present our positive, forward-thinking selves at work and guide others to success. However, leading the way during challenging times can be daunting. We've identified the leadership behaviours that can improve wellbeing and progress of the whole team. Take some time to read through them and note some ways that you're embodying certain behaviours, or ways that you can implement them.



1 Clarity

During difficult times, leaders should be actively reducing work-related uncertainty. One of the most effective ways to do this is to be open and honest with staff, and manage their expectations. For example, by being clear when you can solve their problems, and when you can only listen.

How can you communicate clearly?

2 Praise

Positive reinforcement helps cement behaviours we would like to see more of in our team and foster a happier and progressive atmosphere. Of course, constructive criticism is sometimes necessary, but strategically allowing space for others to make mistakes in order to learn is an essential quality of leadership.

What has your team been doing great at recently?

3 Trust

Building a culture of trust is essential when facing challenging times. Instead of focusing on the negatives when mistakes are made, look at ways to support your team and show them they can trust you. You can also use disagreements to grow understanding, respectful and productive relationships.

In which ways can you build trust in your team?

4 Motivate

When work pressures increase, you might notice a lack of motivation. It's vital to maintain energy, even when you don't feel motivated yourself. As well as encouraging staff to take their breaks, another way to motivate is to provide ownership to others over a variety of tasks in order to raise engagement.

How can you delegate daily tasks to encourage ownership?

Model

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Tougher times may call for tougher measures, and going beyond the call of duty yourself will encourage your team to step up too. Even if you may not exhibit them naturally, you'll need to model the behaviours and ways of working that you want to see in your team—they will be looking at you for guidance right now.

Which behaviours would you like your team to start demonstrating?

Reinforce

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Information overload can be overwhelming. Too much crisis comms can cause the most relevant information to slip through the net. By having an overview of all the information and filtering relevant messages, you can help alleviate worry, and reinforce key communications to your team such as policy changes, deadlines and workplace wellbeing initiatives.

What are the key messages you need to reinforce?

Free wellbeing resources for your team

Support your team to prioritise their wellbeing. By signing up to the ACTNow campaign, they'll receive weekly wellbeing reminders and exclusive ACTNow resources not yet available on the hub.

Website: wellbeinghub.pharmacistsupport.org

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