

How to ensure people feel supported, valued and safe

Practical strategies and actions

Communicate openly and authentically	Provide direct help and support	Actively encourage appropriate behaviours	Provide the necessary resources	Share information regularly	Show appreciation and recognition
1. Say 'hello' to people in the morning - show that you genuinely care. 2. Take the time to get to know each of your staff as individuals. 3. Show genuine interest and respect for what individuals in your team do by asking them questions, seeking their input, allowing them to express their feelings, genuinely listening and being present. 4. Explain the reasoning and thinking behind decisions. 5. Seek and listen to team member opinions and ask for their advice. 6. Be approachable and available so people feel comfortable to initiate a discussion or raise issues.	1. Discuss with individuals or the team the road blocks they confront in achieving their goals, and work with them to explore ways in which to remove, mitigate or manage these barriers. 2. "Tune" in to how people are feeling to ensure their wellbeing is not being compromised by work pressures. Help people prioritise their workloads when under pressure. 3. Offer to grab a team member lunch or a coffee when you can see they are working to a deadline. 4. Encourage flexible hours - tell someone to 'take the rest of the day off', give them a 'sleep in' pass etc when they meet an important milestone / have been working excessive hours 5. Direct people to support mechanisms if personal challenges impact their ability to perform e.g. EAP. 6. Protect individuals from unnecessary criticism by senior managers or stakeholders.	1. Work with the team to develop a set of team values and behaviours. 2. Lead by example – actively demonstrate the positive behaviours you expect from others. 3. Ask for feedback on your own behaviours and encourage team members to provide feedback to each other. 4. Acknowledge and recognise positive behaviours that you see around you. 5. Call it out when you observe poor behaviours - some people may not realise they are being negative until 'they look in the mirror'. Negativity can be infectious. 6. Act to resolve conflict quickly and try to broker positive outcomes for all players.	1. Take time to understand what resources – tools, equipment, systems, processes, time, + authority – are required for people to do their jobs. 2. Ask people where they don't feel they have the necessary resources to do their job. Where possible make these extra resources available. If trade-offs/choices have to be made seek people's input. 3. Identify little things that can make a difference e.g. extra filing cabinets, upgrading printers. 4. Ensure the physical work environment is safe, functional and supports productivity and wellbeing. 5. Allow people to personalise their work space and/or for the team to spruce up the workplace. 6. Be mindful of workload. Consider mutually beneficial opportunities for flexible work practices to maintain a balance between organisational deliverables and individual wellbeing.	1. Regularly update the team on changes in the operating environment/context – organisational changes/directions, industry changes, client issues etc 2. Flow information down from management team meetings 3. Make sure people know the things they need to know - encourage everyone in the team to share information and recognise when it's done. 4. Hold regular team meetings. 5. Make information available to team members through a variety of mechanisms – emails, one-on-one meetings, team meetings, team noticeboard, casual conversations.	1. Use a noticeboard or newsletter – physical or electronic – to publicly recognise small (and big) achievements. 2. Arrange for a senior leader to recognise individual or team progress and the contribution to organisational priorities/goals. 3. Take the time to say 'thanks' to people. 4. Show genuine appreciation of person's contribution by thanking and praising them for their efforts, and by being specific about the impact their work has had on the organisation/others. 5. Recognise achievements at team meetings, morning teas etc 6. When discussing good ideas with senior managers/stakeholders give credit to people who generated the ideas. 7. Actively utilise and participate in formal organisational recognition programs.