

## MANAGING YOUR TEAM IN TOUGH TIMES



The current economic climate has caused chaos for many people. In the news we hear much about redundancies, business failures, house repossessions, unhelpful banks – the list is endless.

If we consider ourselves to be good people managers then we have to ask ourselves to what extent should we get involved with the personal finances challenges of our staff?

With repossessions and redundancies set to be happening at their highest levels for decades this year it is highly likely that some of your staff will be affected.

As employers we can do nothing and adopt a “work is work” attitude, allowing people to sort out their own affairs. But realistically this ignores the fact that these sorts of worries are very likely to have an adverse impact on people’s effectiveness at work.

Or we can intervene. But then the question is – to what extent, what is appropriate? What would be considered helpful or inappropriate?

Our Good Boss research strongly suggests that bosses who are able to recognise that their staff have other responsibilities aside from their jobs are more likely to gain more productivity than those who ignore it.

People feeling valued as individuals and having reasonable demands made of them at what is potentially an already stressful time will work harder. Our evidence shows that this is one of the top two most important traits of an effective boss.

So what would be appropriate to do?

For those companies who have Employee Assistance arrangements in place – then now might be a good time to remind people of the help and support that is available.

For those who don’t - simply allowing staff in one to one meetings with their managers to share thoughts about how the credit crunch is affecting them and providing a good listening ear is a really good start.

There are a number of charitable organisations, such as the Citizens Advice Bureau, who can provide good advice. It may be relatively easy to gather this sort of information on support and make it easily accessible to all staff.

Whether you choose to do something because you believe it is the right thing to do or simply because it is the best way of maintaining productivity is up to you. But if you consider yourself to be a good manager/ employer, then do ask yourself – *could I be doing a bit more?*

**Contact us to find out more about how you could use the GBQ  
to develop better bosses in your organisation**

Andrea Gregory is a Founding Partner of The Good Boss Company.

