



GMR Leadership Communication Tips During COVID-19

As Global Medical Response leaders, your role as communicators during the COVID-19 pandemic has never been more vital or important. For many of our employees, you are the faces and the voices of our company. You are their trusted source of critical information and empathetic understanding, often coming out of your own experiences.

At the same time, communication can be a challenge. Front-line teams are dealing with an ever-evolving situation, and are concerned about their own families. Office-based teams are now working remotely, some for the first time in their careers. As a company and as a country, we all share the same concerns about health and safety. And you personally are not immune to these pressures, so taking care of yourself is important too.

So how do you best stay connected with your team members and fill that communication role in light of these unprecedented challenges? We have some tips that we hope will help.

Be Visible: It's Really Physical (not social) Distancing

- When using web meetings, consider using the video function sometimes so your teams can see you. Call out to individuals for their thoughts—business-related or personal.
- When video is not possible, encourage employees to communicate through Microsoft TEAMS to keep track of projects and communicate with each other.
- Tell your teams to reach out to one another by video chat, telephone, email or social messaging, even if it's to simply say "hello, how are you," and make yourself available in this manner.

Be Aware: Balancing Work with Home and Well-being

- Set aside time to reach out to your team members and assess their remote work needs: What restrictions are they working with? Can we set them up with greater remote functionality?
- Do not micromanage your remote teams. Instead, encourage them to collaborate with one another when possible.
- Use only secure GMR IT-sanctioned tools to communicate and share files, such as: company email, Microsoft Teams, Skype for Business, Webex, SharePoint and OneDrive. Please contact your local field support technician, IT Area Manager or the Enterprise Service Desk with any questions.

- Help your teams prioritize their time and set a reasonable daily schedule.
- Be flexible with your team as they deal with family needs and understand that some disruption is inevitable. It's okay to hear a dog barking in the background when on a conference call or the inevitable little one interrupting mom or dad. Embrace the situation and understand that, above all, they are safe at home.
- Encourage them to step away, take a walk around the house or yard, even during the work day as it permits. The pressure of being "at work" in their home environment can feel a little overwhelming.
- Suggest they take occasional breaks from watching the news coverage.
- For their personal, mental and financial concerns, refer them to the [Caregiver Well-Being web page](#) or have them call the EAP line at 866.248.4094.

Be a Guide: Direct Your Teams to Credible Sources and Resources

- Always refer your team members to the [Emerging Infectious Diseases page](#) on the GMR website. This is our single source of current information on COVID-19 policy and safety.
- With email communications being a primary source of messaging, some employees may be overwhelmed. Try to reinforce the basic messages, especially that their well-being is our top concern. Point out the key points of each message and reinforce them in your messages.
- If your employees are concerned they have been exposed to the virus, refer them to the online [MAST screening tool](#), which walks them through steps to determine their exposure risks and what to do next.

These are challenging times requiring a new means of communicating with our teams. Your role as a leader will be crucial in keeping them safe and informed as we continue to respond to the COVID-19 pandemic.

Thank you for all you are doing!

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Message distributed to executive leadership, presidents, VPs and directors across GMR

