



REMOTE AND HYBRID WORKING: TOP TIPS FOR EMPLOYERS AND EMPLOYEES

Remote and hybrid working have become increasingly prevalent in recent years, creating opportunities and challenges for both employers and employees. Employees working remotely may experience social isolation, disengagement, blurred work-life boundaries and challenges with miscommunication. Managers may find it more challenging to stay connected with team members and feel that they have less control over the tasks assigned.

In this factsheet, we focus on practical ways that employers can support the mental wellbeing of remote-working employees, and how employees can thrive by implementing mentally healthy working practices while working remotely.

FOR EMPLOYERS: HOW TO SUPPORT REMOTE-WORKING EMPLOYEES

TIP#1:
**Implement regular
check-ins**

At team meetings, line managers should regularly check in with team members on their workload, mental state and any other areas of concern. Create a judgement-free space for employees to share any challenges that they may be facing when working remotely and find solutions together to address these challenges. Schedule in one-on-one meetings where necessary to understand and address individual concerns.

TIP#2:
**Provide accessible
mental health resources
for all employees**

Regularly communicate to employees the mental health resources that are available, whether it be support hotlines, virtual webinars, counselling support or information regarding Mental Health First Aiders/ Champions/ Ambassadors. Consider providing mental health training to all line managers so that they are equipped with tools to recognise signs of burnout, stress or other mental health-related issues. CMHA HK offers a range of training modules for managers.

TIP#3:
**Manage
expectations and
set boundaries**

Support employees to work flexibly if that suits them and give them autonomy to manage how they complete their deliverables and workstreams. To facilitate this, establish clear guidelines and expectations around the means of communication, response times and deadlines. Where possible, reduce unnecessary meetings and video calls and streamline work processes to boost productivity.

TIP #4:
**Review remote-
working policies
regularly**

Conduct periodic anonymous surveys to gather employee feedback on their remote-working experience. This feedback can be used to refine policies, resources, digital platforms and training to address specific needs.

TIP #5:
**Communicate
clearly**

Regular and clear communication is key to effective remote working. Body language and tone of voice may be misinterpreted via email, calls or video conferences. Hybrid teams should consider what subject matters are better discussed in-person and schedule meetings accordingly.

There is no one-size-fits-all approach and remote workers will have different priorities depending on their home working environment, caring responsibilities and family circumstances. Ask, and listen to, your employees to find out how they can be better supported while they are working remotely.

FOR EMPLOYEES: HOW TO WORK REMOTELY AND EFFECTIVELY

TIP#1:
Set clear work and home boundaries

Develop a routine to help divide work and home life where the lines may easily be blurred. Designate a comfortable, distraction-free workspace and avoid working on sofas or beds. To mark the end of a working day, change out of your work attire and go for a short walk to create space between work and rest hours.

TIP#2:
Find suitable ways to relieve stress

Schedule regular breaks and go for a walk, make a coffee or do a short home workout. Remember to take your lunch break away from your desk and try to put away electronic devices during break times to avoid interruptions.

TIP#3:
Structure your day to suit your needs

Most people tend to work better during certain times of the day. Try to carve out these hours for high focus or intensive work and bundle meetings and calls together. This can help to maximise your effectiveness during the day by ensuring that you work without distractions and have high-focus time to complete your tasks.

TIP #4:
Ask for help when you need it

Reach out to co-workers or your line manager if you are struggling to manage your workload or are feeling overwhelmed. Give yourself permission to say 'no' when you feel like you are taking on too much or request deadlines to be shifted where necessary. Be prepared to negotiate without compromising your personal wellbeing and offer assistance to others who reach out to you for support.

TIP #5:
Stay connected

It is easy to feel isolated when working remotely. Nurture connections with your colleagues and network by scheduling regular catch-ups, coffee meetings and social gatherings. This can help to foster a sense of belonging and boost overall engagement in the workplace.

By focusing on building and maintaining social connections, establishing flexible working policies and normalising discussions around mental health, employers and employees can work together to foster well-being in remote-working environments. Being mindful of the way that we work and communicate can go a long way in creating thriving and productive hybrid teams.



ADDITIONAL RESOURCES

- [Chartered Institute of Professional Development – Managing and Supporting Remote and Hybrid Workers: A Guide for Managers](#)
- [Gallup – A Guide to Hybrid Work and Managing a Remote Team](#)
- [Workplace from Meta - Engaging Remote Employees](#)
- [Forbes - 18 Impactful Ways Leaders Can Support Remote Employees](#)
- [Bamboo HR: Tips for Working Remotely](#)
- [Allone Health: Thriving in the Virtual Workplace - Support Remote Workers' Mental Health](#)
- [Remote: Remote Work Mental Health Resource Pack to Support Your Team's Wellbeing](#)



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**City Mental Health
Alliance** HK

The City Mental Health Alliance Hong Kong (CMHA HK) is a not-for-profit membership organisation. We are an alliance of businesses, working together with mental health experts and partner organisations, to achieve our vision that every workplace will protect, support and create positive mental health for their people.

We provide training, events, resources, research and practical support for companies wishing to create mentally healthy workplaces.

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