

# Mindful Business Charter: the COVID-19 version



## Removing sources of unnecessary workplace stress

### Openness and respect

- Discuss upfront with colleagues, clients and contacts their preferred method of communication.
- Talk to your colleagues about working patterns and what works best for them in the current environment.
- Ask for and provide feedback to others on a regular basis.
- Check in with colleagues, clients and contacts as to how they are doing.

### Smart meetings and emails

- Capsticks meetings now start on time!
- Where possible avoid back to back meetings to reduce fatigue and make sure you get a proper lunch break.
- The daily update email is your signal to log off!
- Check the technology is working and agree the rules such as everyone on mute apart from the person speaking.
- Zoom is important but it's more tiring than face to face so alternate with calls. It's fine to turn your camera off in a larger meeting when you're listening and not leading the meeting.
- Plan meetings and circulate agenda and objectives. Confirm how long you are going to give to each point and stick to it.
- It's ok if you're interrupted by your domestic life during a meeting. It's lovely to see everyone (and your pets).
- Think about the balance between emails and calls for keeping in touch - a quick call is a good way of keeping in touch.

### Respecting rest periods

- Make sure you have a lunch break every day.
- Now more than ever book annual leave and switch off.
- If you have a separate work space, shut the door when you're not working.
- Make it clear you are not expecting anyone to check emails out of hours and role model this to everyone.

### Mindful delegation

- Be clear about the need to provide sufficient context and information for a piece of work, ideally including the purpose and ultimate recipient.
- Agree/negotiate deadlines rather than imposing them. If timescales change inform those it impacts on ASAP.
- Flag when deadlines are unrealistic/unachievable.

