

**BULLETIN 9.01 – HR**

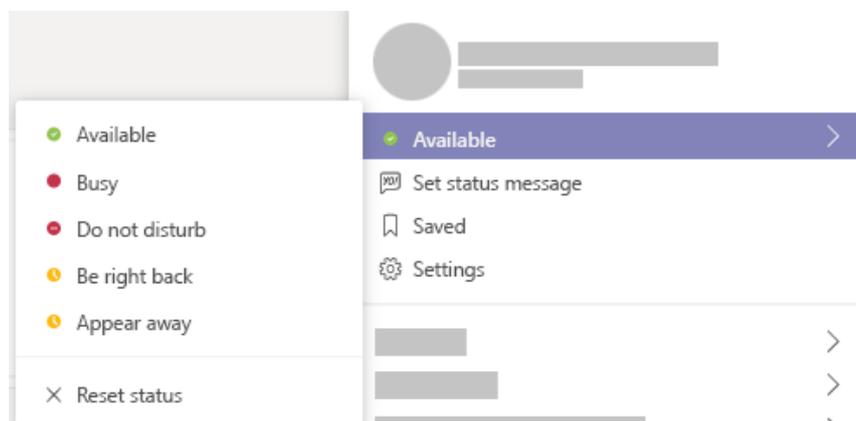
**STAFF WELL-BEING DURING COVID-19 HOME WORKING**

1. **Context.** The School recognises the need for staff to look after their well-being while working from home due to Covid-19 and has implemented protocols around the using the Microsoft Teams platform for scheduling meetings and general use.
2. **Author / further advice.** For more information about this bulletin contact Clive Masson or Helen Clark.
3. **Protocol for scheduling Microsoft Teams meetings.** The use of Microsoft Teams has enabled the School to continue to operate during this challenging time and it is a key tool for keeping all members of school connected, but it is important to recognise that constant back-to-back meetings are detrimental to our collective well-being. When scheduling Microsoft Teams meetings the following rules apply:
  - a. Meetings longer than 50 minutes should be avoided where possible.
  - b. ‘1-hour’ meetings should be limited to 50 minutes to allow those with back to back engagements to take a break; meetings should start at 5 minutes past the hour and end 5 minutes to the hour. The same logic should be applied to 30-minute slots.
  - c. No school staff should set up a meeting to start before 9am, to finish after 5pm or covering “lunch” from 1pm - 2pm (or the lunch break as suits your team) unless it is mission critical.
4. **Working time.** Staff should feel free to allocate time to tasks other than meetings and block that in their diaries in order to ensure that their working day is not swamped with sequential meetings inserted by others.
5. **Microsoft Teams etiquette.** Staff are asked to abide by the following simple etiquette guidelines for using Microsoft Teams:
  - a. Please show consideration for each other and be aware of the “busy” or “do not disturb” status in Microsoft Teams and minimise interruption during these times (Appendix 1A).
  - b. Users should use the “mute” option for ad hoc social chat groups (i.e. not a meeting) they belong to when they do not wish to be disturbed by ongoing social conversations (Appendix 1B).
6. **Annual leave.** Staff are encouraged to take time off to rest and recharge during the home working phase. Line Managers are asked to be proactive in supporting their staff to take adequate rest time. The School will develop a policy around annual leave with input from the EDI Committee and guidance from central university. The policy will be communicated in due course.

## **Appendix 1A: Microsoft Teams – status setting**

If you want to make sure people know when you're busy or away from your desk, set your status in Teams. The little dot on your profile indicates if you're available or not.

Teams will automatically set the status in some cases like when you're in a call. To explicitly set it yourself, go to your profile at the top of Teams, and select one from the list.



*Figure: status settings in microsoft teams*

You can also update your status from the command box. Type `/away`, `/busy`, `/dnd`, `/brb`, or `/available` to set your status as Away, Busy, Do not disturb, Be right back, or Available.

Detail about each kind of status that you change:

**Available** is when you're active in Teams and don't have anything in your calendar (no meetings or calls, for example). Note that Teams will automatically set your status from Available to Away when you lock your computer or when it enters idle or sleep mode. On mobiles, this will happen when the Teams app is in the background.

**Busy** is when you want to focus on something, and you do want notifications to pop up. If you're in a meeting or call, Teams will automatically change your status to In a meeting or In a call (Busy) when not set to Do not disturb.

**Do not disturb** is when you want to focus or present your screen and don't want notifications to pop up.

**Be right back** is when you want to say you're temporarily away. It's never set automatically.

**Appear away** is when you need to work without responding right away.

**Appendix 1B: How to mute a “social” group chat**

When you mute a chat, you'll still be included in the conversation, but won't get notifications from it.

Select the Chat icon on the left-hand menu to open the chat list. Find the name of the chat you want to mute. Select the “more options” button (it is the three dots on the right-hand side). From the list of options, select Mute from the list. If you change your mind, just select it again and unmute it.

An icon appears next to the names of the participants to remind you that the chat has been muted.

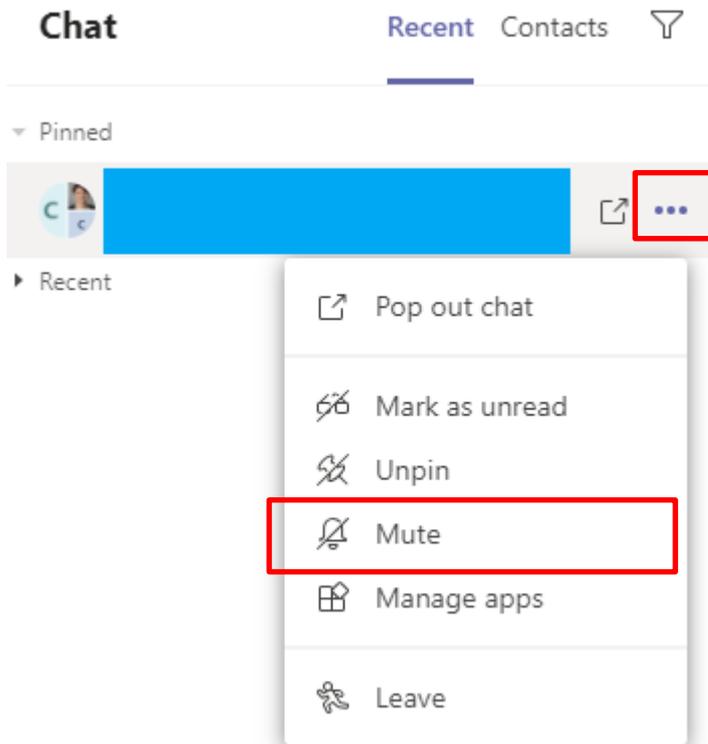


Figure: How to select mute from “more options” in the chat function.