

A Manager's Checklist – Building a Culture of Trust

- Spend time getting to know your employee and to understand what they may be going through. Every person has their own unique caring experience.
- Ask your employees what support they may want or need. Listen to them and take their needs on board.
- Be sensitive to issues of confidentiality and give your employees the opportunity of providing information in a way they feel most comfortable with.
- Be aware of any changes in your employees' behaviours. Are they arriving later than usual? do they take more private phone calls? Are they distracted from their work or finding it difficult to keep up with work deadlines? These could all be signs that your employee may have caring responsibilities.
- Use the correct language when speaking to your employee. Are they happy being called a carer?
- Request feedback from your employees. Encourage them to be honest and give you constructive criticism but also let you know what you are doing well.
- Apologise to your employee if you have made a mistake and acknowledge that you could have supported them more.
- Find easier ways for your employees to work flexibility. New technology allows more employees to work remotely. This may be favourable for those who have caring responsibilities.
- Consider using [Carers Passports](#) within your workplace. These are particularly helpful for carers when they change departments or have a new manager as they do not have to repeat their caring situation.
- Fight their corner and support them when they need it most.
- Normalise caring! Talk about work-life balance with your employees, making specific reference to caring at inductions and reviews.