

## TOP TIPS

# Respecting rest periods

These top tips are designed to help everyone get the most out of their holidays and non-working days (NWDs) while ensuring we still provide a seamless service to our internal and external clients.



### Holiday handovers

- Ensure there is a designated 'go to person' in your absence.
- Invest the time in a proper handover/holiday note – take the time to sit down and go through key issues/things that might come up in your absence and **ensure this is also sent to your PA so they can they allocate forwarded emails appropriately.**
- Ensure your emails are being forwarded and/or your PA has access to your inbox.
- Where possible do handovers as a call/meeting not an email to encourage social interaction.
- Properly communicate holidays and NWDs to clients and make sure they know who their alternative contact is.
- Follow team protocols around holidays and ensure they appear in team calendars/diaries.
- Know that it's ok to pass matters/projects back once the person returns from holiday.



### Out of office (OOO) messages

- Provide an alternative contact on your OOO messages.

- The alternative contact named on your OOO should be your PA and/or the same person that you have handed over to.
- Make sure the person designated as an alternative contact is aware of their role and is available.
- Where practical, decide within your teams on standardised OOO procedures.
- Highlight your NWD on your OOO.



## Effective communication

- Agree within your immediate team what is deemed appropriate communication during out of hours, NWDs, holidays e.g. phone if it is urgent.
- Have regular scheduled catch ups with your immediate team – a social to replace the tea/coffee point chat, a quick virtual cuppa at the beginning/end of the day, have a ‘walking meeting’ once or twice a week where your team discuss non-work issues (or at least nothing confidential).
- Good communication will help you take ownership of your own day - use your diary to block out lunchtimes or time for e.g. an early morning walk or a class.
- If something is genuinely urgent, pick up the phone.
- Maintain good communication with your PA – remember they will be working for more than one person so it will help them prioritise.
- Keep an open dialogue with your MBC Champion – if there are things you think could be going better then let them know.
- Update your Microsoft Teams status to busy to let people know when you are on calls on your mobile/working offline/reviewing documents/taking lunch or having a walking meeting. (Click [here](#) to find out how)



## Managing workloads/work allocation

- If you have other people working for you, consider sending a note at the end of the day saying you don't have anything else for them – this will help people to switch off.
- Consider a capacity tracker e.g. traffic light system which can be completed by everyone and is accessible to everyone in the team.
- Line partners/managers should have oversight of workloads.
- If your workload means that it isn't possible to take sufficient rest periods you should raise this with your line partner/manager or one of the MBC Champions.
- If you're working offline/ on a mobile call/Zoom/Webex turn your Microsoft Teams status to 'busy' to avoid distractions. (Click [here](#) to find out how)