

## Having a Conversation on Furlough

### Policy guidance and FAQs

- Familiarise yourself with our [Job Retention Scheme Policy Guidance](#), including the Frequently Asked Questions, before holding the conversation
- It may be helpful to have the web address to the above guidance to hand, to signpost staff to this information

### Planning your conversation

- It's important that the information communicated is clear and easy to understand; planning what you want to say in advance can help you achieve a constructive and helpful conversation

### Confirm that a formal furlough letter will follow

- Advise that the letter will confirm details of the arrangement including reassurance that there will be no change to take home pay or benefits
- It may also be useful to highlight to the staff member that they may have their furlough leave end earlier than originally planned, and that they should be available for work throughout the period if circumstances change – e.g. to provide cover for staff illness - however the intention is for this to be avoided wherever possible

### Provide individual support

- This is a challenging time for everyone in the University community and it's important to remember staff all have unique situations, and so it's important to provide individual support
- Staff should be encouraged to take annual leave during furlough in the same way and at the same times as they normally would
- It may be appropriate to signpost colleagues to wellbeing content, and to reassure them they are still very much part of the University of Glasgow community – the new [Team UofG Community webpages](#) have a wealth of health and wellbeing resources available to all staff and students

### Emphasise their value and highlight their contributions

- Although they require to be furloughed during this period, it's important to highlight how the employee is valued, and acknowledge the contribution they have made in their role to date

### Give them the opportunity to ask questions

- This is a new situation for us all, and as a result many furloughed staff will have questions; comprehensive guidance has been [published on the HR website](#), but if you don't know the answer to any question they ask, it's important to say you will find out and follow up accordingly. This is especially important as staff are not currently onsite and may feel 'forgotten' if not managed appropriately

### Ensure open communication with staff

- Let the staff member know that even when not working, you are still there to support them and address any queries or questions they may have. It may be helpful to confirm the best way to get in touch with you through this period
- If you are also being furloughed, or may be furloughed, signpost the colleague to a designated alternate contact. It may also be helpful to include a note of your alternate contact in your out of office message

### Schedule check-ins

- Schedule a further check-in for an appropriate time; there is continuing ambiguity on the length of lockdown, and this may leave staff feeling uncertain and isolated. Having a regular catch up scheduled can help mitigate some of these issues