

# My Family Care™

Making work+family work

## The Maternity Journey

*Road Map for Line Managers*

Month	Event	What to be doing & thinking
3	The news	<p>A member of your team tells you they are pregnant. Handling the news in the correct way is essential</p> <ul style="list-style-type: none"><li>● Congratulate the employee – this is good news</li><li>● Point to what your company does to make the journey easier<ul style="list-style-type: none"><li>○ Information on intranet</li><li>○ Talk about mentoring – speaking to someone else who has been through the same journey</li><li>○ Tell them about the 1:1 Childcare Search available from My Family Care</li></ul></li><li>● Above all be emotionally aware of the journey the employee is going through [we can provide some useful material or training]</li><li>● Ask if employee has any questions or concerns at this stage</li><li>● Agree date for a review/conversation nearer date of mat leave</li><li>● Ask employee to start considering hand-over process at appropriate time (will vary depending on role)</li><li>● Checks rights and obligations</li></ul> <p>* Training for line managers to make sure they handle the whole maternity process as effectively as possible can really help – we run courses like this if of interest</p>



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**Planning**

You need to make the departure as smooth as possible for the team and the employee.

- Agree exact date of departure
- Be aware of the rights and obligations and the flexible working options
- Make sure there is a handover plan
- Feedback – it's essential the employee is aware exactly of how she is performing and her status and prospects before she leaves
- Think about structure and resources of the team during the maternity leave. Do you need extra resource? How will the existing team handle the additional workload?
- Ask about communication during the mat leave. Does she want to know what is going on with the department and the team? Staying in touch can make the return much easier
- Handover of specific projects and work
- Mention the options on returning to work. Understand policies on flexible working
- Mention the childcare support provided by My Family Care – having the right childcare in place can make the return easier for everyone
- Above all be emotionally aware of the journey the employee is going through [we can provide some useful material]

\* Training for line managers to make sure they handle the whole maternity process as effectively as possible can really help – we run courses like this if of interest



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**The departure**

- **Say goodbye and good luck**

- Reaffirm the commitments about keeping in touch and how this will be handled
- Make sure the employee knows she will be welcomed back



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9 to 15 /  
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**During**

- **Communication** – if there is any particular news / event you think the employee would enjoy hearing about or being involved with make sure it happens. Office drinks or team building exercises for example. A very occasional email update can be very well received

- If you are in touch then congratulate the employee on the birth
- Plan for the return. Is it important you are there when the employee returns?
- Understand the various rights and flexible working options.



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**15**    **The return**

- **The date** – does everyone know when the employee is returning?
- Make sure you meet the new mother on the first day or as soon as possible
- Understand the mother's journey [again this is where the line manager really should spend some time understanding how being a mother can impact the work life balance and the priorities of the employee who has just come back. Essential that the Line Manager has some training to make sure they are as emotionally aware as possible]
- Discuss goals and work arrangements – discuss hours; make sure they have the right childcare in place; ask if they have made use of the My Family Care childcare service
- Ask about backup care arrangements and point out to what the company offers through My Family Care
- Engage them in projects and meetings in first week of return
- Check what they have received from HR
- Again understand the legal obligations and priorities



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**18**    **Post return**

- 2/3 months after return it's important to review how the arrangements are working for line manager and the new mother
  - 2-way Feedback on the work performance
  - Talk openly about the working arrangements
  - Involve the HR team if needed
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