

# TIPS AND RESOURCES FOR MANAGERS

## Coronavirus Fears & Concerns

Managers and supervisors have a special role to play in helping their employees adjust during periods of prolonged stress. Here are some actions to consider, as the situation warrants.

### Communicate with your employees

A message should go out to all employees from a senior manager.

- › Communicate the importance of the situation. Reflect the normal fears and anxieties that we all share.
- › List any steps the company is taking to ensure the safety of its employees.
- › Remind employees of resources available to them in the community and through their jobs, including the Employee Assistance Program (EAP).

### Communication is a two-way process

Communicating by email can be a place to start for formal announcements and ongoing updates. Connecting personally with employees will also be important. Ask your employees how they are doing. Be prepared to spend some time listening.

- › What are their main concerns?
- › What do they need from you?
- › Provide updates, or access to information, as more news comes in.

### Anticipate business disruption

- › Recognize that productivity may be lower and errors may be higher
- › Be patient and compassionate during this temporary disruption.
- › Consider “back-up” plans to ensure that essential business operations can continue in the event of increased absences.

### Be aware that some individuals may have more intense reactions than others

- › They may behave in ways that are unusual to see in the workplace.
- › Reactions may include panic attacks, reluctance to come into work, or hyper-vigilance to their health and the health of others. The best course for managers:
  - Communicate your willingness to talk.
  - Be patient.
  - Use active listening – giving feedback to let them know you hear them.
  - Be supportive.
- › Make sure they know where to get support. Your EAP may be a good place to start.

### Use the resources available to you as a manager

- › If you have concerns about how individual employees are reacting, or the effect on your workforce in general, call your EAP for a management consultation.
- › Consider scheduling a critical incident stress-debriefing group or wellness seminar, through the EAP. Services can be delivered virtually and/or telephonically.
- › Remember to take care of yourself so you can take care of your employees; use your EAP if needed.

## Resources for managers: Coronavirus preparedness

### World Health Organization (WHO):

Coronavirus updates:

[www.who.int/emergencies/diseases/novel-coronavirus-2019](http://www.who.int/emergencies/diseases/novel-coronavirus-2019)

Preparing the workplace:

[www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf](http://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf)

Pandemic preparedness:

[www.who.int/influenza/preparedness/pandemic/en/](http://www.who.int/influenza/preparedness/pandemic/en/)

### Center for Disease Control & Prevention (CDC):

About Coronavirus:

[www.cdc.gov/coronavirus/2019-ncov/index.html](http://www.cdc.gov/coronavirus/2019-ncov/index.html)

Pandemic Resources:

[www.cdc.gov/flu/pandemic-resources/index.htm](http://www.cdc.gov/flu/pandemic-resources/index.htm)

Travel Health Notices:

[www.cdc.gov/travel/notices](http://www.cdc.gov/travel/notices)

Health Promotion Materials:

[www.cdc.gov/handwashing/materials.html](http://www.cdc.gov/handwashing/materials.html)

COVID-19 Video Series:

[www.cdc.gov/coronavirus/2019-ncov/communication/videos.html](http://www.cdc.gov/coronavirus/2019-ncov/communication/videos.html)

### U.S. Government pandemic preparedness:

[www.ready.gov/pandemic](http://www.ready.gov/pandemic)

### International SOS:

[www.internationalsos.com](http://www.internationalsos.com)



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