# Employee Assistance Program

## Tips for Managing Employees During Uncertain Times

Being a manager during uncertain times can be challenging. Your team will look to you for direction, guidance, structure and support. The tips below can help you to lead your team while maintaining productivity, morale, and connection.

**Recognize that this is Tough**
Whether in the middle of a global pandemic or experiencing the aftermath of a catastrophic natural disaster, uncertain times can be disruptive and stressful to organizations, leaders, and employees. Acknowledge the emotional impact and the challenges employees are facing during a transition. Be kind, patient and authentic.

**Put People First**
Prioritize the health and well-being of your employees. Reach out to see how they are coping and ask how you can help them adjust during this period. Encourage and support their efforts to keep themselves and their loved ones safe in whatever ways you can. Eventually, this crisis will pass but your employees will not forget the support they received during this difficult time.

**Reinforce We Will Get through This Together**
With uncertainty comes panic and without effective leadership, panic can lead to chaos. As a leader, you want to send the message that this a challenge the team will overcome together by adapting and supporting each other.

**Express Appreciation and Purpose**
It is important to find opportunities to highlight specific individual and team accomplishments made by your employees during this difficult time. Recognize your employees for their teamwork and synergy to meet the needs of your business during this stressful time.

**Communicate, Communicate, Communicate**
Frequent communication can be an important part of making sure your team feels supported. Leverage technology to optimize your communication. A regularly scheduled "check-in" can help everyone stay informed, obtain guidance, and organize multiple responsibilities.

**Take Time for Self-Care**
It is important to set aside time to take care of yourself. Try to maintain good sleep hygiene. Take time to engage in physical activity. Stay connected with your professional and personal support systems. These activities can ensure that you have the energy to meet the increased need for guidance and support.

Remember that your EAP is available to provide leaders with confidential consultations. The EAP can provide guidance and resources to support your employees including techniques for having challenging conversations, information on making referrals to the EAP, and resources on helping them to maintain emotional wellness. Management consultations are available by calling the toll-free number.

References:

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Reeves, Martin; Lang, Nikolaus; Carlsson-Szlezak. "Leading Your Business through the Coronavirus Crisis". Harvard Business Review. 27 February 2020. https://hbr.org/2020/02/lead-your-business-through-the-coronavirus-crisis. Accessed 24 March 2020.

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