



HOW TO RESPOND POSITIVELY AFTER A SIGNIFICANT EVENT IN THE WORKPLACE

FOR MANAGERS AND TEAM LEADERS

When a significant and often sudden event occurs in the workplace, the impact can affect everyone. In such cases, the response of the manager is very important to restoring equilibrium and rebuilding morale amongst affected staff. Below are some strategies that may assist.

- Be a calm visible leader - available to staff – to talk with them and support them and answer any queries. Remember you are a role model
- Communicate appropriate information as early as possible and where possible, in person. Make sure messages are consistent and accurate
- Things that help are: listen, reassure staff, acknowledge them and their efforts, give positive reinforcement
- Where there are strong emotions, take time to really listen and let people express what they feel. Jot down any relevant issues pointed out in order to follow up.
- Invite senior managers, HR and leaders to also be 'walking the floor' and touching base with people in the days after the event - this shows added recognition and support
- Provide leadership by communicating the plan ahead – give timeframes and steps so as to assist people to adjust psychologically to what has happened
- Be consistent - do what you say, when you say you will. If there is any change, let people know. You cannot over communicate through change or crises.
- Check to ensure that staff on leave, secondment or absence are informed appropriately – or any other groups/individuals that may be important
- Be alert to any signs of stress, talk with the employee, offer support, or refer to appropriate support people such as a friend, peers, family member, EASA, or a doctor if needed. Remember staff can have challenging issues going on outside of work at the same time, and those individuals may need extra support
- Be aware of any other issues that may be pertinent to the situation you are dealing with – e.g. similar events in the past, recent experiences of staff
- It is a reality that work often needs to go on in spite of a crisis and so check out how staff are managing their priorities and workloads; managing any potential or actual relationships issues

Remember that your organisation has an EASA Employee Assistance Programme and are there to support and advise if needed.

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