



Supporting your employees after a tragedy

Dealing with a tragedy is one of the most difficult challenges a manager can face. Your role is to help employees continue to do their jobs while being sensitive to their needs. You must also take care of yourself as well.

Your leadership can help employees return to their normal daily routines, personally and professionally.

Here are steps you can take to help relieve the stress:

- Call security staff to get help, if you sense an immediate danger.
- Set clear and realistic priorities for the workplace. This helps employees focus on what is important.
- Communicate updated information as soon as you receive it. Employees and union representatives will feel better if they have up-to-date information.
- Consider a rumor board where you post rumors and respond to them with accurate information.
- Know and follow workplace policies and procedures. Make sure you use these to inform employees about what they need to know.
- Use the management consultation line for extra support and assistance.

Listen to employee concerns

- Listen to and acknowledge employees.
- Consider their ideas and preferences whenever possible.
- Consult with the natural leaders within your work group about challenges. They can help build trust and confidence in your decisions.

Support your team

- Be visible and present within your work group. A caring work group will support and help each other get the job done.
- Applaud teamwork.
- Give everyone a chance to contribute.
- Recognize successes.
- Try to be flexible with the way work is done.
- Try to balance your work and family responsibilities, supporting employees as they do the same.
- Make allowances so that employees can take care of personal needs related to the tragedy, which may have otherwise prevented them from coming to work.
- Consult with Human Resources to see how adaptable the workplace can be to meet employee needs and concerns.