

# Preparing For Uncertain Times

## Coronavirus - Tips for Managers and Supervisors

Managers and supervisors may find that employees will look for extra support and guidance due to the outbreak of the Coronavirus. The following suggestions are offered to assist you and your employees during this difficult time:

- Management should recognize that each person's feelings and reactions are valid and that not everyone will react in the same way. Some employees will feel only mild concern, while others may be greatly affected. They may fear performing their work or traveling. They may become anxious or irritable if the virus outbreak worsens.
- Expect some people to have difficulty focusing on work as the number of people impacted increases. This may be especially true for anyone who lives or works close to a geographical area where someone has been positively diagnosed with the Coronavirus.
- The antidote to anxiety in the workplace is education and preparation. Properly inform your employees on transmissible diseases like Coronavirus and others to ensure a safe working environment for all workers. Tell your workforce what will happen if an employee is determined to have been exposed and/or infected with Coronavirus.
- Educate employees who must travel to a stricken area on how to prepare, safety precautions for avoiding the virus, and health monitoring practices upon their return. You may want to hold town hall-style meetings, web-based talks, and even discussions with the families of traveling workers to let employees know there are plans in place if health-related problems arise, including overseas evacuations if required.
- Encourage employees to take good care of themselves during this difficult time. Remember to take care of yourself as well, by resting, eating well, and exercise
- Be alert for signs of discrimination or hostilities directed at employees with cultural or ethnic differences. You may want to take this opportunity to remind employees of company policies regarding diversity and harassment.
- Watch for any employee whose anxiety about contracting Coronavirus is extreme. This may be expressed to you verbally or perceived as changes in work performance, such as absenteeism, refusal to perform responsibilities, and difficulties completing tasks. Recommend Carebridge's EAP and Work Life Services to help employees manage their worry and to develop a personal/family crisis preparedness plan. If you have any concerns about a particular employee, consult with HR/Benefits to get suggestions for appropriate intervention, including use of the EAP.

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