

Supporting Your Team in a Time of Need

You may wonder about the best way to offer support when your team is coping with a difficult event. If team members are struggling, it is important to listen and acknowledge their feelings. This will send a strong message of concern and support.

Emotional reactions to a difficult event will vary based on its impact and severity and may change over time. Some members of your team may seem to bounce back quickly. Others may experience more intense emotions, particularly if the event reminds them of a previous traumatic experience. Keep in mind that there is no “right” way to react and no set timeline for recovery.

Common emotional and behavioral reactions to a difficult event may include:

- ▶ Shock or numbness
- ▶ Withdrawal from others
- ▶ Sadness or crying
- ▶ Anger, agitation, or irritability
- ▶ Confusion or difficulty concentrating
- ▶ A feeling of helplessness
- ▶ Talking more with others
- ▶ Workplace performance issues

A compassionate response in the aftermath of a difficult event will let your team know that they are valued by the organization. Helpful steps that you can take include:

- ▶ **Be present and available.** This is a good time to manage by “walking around.” Ask team members how they are doing, listen to their answers, and validate feelings. If you work in a virtual environment, check in via phone call or video conference and offer your support.
- ▶ **Remind your team about LifeMatters.** Let your team know that 24/7 services are available to them, their family, and any other person living in their household. Provide the phone number or the website URL and password.
- ▶ **Ask for help.** The LifeMatters Management Consultation Service can help you address concerns about individual team members or your work group as a whole. In addition, reach out to HR and other helpful organizational resources.
- ▶ **Practice self-care.** Take time to acknowledge your own feelings about the event. Maintain self-care by eating healthy, exercising, getting enough sleep, and engaging in activities that help you manage stress and build resiliency. Remember, LifeMatters services are available to you, too.

A genuine, caring response to a difficult event will assist in restoring your staff’s emotional wellbeing and help them to heal. Remember, the LifeMatters Management Consultation Service is available 24/7/365.

Call the **LifeMatters®** Management Consultation Service toll-free anytime. **1-800-634-6433**

Assistance with Life, Work, Family, and Wellbeing • 24/7/365

mylifematters.com • Text* “Hello” to 61295

Call collect to **262-574-2509** if outside of North America

TTY/TRS 711 and language translation services are available

*SMS messages will be sent for the duration of the chat. Message and data rates may apply. Text HELP for help and STOP to cancel. SMS terms of service at <https://www.empathia.com/sms/terms.pdf>. Privacy policy: <https://www.empathia.com/privacy.pdf>

