



Stay strong

Leading through change

Workplaces are facing unprecedented changes during COVID-19. Many have had to close or have employees work from home. And now you're all facing another change as staff begin to return to work.

This begs the question, how do you support and guide your staff when there is no "business as usual"?

Understand employee reactions

No one has been in this situation before. So it's normal for employees to wonder, "What's going to happen to me?" People don't like what they don't know. It makes them feel unsafe. And this can lead to feelings of anger and distrust.

If your employees are feeling uncertain, afraid and angry because they have to return to work, you may see:

- Poor work performance
- Increased mistakes
- Increased absenteeism or tardiness
- Low morale

Your reaction

Your ability to manage during tough times is impacted by your own reaction. It's hard to encourage others when you're feeling discouraged. So be honest about how you feel. Ask yourself:

- How am I affected right now?
- What is helping me get through this?
- Who can I go to for support?
- What will help me lead right now?

Helping others

It's easy to feel hopeless during difficult times. There's so much that feels outside of your control. But you don't have to "solve" the problem to support your staff. Instead:

- Show empathy
- Stay visible
- Provide updated and accurate information
- Be as transparent as possible about workplace decisions

And remind your staff about their benefits, including services to help with emotional and financial stress. Even employees who lose their positions may have access to these services.

Change is always hard. But COVID-19 has brought a whole new level to change. Remember, you and your team will get through this. And you might come out stronger on the other side.



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