﻿Challenging Times at Work:

A Guide for Managers

﻿When a team or workplace is going through a change in operations or procedures, both management and staff may need time to adjust. Managers should focus on creating a safe environment that acknowledges hard work, looks at honest mistakes as learning opportunities, and treats all team members with fairness and consistency.

Ways to Help Your Team Adjust

* Check in with team members face-to-face or call those who work remotely. Thank them for their efforts.
* Listen to and empathize with individuals who may need to vent or seek reassurance. Let them know that you hear their concerns.
* Express appreciation to those who have exhibited a positive, can-do approach. Encourage them to be supportive to colleagues who are struggling.
* Establish the “new normal” by focusing on new processes and objectives.
* Manage by “walking around.” Be visible and available.
* Solicit ideas and suggestions. Let your team know when one is implemented.
* Establish reasonable goals for completion of tasks. Make adjustments as needed.
* Refer your team to LifeMatters and other helpful company resources.

Things to Say to Frustrated Team Members

* “I can see that you are (angry, sad, upset, scared, frustrated, etc.). This has been a difficult time.”
* “Others have expressed similar thoughts and feelings. There are times that I’ve been frustrated, too.”
* “Thank you for your help in adjusting to these changes. I appreciate your hard work.”
* “I hear your concerns and will address them as soon as I’m able. In the meantime, what can I do to help?”
* “Let’s figure out what we can do to meet our objectives now. At a later date, we can discuss ways to streamline this process for the future. I’m open to new ideas.”

LifeMatters Resources

* LifeMatters is available 24/7/365 to help team members cope with a stressful change.
* The LifeMatters Management Consultation Service can assist with any management issue, including communicating a change, helping your team adjust to a new situation, or addressing performance issues. In addition, mylifematters.com offers a variety of helpful tools and resources.

1-800-634-6433

Assistance with Life, Work, Family, and Wellbeing

24/7/365

mylifematters.com

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

TTY/TRS 711 and language translation services are available

Text “Hello” to 61295 (U.S.)/204-817-1149 (Canada)

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/smsterms.pdf>

Privacy policy: <https://empathia.com/privacy.pdf>

©2024 Empathia, Inc.