



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

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