How to Help Your Team Cope With Stress During COVID-19

People respond to stress in different ways such as being more anxious, withdrawing, angry or agitated, etc. Respond to your employee's reactions in a supportive way, listen to their concerns and give them extra support during this time. Learn more at http://www.bccdc.ca/

STEP 1:
Be Attentive, Listen & Discuss

People often need more attention during times of stress.
Make space in your schedule to give your team extra time and attention. Remember to listen to your team, speak kindly and reassure them.

STEP 2:
Give Them Reassurance

Employees will have a lot of fear and uncertainty around many issues that COVID has raised. Ensure that you maintain regular contact (e.g. via phone) for a sense of reassurance. Schedule check-ins

STEP 3:
Provide Clear Instruction

With all the new workplace guidelines that have been issued, be sure to provide guidance both in written form, e.g. posters, & verbally. Stress makes it more difficult for people to retain information !

STEP 4:
Be Understanding About 'Down' Time

Recognise at times your employees may have 'dead' time or times when there's not enough 'meaningful' work. Be supportive and understanding. It will build 'goodwill' & prevent resentment. Remember its temporary!

STEP 5:
Be Informative About the Crisis

Provide facts about what has happened, explain what is going on now and give clear steps on how to reduce their risk of being infected by the disease in simple language. Your team looks to you for reassurance

STEP 6:
Be Honest & Transparent

Reassuringly explain what to expect if a colleague or team member feels unwell, what symptoms to look out for and what may happen BUT remember not to disclose personal information