



Leadership | *Tip sheet*

Dos and Don'ts for Managers After Death or a Traumatic Event

After a death or some other traumatic event impacting the workplace, it is very important for managers and other leaders to increase their visibility – to be “out and about” among employees, through what is referred to as “empathetic rounding”. Managers can connect with their employees, and show genuine care, compassion, and understanding. For example, managers can visit “huddles” of employees— they don't need to break up the huddle, but they can give the latest information, demonstrate interest, and build trust. Following are some additional suggestions.

Do

- Ask if there is anything you can do to support them
- Ask what you can do for them
- Ask “are you OK?”
- Ask if it would be helpful for EAP to be available for them
- Ask what you can do to help them get their job done (Employees may not be able to take a break)
- Ask them if they need a few minutes (If possible, have them step away)
- Demonstrate empathy
- Show concerned interest
- Observe your employees, take notice of who is gaining or losing composure
- Check in with your employees that could be vulnerable due to life situations such as recent deaths, illnesses, divorce, family situations, similar issues, etc.
- Pay close attention to employees you know that do not have a good support system, recent move-ins to the community, or new employees
- Be aware of your own feelings of frustration, sadness, anger, etc.

Don't

- Assume everyone needs counseling
- Assume everyone needs to talk with someone
- Assume everyone will react the same way
- Ask how they are feeling
- Say you know how they are feeling
- Say you are strong enough to deal with this
- Overdo sympathy
- Overdo pity
- Suggest they are acting abnormally
- Tell them to “snap out of it”

◆ Your well-being is our priority.

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