As a manager or supervisor, you will be expected to support employees following a critical incident. You may worry that you will say “the wrong thing” in these circumstances. Your presence and compassion are the most important resources during this time. The following is a list of ways you can support employees through this process.

• Remember that processing emotions is important, necessary, and inevitable. Simply “snapping out of it” will not help your employee return to a productive and comfortable life.

• You can help by creating an environment where this process is honored and supported.

• Set an example of support and professionalism. Your actions and attitudes will be what others remember and follow.

• Express your concern. Sincerity and simplicity will let the emotional person know you care.

• Stay in touch with employees. You represent the workplace to your employee.

• If you are experiencing emotions too, make time to take care of yourself as well.

• Honor the quiet moments, closed doors, and tears.

• Whenever tasks are redistributed, be sure to thank the other employees for their additional work.

• Expect the best from your employee. You can accept less than the best for a while and still express confidence in them.

Canopy Employee Assistance Program is here to help. Contact us 24 hours a day at 800-433-2320.